

Interpretation & Translation Services

BIDDERS CONFERENCE

Friday August 16, 2019

1:30PM



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Interpretation & Translation Services

Bidders Conference Overview:

Introductions

Bid Process/Proposal Submission

Scope of Work and Service Requirements

Questions submitted to DSS RFP

Friendly Reminders



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Interpretation & Translation

Mandatory Letter of Intent

Due by 8/20/19

at 4:00 PM

dssrfp@fcdjfs.franklincountyohio.gov



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Community Portal Access Request Form

Due by 8/20
at 2:00 PM

dssrfp@fcdjfs.franklincountyohio.gov



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Results Innovation & Outcomes RIO

The completed proposal must be submitted electronically in RIO



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Proposal Submission

Two Separate Applications

Agency Profile

Budget

Required Documents

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



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Proposal Submission Deadline

**September 6, 2019
11:59 PM**

The completed proposal must be submitted
electronically in RIO



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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.



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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



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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.



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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
- Interpretation services will need to be available during non-business hours for Intermittent Scheduled Interpretation Services



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Interpretation & Translation

Module A: Over-the-Phone Interpretation Services

Module B: On-Site Interpretation and Translation Services



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Interpretation & Translation

Module A: Over-the-Phone 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)



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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



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Module B: On-Site Interpretation and Translation Services

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



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Translation Services

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

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



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Intermittent Scheduled Interpretation Services

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



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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 Staff



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Pre-Bidders Conference Questions



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Interpretation & Translation

Can you supply the Interpretation and Translation Services 25-20-RFP-01 in a workable PDF format?

Response: No, the Interpretation and Translation RFP document is only available in a PDF format. However, all of the forms necessary for bidders' completion are included in the "Required Documents, Attachments and Checklists" packet. This packet is available in a Microsoft WORD format



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In the “Statement of Work” on page 6, within the “Documentation of Services and Quality of Services” section, it states: “The Bidder should include a Quality Assurance Plan (QAP) that ...”:

In what section of the response should Bidders include their Quality Assurance Plan (QAP)?

Response: This information can be submitted as a separate attachment and uploaded into RIO or the bidder can utilize Question 11 in the narrative section of Module A and/or Question 12 in the narrative section of Module B.



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In “Proposal Components” on page 8, within the “Attachments” segment one type of the required documents is described as “resumes and licenses (if applicable) of each lead position”:

Do you want to see resumes for lead administrative staff only, or for lead onsite interpreters as well?

Response: For the purpose of the RFP only resumes and licenses for lead administrative staff are needed. The agency(s) chosen to continue with contract negotiations may be requested to provide additional staff resumes and licenses.



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IMPORTANT DATES TO REMEMBER

MANDATORY LETTER OF INTENT

Due by 4:00 PM on Tuesday, August 20, 2019

Community Portal Access Request & Post Bidders Conference Questions

To: dssrfp@fcdjfs.franklincountyohio.gov

Due by 2:00 PM on Tuesday, August 20, 2019

Pre & Post Bidder Conference Questions Posted

Tuesday, August 27, 2019

PROPOSAL SUBMISSION DEADLINE

By 11:59 PM on Friday, September 6, 2019

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/partner-information>

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



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Additional Questions



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Thank You!



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