

Interpretation & Translation Services

Bidders Conference Overview:

Introductions

Bid Process/Proposal Submission

Scope of Work and Service Requirements

Questions submitted to CCP RFP

Friendly Reminders



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Mandatory Letter of Intent

Due by 7/14/22

franklin-cdjfs-ccp@jfs.ohio.gov



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Mandatory Letter of Intent

The **Mandatory** Letter of Intent is due to FCDJFS on **Thursday, July 14, 2022**. 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 it will receive and need to review. Proposals will not be considered if a Mandatory Letter of Intent was not received.

Mandatory Letter of Intent to Submit a Response to a Request for Proposals

*** Please Type or Print Clearly ***

TO: Carmen Barnes, Deputy Director

FROM: Director/President/CEO:

Phone:

Name:

E-mail Address:

RE: Letter of Intent for RFP Title: Interpretation and Translation Services

Indicate the Interpretation and Translation Services Module(s) that your organization plans to submit a proposal(s):

Module A:

Over-the-Phone/Remote Video
Interpretation Services

Module B:

On-site Interpretation & Translation Services



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

All Proposals **MUST** be submitted online on the United Way e-CImpact platform.

Access to e-CImpact will be granted upon receipt of the Mandatory Letter of Intent



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Proposal Submission

Two Separate Modules

Budget for each Module

Activity Catalog

Required Documents

<https://jfs.franklincountyohio.gov/partner-information>



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

Proposal Submission Deadline

**July 28, 2022
4:00 PM**

The completed proposal must be submitted
electronically via e-CImpact



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

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.



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

Minimum Qualifications For Bidders

- Minimum of three (3) years experience delivering services of similar size and scope
- (3) letters of reference for services provided within the last five (5) years
- Submit a complete proposal for each service the Bidder is proposing



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Statement Of Work

The Interpretation and Translation services are needed to assist the FCDJFS staff in communicating with LEP customers applying for, participating in programs or receiving services/benefits administered or supervised by the County.

The agency makes program and service information available in multiple languages dependent on customer/community needs and expects Bidders to demonstrate their capacity to provide LEP services that are timely, professional, cost-efficient and that meet a myriad of customer needs.



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

Service Requirements Overview

- Interpretation services must be available at the three (3) FCDJFS locations
- Interpretation services must be available during regularly scheduled business hours between the hours of 7:30am and 6pm EST
- Interpretation services will need to be available during non-business hours for Intermittent Scheduled Interpretation Services



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Module A: Over-the-Phone Interpretation Services and/or Remote Video Interpretation

Module B: On-Site Interpretation and Translation Services



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Module A: Over-the-Phone and/or Video Remote Interpretation Services

Services: Assist customers in applying for benefits, updating case information and conduct redetermination interviews over the phone during daily scheduled appointment times.

Availability: Monday- Friday 7:30 AM to 6:00 PM (EST)



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Module B: On-Site Interpretation and Translation Services

Services: On-call, On-Site Interpretation is used for walk-in and scheduled appointments at all 3 sites. Interpreter services are employed as needed.

Availability: Respond to request in less than 24 hours period



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Module B: On-Site Interpretation and Translation Services

FCDJFS operates a Call Center which includes on-site interpreters for high volume languages



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

Translation Services

FCDJFS will request the translation of documents such as, but not limited to:

- Forms
- Brochures
- Signs
- Training materials
- Media materials



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Intermittent Scheduled Interpretation Services

- Special Projects
- New Process Launches
- Sporadic Service Needs
- Services Provided Outside Regularly Scheduled Business Hours



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

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.



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Pre-Bidders Conference Questions



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Page five of the RFP indicates “Bidders have the option to submit separate proposals for one or all service modules. When submitting a proposal for

- **Module C, the proposal must outline how the Bidder will perform both on-site interpretation and translation services.” Please confirm if the reference to Module C is a typo and was intended to state Module B.**

Response: There are only two modules: Module A and B



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

Please advise if the Contractor Budget is required for the services outlined in Module A?

Response: Yes, this the Contractor Budget is required for both Module A and Module B



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

Who is your current vendor for OPI/VRI?

Who is/are the incumbent(s)? If multiple, how many incumbent vendors are there and are you willing to share their rates for the services required in this RFP?

Response: Our current provider is Access 2 Interpreters. There is only one provider.

A public records request is required to share vendor/provider rates for services.



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

Please confirm whether we can submit pricing by the minute for phone and video interpretation services rather than per hour, as stated in the fee catalog?

Response: Yes. The Availability and Fee Catalog will be updated to state that charges for Over-the-phone and Video Remote services can be stated in minute increments



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

Interpretation & Translation

What are your current rates for OPI/VRI?

What is your actual spend historically for written translations?

How much did your organization spend on written translation in 2021?

Response: Current rates for Over-the-Phone interpretation services are slightly over \$1 per minute. Video Remote Interpretation services are not currently provided.

Historically we spend on average \$7,500 on translation services.

We spent \$5000 on written translation services in 2021



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

Page four of the RFP indicates "FCDJFS also conducts business at off-site locations and during non-traditional workhours for special projects or to meet the needs of our residents/community; Interpretation and Translation services may be required during these times and service requests may be on short notice."

What types of translation services could be required? Do translations need to be submitted and completed during the same off-hours shift?

Response: Interpretation services may be required during the off-hours shift. Translation services are generally requested during normal business hours



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

IMPORTANT DATES TO REMEMBER

MANDATORY LETTER OF INTENT

Due by Thursday, July 14, 2022

Pre & Post Bidder Conference Questions Posted

Thursday, July 21, 2022

PROPOSAL SUBMISSION DEADLINE

By 4 PM on Thursday, July 28, 2022

NO EXTENSION WILL BE GRANTED



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

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

<http://jfs.franklincountyohio.gov/partner-information>

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



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation

Additional Questions



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**

1803

Interpretation & Translation Services

Thank You!



Franklin County
Board of Commissioners

**JOB & FAMILY
SERVICES**