



**REQUEST FOR PROPOSALS
INTERPRETATION AND TRANSLATION SERVICES
25-22-RFP-01 – I&T Services
June 2022**

Dear Prospective Bidder:

The Franklin County Department of Job and Family Services (FCDJFS) is accepting proposals from qualified organizations to provide Interpretation and Translation Services. These services enable FCDJFS staff to effectively communicate with residents, determine eligibility for public benefits, and provide appropriate referrals for services to our Limited English Proficient (LEP) residents.

FCDJFS will allocate TANF dollars for the purchase of Interpretation and Translation services that are culturally and linguistically appropriate. These services will be purchased from an eligible organization for the time period of October 1, 2022 through September 30, 2023. FCDJFS invites high-performing, fiscally responsible organizations that offer high-quality telephone, remote video, and on-site interpretation as well as translation services to respond to this Request for Proposal (RFP).

Important Dates	
RFP Release Date	Monday, June 27, 2022
Submission of Questions to be answered for the Bidders' Conference	Thursday, July 7, 2022
Bidders' Conference	Tuesday, July 12, 2022 1:00 pm https://franklincountyohio.zoom.us/j/93115038092
Mandatory Letter of Intent	Thursday, July 14, 2022 franklin-cdjfs-ccp@jfs.ohio.gov
Deadline for Submission of Proposals	Thursday, July 28, 2022, by 4:00 PM
Intent to Notify	Week of August 22nd

An electronic version of the RFP and all related documents can be obtained at <https://jfs.franklincountyohio.gov/partner-information>.

All Proposals **MUST** be submitted online on the United Way e-Clmpact platform. Access to e-Clmpact will be granted upon receipt of the Mandatory Letter of Intent.

The Franklin County procurement policy stipulates that with the exception of the Mandatory bidders' conference and posted Q&A periods, 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 proposal submission deadline.

Thank you,

Joy Eivens, Director & Deputy County Administrator

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STATEMENT OF WORK

Purpose

FCDJFS is committed to providing meaningful access to program information, benefits, and services to all Franklin County residents regardless of English Language Proficiency as required under Title VI of the Civil Rights Act of 1964. The Ohio Department of Job and Family Services (ODJFS) Bureau of Civil Rights (BCR) defines meaningful access as the ability to use services and benefits comparable to those enjoyed by members of the mainstream cultures. Meaningful access is achieved by eliminating communication barriers and ensuring a customer or potential customer can communicate effectively. FCDJFS must ensure that the LEP residents:

- Are given adequate information
- Are able to understand the services and benefits available
- Are 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
- Receive language assistance at no cost.

For more information about the BCR, the Title VI Civil Rights Acts of 1964, and the Franklin County LEP Plan, visit the following websites:

- <http://jfs.ohio.gov/civilrights/lep.stm>
- <https://www.justice.gov/crt/fcs/TitleVI>
- https://jfs.franklincountyohio.gov/JFS-website/media/Documents/LEP-Plan-Final-Signed-2018-2020_1.pdf.

For the purpose of this RFP, Interpretation, and Translation services are defined as quality over-the-phone, video remote, and on-site interpretation services as well as translation expertise purchased for the time period of October 1, 2022, through September 30, 2023. FCDJFS may extend the contract upon mutual consent of the parties and contingent upon the availability of funding and successful contract performance for up to 2 additional years.

Service Components

The Interpretation and Translation services are needed to assist the FCDJFS staff in communicating with LEP residents applying for, participating in programs, or receiving services/benefits administered or supervised by the County. FCDJFS conducts business between the hours of 7:30 AM to 6:00 PM (EST), Monday through Friday at three primary locations. However, services could also be offered during non-traditional hours of 6 PM-9 PM Monday thru Friday and Saturdays between 8 AM –5 PM. Residents are served on-site, via phone, and through web-based services, which include but are not limited to case management services, inbound/outbound phone interviews, online applications, and the FCDJFS Call Center.

FCDJFS Service Site Locations		
Northland Opportunity Center 1721 Northland Park Avenue Columbus, Ohio 43229	East Opportunity Center 1055 Mt. Vernon Avenue Columbus, Ohio 43203	West Opportunity Center 314 North Wilson Road Columbus, Ohio 43204

*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.

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. FCDJFS cannot fully project future service needs but can provide an overview of the Interpretation and Translation services provided during the previous calendar year(s). See the Data section of this RFP for these service reports. The Interpretation and Translation services detailed represent past usage of LEP services and are not a guarantee of future Interpretation and Translation service needs. FCDJFS reserves the right to add additional Interpretation and Translation services to a contract to meet the needs of our residents and FCDJFS operations.

Guidelines

To procure Interpretation and Translation Services at the best quality and value, FCDJFS has separated services into two primary modules:

- Module A: Video Remote Interpretation Services and Over-the-Phone (Phone) Interpretation Services
- Module B: On-site Interpretation and Translation Services

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. Each proposal must successfully demonstrate the Bidder's ability to meet the interpretation and translation needs of FCDJFS.

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

Telephone Interpretation	
Condition	<p>FCDJFS conducts services and benefits issuance tasks over the telephone. Residents may apply for benefits, report/update case information, and conduct benefit redetermination interviews using the telephone. Residents receive notification of a date, time and number to contact FCDJFS to conduct application and redetermination interviews utilizing an inbound call model. Staff members may also conduct outbound calls to residents to gather information, complete interviews and provide other case management services.</p> <ul style="list-style-type: none"> • Agency team members will reach out for telephone interpretation once residents are on the telephone line • FCDJFS will work with the successful Bidder to prepare scripts and necessary information for telephone interpretation
Services	<p>Bidders must be able to provide rapid and comprehensive telephone interpretation services between the hours of 7:30 AM to 6:00 PM (EST); have the ability to respond to an ever-changing population demographic; ensure a strict policy of confidentiality; and respond to both immediate and scheduled telephone interpretation. The successful bidder must also:</p> <ul style="list-style-type: none"> • Demonstrate the ability to address high volume telephone interpretation needs • Ensure that all languages are available during hours of operation and special projects • Provide assigned interpreters the established FCDJFS telephone scripts and training on FCDJFS processes • The successful Bidder must have team members available for technical assistance as the needed, responses must be met in a rapid manner

Video Remote Interpretation	
Condition	<p>The COVID –19 Health Pandemic has led to significant advancements in interpretation technology. Video Remote Interpretation (VRI) is included in those technology advancements supporting off-site Interpretation services through live video feed to computers, smartphones and tablets. FCDJFS is seeking fast, reliable and high quality VRI services where team members can offer a video conferencing option for families and residents seeking information, benefits and services.</p> <ul style="list-style-type: none"> • Agency team members will reach out for Video remote interpretation services once families and residents are logged into the conference call
Services	<p>Bidders must be able to provide timely video remote interpretation services between the hours of 7:30 AM to 6:00 PM (EST); have the ability to respond to an ever-changing population demographic; ensure a strict policy of confidentiality; and respond to both immediate and scheduled remote video interpretation services. The successful bidder must also:</p> <ul style="list-style-type: none"> • Ensure that all languages are available during hours of operation and special projects • Provide experienced and qualified interpreters for the established • The successful Bidder must have team members available for technical assistance as the needed, responses must be met in a rapid manner

Module B: On-Site Interpretation and Translation Services

On-Site Interpretation	
Condition	<p>FCDJFS utilizes on-site interpretation services for walk-in and scheduled appointments at the identified Opportunity site locations as well as other designated locations. Interpreter assignments are based on the LEP needs of each specific site location. On-call, on-site interpretation services are employed as needed.</p> <ul style="list-style-type: none"> • FCDJFS operates a Call Center which includes on-site interpreters for high volume languages • The agency utilizes assigned interpreters to support in-person LEP customer appointments • On-site interpreters are given assignments based on their availability (free to see a customer) • Assignments are rotated based on availability and language requests
Services	<p>FCDJFS may require the following on-site interpretation services:</p> <ul style="list-style-type: none"> • On-site daily scheduled appointments during normal business hours at the three FCDJFS locations • Intermittent scheduled appointments, special projects, new process launches, offsite locations, and staff overtime outside of normal business hours • Able to respond to requests for on-site interpreters in less than a 24 hour period • On-call services as needed at on-site or off-site locations when a scheduled interpreter is not available in a reasonable time frame • The successful Bidder will be responsible for providing their assigned interpreters the established FCDJFS telephone scripts and training on agency processes • The successful Bidder must have team members available for technical assistance as the needed, responses must be met in a rapid manner

Translation	
Condition	<p>In accordance with the FCDJFS' LEP plan, the agency is required to translate certain documents into languages that are most likely to be encountered by the employees of FCDJFS. These in-demand high volume languages are based on the residents represented in Franklin County. The languages requested for translation services vary and FCDJFS cannot predetermine the number of documents to be translated in a contract period or all the requested languages.</p>
Services	<p>FCDJFS will request the translation of the documents including but not limited to:</p> <ul style="list-style-type: none"> • Forms • Brochures • Signs • Training materials • Media materials <p>All translation of materials shall be completed in a timely manner based on the translated language and size of the document(s). FCDJFS will have varying translation requests based on the needs of our LEP residents.</p> <ul style="list-style-type: none"> • It is expected that translated materials contain correct content, spelling and grammar. • Translation services must be accurate as well as culturally and linguistically appropriate. <p>The Bidder must demonstrate the capacity to meet the translation standards, including but not limited to:</p> <ul style="list-style-type: none"> • The scope of translation languages offered • Expedited services • High volume tasks • Accurate content • Culturally and linguistically appropriate

Language Request

The languages requested for Interpretation and Translation services vary depending on the diversity of the LEP population residing in Franklin County. The Bidder must be able to provide services for all core and non-core languages encountered by FCDJFS. The demand for services will also vary and the Bidder must have the capacity to meet varying service demands as the need arises. Below is a list of the current core languages:

Core Languages	
Spanish	Somali
Nepali	Arabic
French	Tigrinya
Amharic	Swahili
Russian	Mandarin
Fulani	American Sign Language

Additional Interpretation and Translation Services

FCDJFS will entertain the inclusion of any value-added service that could be provided under this contract that is not expressly stated within this RFP.

Training

It is expected that the Bidder verifies that all interpreters and translators be trained in and comply with applicable professional and ethical standards, and are experienced working with public service staff and residents. In addition, interpreters should have a basic knowledge of the terms utilized by FCDJFS so they are able to effectively and accurately communicate with the LEP residents.

The Bidder must also facilitate training for FCDJFS staff to ensure there is a clear and thorough understanding of the role, purpose and process for interpretation services. The Bidder shall propose a detailed plan on how they will provide such information to FCDJFS staff on a regularly scheduled basis. If selected, the Bidder must provide, and keep updated, a simple but detailed, instruction guide for FCDJFS staff on accessing services.

Documentation of Services and Quality of Services

The Bidder should include a Quality Assurance Plan (QAP) that describes an acceptable method for monitoring, tracking and assessing the quality of services provided. The QAP must also describe how the vendor will identify and resolve issues related to translator and interpreter quality and/or performance, as well as customer-initiated concerns and/or complaints including, but not limited to the following:

- Dropped calls
- No shows or tardiness
- Excessive wait times for on-site interpreter service
- Inaccurate billings or delayed billings
- Requested interpreter qualifications not provided

The successful Bidder will be required to meet the following requirements in connection with the delivery of services:

- Date and time of Interpretation and Translation service requests,
- Name and case number of customer receiving LEP services,
- Documentation of the delivery of services,
- Statistical data regarding the interpretation and translation services provided (e.g. language, type of service, duration of service, method of interpretation, etc.), and
- Ensure interpreters providing services for FCDJFS are appropriately trained according to industry standards

	<ul style="list-style-type: none"> ○ General training process ○ Number of in-house team members to provide proposed services ● Training resources for FCDJFS (if needed) ● Management structure and supervision <p>The Bidder should upload the completed narrative(s) found in “Required Documents, Attachments and Checklist” into the E-CIMPACT system.</p>
<p align="center">Attachments</p>	<p>The following program attachments are required:</p> <ul style="list-style-type: none"> ● Narrative for each service module proposed ● Budget Spreadsheet ● Availability and Service Fee Catalog for each service proposed (available online at https://jfs.franklincountyohio.gov/partner-information) ● Three Letters of Reference ● Job descriptions for all positions ● Resumes and licenses (if applicable) of each lead position ● Partner/Subcontractor Agreements ((if applicable) ● Table of organization for the project- for each service module proposed <p>The narrative attachment(s) must be uploaded into the E-CIMPACT system</p>
<p align="center">Required Documents</p>	<p>The following attachments are required documents:</p> <ul style="list-style-type: none"> ● Board of Directors ● Financial audit ● Certificate of professional liability insurance ● Certificate of continued existence/certificate of good standing from the Ohio Secretary of State ● Worker’s Compensation Certificate ● Delinquent personal property tax affidavit (form provided by FCDJFS) ● Conflict of interest disclosure form (form provided by FCDJFS) ● W-9 form (www.irs.gov/pub/irs-pdf/fw9.pdf) ● Employee Criminal Background Check Policy ● Table of Organization for the Agency
<p align="center">Program Budget</p>	<p>The Bidder must prepare and submit a budget which demonstrates specifically how costs will be allocated. The FCDJFS Contractor Budget attachment is the only budget format that will be accepted unless otherwise notified.</p> <p>The Bidder is responsible for the submission of a thorough and complete budget for all proposed services. The submitted budget should directly incorporate the activities and program components outlined in the proposed narrative(s).</p> <p>The budget should be:</p> <ul style="list-style-type: none"> ● Completed for the period specified of in the RFP ● Contain no blank sections – if a section is not applicable, N/A should be entered ● Provide budget comments to explain and/or justify planned costs ● Demonstrate a link between the proposed costs and proposed services <p>Budget Categories:</p> <ul style="list-style-type: none"> ● A. Staff Costs <ul style="list-style-type: none"> ○ Staff salaries ○ Payroll related costs ● B. Operational Costs <ul style="list-style-type: none"> ○ Subcontracted services/costs ○ Travel and training costs ○ Occupancy costs ○ Consumable supplies and related costs ○ Equipment costs ○ Profit (to be negotiated by FCDJFS)

	<ul style="list-style-type: none"> ○ Other ● Outline of Proposed Service Costs <ul style="list-style-type: none"> Proposed services ○ Number of units ○ Unit rate ○ Total Costs <p>The budget attachment must be uploaded into the E-CIMPACT system</p>
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Budget Information

Bidders must be prepared to defend and demonstrate that the costs to be incurred are reasonable and necessary. Bidders will not be reimbursed for project overruns. 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. It is the Bidder's responsibility to clearly identify and describe the costs included in the budget. Proposed costs must be reasonable, allocable and allowable in accordance with applicable federal cost principles.

The budget for the proposed program must reflect efficient administration and good management practices. Costs should be appropriate and competitive for the delivery of the proposed program services. Bidders should present a sound approach to budgeting for the various aspects of program management and implementation. Budgets will be evaluated in accordance with Generally Accepted Accounting Principles (GAAP), clear support of proposed program components and cost-effectiveness.

Unallowable Costs: The 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
- Food for staff members or a celebration
- Lump-sum indirect or administrative costs
- Contributions to a contingency fund
- Entertainment (i.e. a party)
- 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
- Costs associated with the proposal/bid development

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.

These services will be funded through TANF. TANF awards provide funding to Contractors after expenses have been incurred. The Contractor must follow the program procedures to obtain reimbursement for expenses.

FCDJFS will negotiate and approve the budget of a successful Bidder; budget modifications must be submitted in writing and approved by FCDJFS.

MINIMUM QUALIFICATIONS

FCDJFS will only accept proposals from organizations who meet the minimum qualifications. In order for a Proposal to be reviewed for funding under this RFP, FCDJFS requires that Bidders must:

1. Have a minimum of three years' experience delivering the proposed Interpretation and Translation services of similar size and scope of the services described in this RFP

2. Provide three letters of reference from current or recent past contractual relationships for services provided within the last five years
3. Submit a complete proposal for each service the Bidder is proposing to offer, including:
 - a. All required documents
 - b. All attachments
 - c. Narrative
 - d. Budget
 - e. Agency Profile
 - f. List of Board Members (if applicable; type N/A if not applicable)

PROPOSAL SUBMISSION

e-CImpact

All RFP proposals must be completed on the e-CImpact platform. e-CImpact is an online contract management system hosted by the United Way of Central Ohio. Access to e-CImpact will be granted upon receipt of the Mandatory Letter of Intent.

Once your agency has access to e-CImpact you will be required to complete the submission of your bid/proposal on the platform. Bidders are encouraged to begin the data entry and uploading of documents into e-CImpact well before the submission deadline to avoid being shut out of the system.

The e-CImpact platform is designed for data entry and document upload. The following proposal details will be entered directly into e-CImpact:

- Agency Profile
- Program Narratives

The following proposal attachments must be uploaded into the e-CImpact:

- Board Members
- Required Documents
- LEP Narrative Document(s)
- Program Attachments

SUBMISSION

- The Completed Proposal **MUST** be Submitted Electronically via the e-CImpact platform.
- Submission is required **NO LATER THAN 4:00 PM on Thursday, July 28, 2022**. No extensions will be granted.
- The e-CImpact platform will **NOT accept** proposals **after** the **deadline**.

Technical Difficulties

Bidders experiencing technical difficulties accessing or completing the RFP on the e-CImpact platform should access the User Guide in the resources section of the lower right corner of the e-CImpact home page. For further assistance, email the United Way Data Analytics team at Reporting.Help@uwcentralohio.org or call 614.241.3073.

PROPOSAL FORMAT AND INSTRUCTIONS

There are two Interpretation and Translation services narrative sections and the Availability and Fee Catalog located in "Required Documents, Attachments and Checklists" packet of this RFP release. A complete proposal packet will include the completion of the required e-CImpact sections and the upload of RFP attachments as listed in the "Required Documents, Attachments and Checklists."

The packet entitled Required Documents, Attachments and Checklist can be found online at <https://jfs.franklincountyohio.gov/partner-information>.

This packet contains documents provided by FCDJFS:

- MANDATORY Letter of Intent
- Delinquent Property Tax Affidavit
- Conflict of Interest Disclosure Form
- Interpretation and Translation Services RFP Checklists
- Narrative Module A
- Narrative Module B

Separate excel documents entitled “Contractor Budget” and “Availability and Fee Catalog” can be found at <https://jfs.franklincountyohio.gov/partner-information>. This document format includes separate tabs for each service component. Bidders should complete the appropriate tabs and upload this document into the E-CIMPACT system.

PARTNERSHIP AGREEMENTS, SUBCONTRACTS, PROFESSIONAL FEES & 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 agreement 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:

- An outline of Agreement stipulations:
 - Description of services rendered
 - Rate of pay
 - Estimate of time required
 - Total amount of the agreement
 - Time period of the agreement
 - Termination provisions
 - Any other additional pertinent information regarding the services to be provided
 - A clear definition of the role that each entity will assume in the 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 subaward agreement for the Contractor (Bidder).

The Contractor is obligated to secure required documentation verifying the partner/subcontractor is in no way excluded from receiving federal, state or local funds. To obtain mandated documentation visit:

- U.S. Government, System for Award Management www.sam.gov/portal
- Ohio Auditor of State, Findings for Recovery Database (certified search) www.ohioauditor.gov/findings

All fees associated with Agreements must be accounted for in the Bidder’s budget. The Bidder should supply any confirmed Agreements at the time of proposal submission. The Contractor must submit a copy of all Agreements no later than thirty days after the effective date of the Agreement.

FCDJFS will not approve payment reimbursement for Agreements not on file with FCDJFS. The Contractor is responsible for making direct payment to the Agreement agency for said services. No Agreement shall in any way relieve the Contractor of any duty, obligation or liability undertaken by the Contractor pursuant to its subaward agreement with FCDJFS.

Bidders' Conference

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 the Bidder completely understands the submission requirements and processes.

- The Bidders' Conference will be held on Tuesday, July 12, 2022 at 1:00 PM
- The Bidders' Conference will cover:
 - Service Components
 - Requirements
- Who should attend the Bidders' Conference:
 - A representative from each potential bidding organization
 - Program leaders
 - The person(s) responsible for completing and submitting the RFP

MANDATORY Letter of Intent

- The submission of this form is a requirement which allows the Bidder to submit a proposal
- Failure to submit the Letter of Intent by the deadline will disqualify a bidder from submitting a proposal for this RFP

The Mandatory Letter of Intent will authorize the Bidder to submit a proposal, but in no way commits a Bidder to submit a proposal.

Proposals **will not** be considered if a Mandatory Letter of Intent is not received by the date provided. The Mandatory Letter of Intent template can be obtained online at <https://jfs.franklincountyohio.gov/partner-information> in the Required Documents, Attachments and Checklist.

Special Note: The Bidder MUST list their **Tax Identification Number** on the Mandatory Letter of Intent.

Electronic Questions and Answers

Bidders may submit questions regarding this RFP during the established question and answer period. Questions for this RFP must reference the relevant part of this RFP (section number and heading). FCDJFS reserves the right to disregard any question that does not appropriately reference the RFP section. Participation is optional but is highly encouraged.

- Questions must be submitted via email to: franklin-cdjfs-ccp@jfs.ohio.gov
- Subject line must state: **Q & A 25-22-RFP-01 I&T Services**

Clarifying questions asked and FCDJFS' responses to approved questions comprise the "25-22-RFP-01 I&T Q&A Document" for this RFP. FCDJFS will respond to all questions submitted that meet the criteria listed above. All questions and answers will be posted at <https://jfs.franklincountyohio.gov/partner-information>. 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 changes are made to this RFP as a result of the Q&A, an addendum to the RFP will be posted at <https://jfs.franklincountyohio.gov/partner-information>
- It is the responsibility of all Bidders/potential Bidders to check this site on a regular basis for responses to questions, RFP Amendments or other pertinent information regarding this RFP

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 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
- 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.

Public Information Request

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. Posted time frames for FCDJFS responses to emailed questions for RFP clarification do not apply to public records requests.

Past requirements or current agreements for this 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.

PROPOSAL REVIEW AND EVALUATION

Each proposal will be evaluated by FCDJFS staff to ensure it meets the minimum qualifications specified in the RFP. To be considered for review, each proposal package must include the submission of a complete and accurate proposal including all Required Documents entered in the e-CImpact platform by the specified deadline.

Each proposal meeting the minimum qualifications will be submitted to a review committee for evaluation. 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. Information requests and Bidder's responses must always be in writing and submitted via email to: franklin-cdifs-ccp@jfs.ohio.gov.

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Submission of a complete and accurate service proposal
- Demonstrated experience administering Interpretation and Translation services of like size and scope
- Organizational Capabilities and Capacity
- Ability to meet the project/service timelines

Greater weight will be placed on the following criteria:

- Ability to meet FCDJFS' outlined Interpretation and Translation services needs
- Cost of Services

Proposal Deadline

Proposals will be reviewed as received and must be complete at the time of submission. The complete proposal with all attached program and required documents must be submitted by **Thursday, July 28, 2022 at 4:00 PM**. No extension of time will be granted. The e-CImpact platform will not allow for late submissions of proposals.

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.

SCHEDULE & DEADLINES

	Deadlines		General Information
	Date	Time	
RFP Release	Monday June 27, 2022	By the close of Business	RFP documents posted on the FCDJFS Website https://jfs.franklincountyohio.gov/partner-information
Pre-Bidders Conference Question Submission	Thursday July 7, 2022	By the close of Business	Email questions to franklin-cdjfs-ccp@jfs.ohio.gov Questions will be answered at the June 29th Bidders' Conference
Bidders' Conference	Tuesday July 12, 2022	1:00 PM	https://franklincountyohio.zoom.us/j/93115038092
Mandatory Letter of Intent Due	Thursday, July 14, 2022	By the close of Business	Forms may be submitted to the following email address: franklin-cdjfs-ccp@jfs.ohio.gov
Post Bidders' Conference Question Submission Period	Monday July 18, 2022	By the close of Business	Email questions to franklin-cdjfs-ccp@jfs.ohio.gov Post Bidders Conference Q&A will be posted to the website: (https://jfs.franklincountyohio.gov/partner-information) by Thursday, July 21, 2022
Interpretation and Translation Services Proposals Due	Thursday July 28, 2022	4:00 PM	Proposals and Budgets MUST be submitted electronically through the e-CImpact platform unless otherwise authorized by FCDJFS

CONSIDERATIONS

Contract Award

FCDJFS reserves the right to award a contract in the manner deemed to be in the best interests of FCDJFS.

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 interests 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.

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.

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.

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.

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, FCDJFS in its sole and absolute discretion, reserves the right to reject the proposal and award the contract to another Bidder. FCDJFS reserves 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.

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.

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.

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 set forth in this RFP and any 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.

Litigation and Regulatory Proceedings

The Bidder must supply FCDJFS a list of any litigation or regulatory proceedings that the Bidder may have been a party to, and/or involved in, during the previous five years, within the State of Ohio and within 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 for 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, alleged 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, and (4) any suits whereby an employee of the Bidder was found to have mistreated residents in any manner. Workers' Compensation and unemployment proceedings are not included in this requirement.

Offer

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

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.

NOTIFICATION PROCESS

FCDJFS will notify all Bidders of the status of submitted proposals at the completion of the review process. The Bidder(s) whose proposal(s) are recommended for funding 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 the signature, by the Franklin County Board of Commissioners. Approval and continuation of a contract for these services are 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 Contractor.

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

Post Selection Meeting

If after the Bidders are 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 franklin-cdjfs-ccp@jfs.ohio.gov and a technical assistance meeting date will be scheduled.

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
Senior Counsel
1721 Northland Park Avenue, 1st Floor,
Columbus, Ohio 43229

SUCCESSFUL PROPOSALS

Successful bidders hereafter known as Contractors will be responsible for the following activities:

Roles and Responsibilities

Contractor Responsibilities:

- Comply with all applicable rules and regulations governing the source of funding for this program
- Comply with procurement requirements - see a copy of the contract boilerplate
- Comply with contract requirements - see a sample copy of the contract boilerplate in the required forms, attachments and checklist document.
- Provide all services within the contract agreement terms and conditions
- Comply with all rules set forth in the Ohio Revised Code 2151.86 (Criminal Records Check)
<http://codes.ohio.gov/orc/2151.86>

- Document program services delivery, inclusive of but not limited to:
 - Date and time of services
 - Name and case number of FCDJFS customer receiving services
 - Documentation of services delivered
 - Statistical data (e.g. language, type of service, duration of service, methodology used, and etc.)
 - Other data elements as defined by FCDJFS on a regular or ad hoc basis
- Collect financial documentation
 - Maintain and report to FCDJFS fiscal data and all related service expenditures through the method mandated by FCDJFS
 - Maintain fiscal records in accordance with generally accepted accounting practices
- Submit invoices and reports according to the guidelines established by FCDJFS
- Permit onsite monitoring visits and operational reviews by FCDJFS staff or FCDJFS designees, including
 - Review of financial records
 - Monitoring of service implementation
 - Monitoring/review of any other information deemed necessary by FCDJFS

FCDJFS Responsibilities:

- Communicate in a timely manner the service needs of the agency, including but not limited to:
 - Service plans/schedules
 - Changes in operations
 - Data requests
 - Service requests
- Provide ongoing technical assistance related, but not limited to:
 - Overall program implementation
 - Service implementation
 - Allowable activities and expenses
- Act as the final authority regarding service provision questions and the handling of grievances
- Review and process approved invoices for payments
- FCDJFS will monitor the contract at least once during the contract period; including but not limited to:
 - Programmatic Monitoring
 - Verify the contracted scope of service has been implemented
 - Observe service provisions
 - Review Contractor service files
 - Monitor and review program performance in relation to stated contract terms and conditions
 - Fiscal Monitoring
 - Monitor Payroll distribution
 - Review any expenditures attributed to this funding
 - Verify adherence to internal controls

Interpretation Services Usage FY21

Language	Annual Phone Hours	Annual Face-to-Face Hours	Total Hours
Spanish	4524	9950	14473
Nepali	2785	1982	4767
Somali	2735	11940	14675
Arabic	980	0	980
French	503	4	507
Tigrignya	163	0	163
Swahili	150	0	150
Kinyarwanda	149	0	149
Amharic	128	0	128
Russian	119	0	119
Mandarin	55	0	55
Hakha Chin	49	0	49
Cantonese	32	0	32
Oromo	31	0	31
Haitian Creole	31	0	31
Vietnamese	30	0	30
Burmese	25	0	25
Portuguese	24	31	55
Akan	17	0	17
Hindi	17	0	17
Bengali	16	0	16
Fulani	15	0	15
Khmer	14	0	14
Ukrainian	12	0	12
Tigrigna	12	0	12
Farsi	10	0	10
Punjabi	9	0	9
Lingala	8	0	8
Lao	7	0	7
Zomi	7	1	8
Rundi	6	0	6
Korean	6	0	6
Urdu	6	0	6
Sorani	5	0	5
Gujarati	5	0	5
Maay Maay	5	0	5
Turkish	4	0	4
Portuguese Brazilian	4	0	4
Pushto	4	0	4
Dari	4	0	4
Uzbek	3	0	3
Albanian	3	0	3
Moroccan Arabic	2	0	2
Soninke	2	0	2
Sinhala	2	0	2
Serbian	1	0	1
Wolof	1	0	1
Armenian	1	0	1

DINKA	1	0	1
Mongolian	1	0	1
Japanese	1	0	1
Zo	1	0	1
Laotian	1	0	1
Macedonian	1	0	1
Hungarian	1	0	1
Yoruba	1	0	1
Telugu	<1	0	<1
Pashto	<1	0	<1
Kunama	<1	0	<1
Thai	<1	0	<1
Mam	<1	0	<1
Bosnian	<1	0	<1
Georgian	<1	0	<1
ASSYRIAN	<1	0	<1
Mandinka	<1	0	<1
Croatian	<1	0	<1
Kirundi	<1	0	<1
Luganda	<1	0	<1
Krio	<1	0	<1
Pulaar	<1	0	<1
Marathi	<1	0	<1
Tagalog	<1	0	<1
Nigerian Pidgin	<1	0	<1
Hmong	<1	0	<1
Polish	<1	0	<1

Telephone Interpretation Top 10 Languages FY21

Language	Annual Minutes	Monthly Average	Daily Average
Spanish	271419	22618	1090
Nepali	167106	13926	671
Somali	164096	13675	659
Arabic	58822	4902	236
French	30178	2515	121
Tigrignya	9804	817	39
Swahili	8975	748	36
Kinyarwanda	8969	747	36
Amharic	7683	640	31
Russian	7118	593	29

Face-to-Face Interpretation Usage FY21

Item	Annual	Monthly Average	Daily Average
Somali Daily Hourly	11939.82	995	48
Spanish Daily Hourly	9949.73	829	40
Nepali Daily Hourly	1982.36	165	8
Inclusive Languages Hourly/On-call	36.7	3	0
ASL Hourly/On-Call	1.33	0	0

Document Translation Projects FY21

Language	Number of Projects	Total Words
Spanish	66	13103
Arabic	1	21
Nepali	1	21
Somali	1	21