



**REQUEST FOR PROPOSALS
INTERPRETATION AND TRANSLATION SERVICES**

25-20-RFP-01 – I&T Services

Revised: August 8, 2019

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 customers, determine eligibility for programs and provide appropriate referrals for services to our Limited English Proficient (LEP) customers.

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 eligible organizations for the time period of November 1, 2019, through September 30, 2020. FCDJFS invites high-performing, fiscally responsible organizations that offer high quality phone interpretation, on-site interpretation and/or translation services to respond to this Request for Proposal (RFP).

| Important Dates | |
|---|---|
| RFP Release Date | Friday, August 2, 2019 |
| Submission of Questions to be answered for the Bidders' Conference | Wednesday, August 14, 2019, by 2:00 PM |
| Mandatory Bidders' Conference | Friday, August 16, 2019 FCDJFS North Opportunity Center 1721 Northland Park Avenue, Rm 132, Columbus, Ohio 43229 Use the South Entrance located in the rear of the building |
| Mandatory Letter of Intent | Tuesday, August 20, 2019, by 4:00 PM Forms may be submitted at Mandatory Bidders Conference or to the dssrfp@fcdjfs.franklincountyohio.gov email) |
| Community Portal Access Request Form | Tuesday, August 20, 2019, by 2:00 PM |
| Deadline for Submission of Proposals | Friday, September 6, 2019, by 11:59 PM |
| Intent to Notify | Mid-late September 2019 |

An electronic version of the RFP and all related documents can be obtained at <https://jfs.franklincountyohio.gov/partner-information>. Copies of the RFP and any related documents will not be made available at the Bidders' Conference – please bring your own copy.

All Proposals **MUST** be submitted online in the Results Innovation & Outcomes (RIO) system, the FCDJFS online contract management system. Access to RIO must be requested on or before Tuesday, August 20, 2019.

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 Bivens, Director

Table of Contents

| | |
|--|----|
| STATEMENT OF WORK..... | 3 |
| PROPOSAL COMPONENTS..... | 7 |
| Budget Information..... | 10 |
| MINIMUM QUALIFICATIONS..... | 11 |
| PROPOSAL SUBMISSION..... | 11 |
| Results Innovation & Outcomes..... | 11 |
| ELECTRONIC SUBMISSION..... | 11 |
| Technical Difficulties..... | 11 |
| PROPOSAL FORMAT AND INSTRUCTIONS..... | 12 |
| PARTNERSHIP AGREEMENTS, SUBCONTRACTS, PROFESSIONAL FEES & CONTRACTED SERVICES..... | 14 |
| PROCUREMENT..... | 15 |
| MANDATORY Bidders' Conference..... | 15 |
| MANDATORY Letter of Intent..... | 15 |
| Communication Prohibition..... | 16 |
| Public Information Request..... | 16 |
| PROPOSAL REVIEW AND EVALUATION..... | 16 |
| Evaluation Criteria..... | 16 |
| Proposal Deadline..... | 16 |
| SCHEDULE & DEADLINES..... | 17 |
| Activity..... | 17 |
| Deadlines..... | 17 |
| General Information..... | 17 |
| Date..... | 17 |
| Time..... | 17 |
| CONSIDERATIONS..... | 18 |
| Contract Award..... | 18 |
| Amendment or Cancellation of the RFP..... | 18 |
| Erroneous Awards..... | 18 |
| Ownership of Subsequent Products..... | 18 |
| Oral Agreement or Arrangements..... | 18 |
| Reservation of Rights..... | 18 |
| Release of Claims..... | 18 |
| Collusive Bidding..... | 18 |
| Exceptions..... | 18 |
| Litigation and Regulatory Proceedings..... | 19 |
| Offer..... | 19 |

| | |
|---|----|
| Proposal Expenses | 19 |
| NOTIFICATION PROCESS | 19 |
| Post Selection Meeting | 19 |
| PROTEST | 19 |
| SUCCESSFUL PROPOSALS | 20 |
| Roles and Responsibilities | 20 |
| DATA: INTERPRETATION SERVICE REPORTS | 21 |
| DATA: TRANSLATION SERVICE REPORTS | 24 |

STATEMENT OF WORK

Purpose

FCDJFS is committed to providing meaningful access to program information, benefits and services to all our customers 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 customers: are given adequate information; are able to understand the services and benefits available; 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.

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 interpretation, on-site interpretation and/or translation expertise purchased for the time period of October 1, 2019, through September 30, 2020. 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 customers applying for, participating in programs or receiving services/benefits administered or supervised by the County. FCDJFS conducts customer business between the hours of 7:30 AM to 6:00 PM (EST), Monday through Friday at three primary locations. Customers 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, on-line applications and the FCDJFS Call Center.

| FCDJFS Service Site Locations | | |
|--|---|--|
| <p>Northland Opportunity Center 1721 Northland Park Avenue Columbus, Ohio 43229</p> | <p>East Opportunity Center 1050 Mt. Vernon Avenue Columbus, Ohio 43203</p> | <p>West Opportunity Center 314 North Wilson Road Columbus, Ohio 43204</p> |

*FCDJFS also conducts business at off-site locations and during non-traditional workhours for special projects or to meet the needs of our customers/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 customers and FCDJFS operations.

Guidelines

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

- Module A: 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 both service modules**. When submitting a proposal for Module B, 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

| Telephone Interpretation | |
|--------------------------|---|
| Condition | FCDJFS has transitioned to conducting services and benefits issuance tasks over the telephone. Customers may now apply for benefits, report/update case information and conduct benefit redetermination interviews using the telephone. Customers 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 |

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| | <p>conduct outbound calls to customers 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 customers 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 |

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 each site location. 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 requires 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 customers 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).</p> |

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| | <p>FCDJFS will have varying translation requests based on the needs of our LEP customers.</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 |
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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 customers. 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 customers.

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.);
- Ensure interpreters providing services for FCDJFS are appropriately trained according to industry standards;

PROPOSAL COMPONENTS

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” references a Bidder selected through this RFP that has a contract agreement with FCDJFS to provide the services described in this RFP. The Bidder will be responsible for completing the agency profile, program narrative attachment, budget and submitting additional proposal attachments and required documents in the RIO system.

| Proposal Section | Information Needed |
|--|--|
| <p align="center">Agency Profile</p> | <p>The Bidder MUST complete an agency profile, listing all basic demographic information about the organization including:</p> <ul style="list-style-type: none"> • Agency’s legal name • Federal tax identification number • Address-mailing and/or corporate • Phone and fax numbers • Website address • Leadership information • Mission statement • Organization’s history- brief description • Contact information- Executive Director and Chief Financial Officer <p>The Agency Profile information is entered directly into the RIO system</p> |
| <p align="center">Board Members</p> | <p>For organizations with a governing Board, the Bidder MUST provide a list of Board Members, including:</p> <ul style="list-style-type: none"> • Members’ first and last names • Addresses • Affiliations • Committee titles (office) • Additional committees the member is serving on <p>Board Members’ information is entered directly into the RIO system</p> |
| <p align="center">Narrative(s) Module A and/or Module B</p> | <p>For the Interpretation and Translation services RFP, the narrative documents are included in the “Required Documents, Attachments and Checklists” for each service module. The Bidder should thoroughly complete the appropriate narrative(s).</p> <p>The narrative should demonstrate the Bidder’s ability to meet the minimum qualifications outlined in the RFP, the Bidder’s capacity to perform work described in the RFP, the Bidder’s proficiency in Interpretation and Translation services and the Bidders’ capacity to carry out the defined requirements.</p> <p>Through the narrative the Bidder will illustrate:</p> <ul style="list-style-type: none"> • Organization’s history in delivering like services outlined in the RFP <ul style="list-style-type: none"> ○ Contracts/services implemented over the last three years ○ Scope and quality of services ○ Budget amounts ○ Funding sources ○ Time periods ○ Successes, challenges, and lessons learned • Delivery of culturally and linguistically appropriate services • Capacity to deliver quality services for each Module proposed • Program staffing overview • Job descriptions <ul style="list-style-type: none"> ○ Staff qualifications ○ Required certifications (if applicable) • Service delivery model |

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| <p>Narrative(s) Module A and/or Module B (continued)</p> | <ul style="list-style-type: none"> • Monitoring and evaluation of services • Data management <ul style="list-style-type: none"> ○ Collection ○ Maintenance ○ Reporting capability to FCDJFS • Subcontractor(s) relationships and roles <ul style="list-style-type: none"> ○ How will the agency supervise subcontractors ○ How will the agency ensure a subcontractor complies with established contractual terms, conditions and obligations • Staffing <ul style="list-style-type: none"> ○ Hiring and training plan for the project ○ 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 RIO system.</p> |
| <p>Attachments</p> | <p>The following program attachments are required:</p> <ul style="list-style-type: none"> • Narrative for each service module proposed • Availability and Service Fee Catalog for each service proposed (available online at https://jfs.franklincountyohio.gov/partner-information) • Job descriptions for all positions • Resumes and licenses (if applicable) of each lead position • Table of organization for the project- for each service module proposed <p>The narrative attachment(s) must be uploaded into the RIO system</p> |
| <p>Required Documents</p> | <p>The following attachments are required documents:</p> <ul style="list-style-type: none"> • Mandatory Letter of Intent <ul style="list-style-type: none"> ○ Must be signed by agency director ○ Tax identification number listed ○ Due prior to proposal submission and must be received by August 20, 2019 • Community Portal Access Request Form (<i>Applicable to new Bidders only</i>) <ul style="list-style-type: none"> ○ Allows Bidders’ access to the FCDJFS electronic contract management system ○ Due prior to proposal submission, this form must be received on or before August 20, 2019 • Three business reference letters <ul style="list-style-type: none"> ○ For like services provided within the last five years ○ Provided on business letterhead ○ Outline of project scope of work ○ Past performance • Written accounting system policies and procedures must include the following: <ul style="list-style-type: none"> ○ Cost allocation methodology ○ Separation of duties ○ Transactions: accounts payable, accounts receivable, petty cash, cash receipts, disbursements, payroll, travel, cell phone (if applicable), credit cards and procurement • Financial audit- one of the following (listed in order of preference): <ul style="list-style-type: none"> ○ A-133 Audit ○ Independent Audit of Financial Statements (inclusive of the management letter addressing internal controls) ○ Certification, completed within the last 3 years, of the Bidder’s Balance Sheet and Profit/Loss Statement, Revenue/Expenditures Statement or an Income/Expense Statement from an independent or contracted CPA or Accounting Firm (if the entity completing the |

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| <p>Required Documents (continued)</p> | <p>certification is not independent the relationship must be disclosed in the statement)</p> <ul style="list-style-type: none"> • Current certificate of professional liability insurance • Most recent certificate of continued existence/certificate of good standing from the Ohio Secretary of State • Agency's employee criminal background check policy • Most recent Worker's compensation certificate (showing risk number) • Delinquent personal property tax affidavit (form provided by FCDJFS) • Conflict of interest disclosure form (form provided by FCDJFS) <ul style="list-style-type: none"> ○ If an officer, employee, agent, or representative of the Bidder has a personal, familial, or business relationship with, or is otherwise connected to, an employee of FCDJFS, then the Bidder must disclose that information to FCDJFS on the Conflict of Interest Disclosure Form. Please note that such a disclosure will not necessarily result in disqualification. ○ The Bidder shall refrain from conduct which could result in violations of conflicts of interest and/or ethics laws as found in Chapters 102 and 2921 of the Ohio Revised Code, as well as Executive Order 2007-01S (if applicable), and shall take no action inconsistent with the same. The Bidder must also refrain from soliciting an FCDJFS employee to violate any of the conduct requirements that apply to such employees. ○ Failure by the Bidder to comply with the above is grounds for FCDJFS to disqualify the subaward agreement, termination of the contract agreement and/or prosecution. FCDJFS reserves the right to exercise civil remedies against the Bidder for violations of the conflicts of interest and/or ethics requirements. • W-9 form (www.irs.gov/pub/irs-pdf/fw9.pdf) <p>Required Documents must be uploaded into the RIO system</p> |
| <p>Program Budget</p> | <p>The Bidder must prepare and submit a budget in RIO which demonstrates specifically how costs will be allocated. The FCDJFS Program Budget in the RIO system 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 budget period of November 1, 2019, through September 30, 2020 • 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) ○ Other • Outline of Proposed Service Costs <ul style="list-style-type: none"> ○ Proposed services ○ Number of units |

| | |
|--|--|
| | <ul style="list-style-type: none"> ○ Unit rate ○ Total Costs <p>The Budget must be entered directly into the RIO system</p> |
| | |

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

Results Innovation & Outcomes

All RFP proposals must be completed in RIO, the online contract management system developed for FCDJFS. Agencies must have access to the Community Portal in order to access RIO. To be approved as a Community Partner, Bidders need to complete a "Community Portal Access Request Form." The form can be obtained from the FCDJFS website at <https://jfs.franklincountyohio.gov/partner-information> or in Required Documents, Attachments and Checklist packet.

To obtain access to respond to this bid opportunity bidders must submit their completed Community Portal Access Request form to dssrpf@fcdjfs.franklincountyohio.gov, by **2:00 PM on Tuesday, August 20, 2019**.

- If you are a current FCDJFS service provider or have previously completed this process, you do not need to submit a community portal access request form.
- All organizations must submit a Mandatory Letter of Intent to gain access to the LEP proposal sections in RIO.
- RIO will be accessible only to bidders that complete and submit the Community Portal Access Request Form and the Mandatory Letter of Intent by the established deadlines.

Once an agency has access to the RIO System, Bidders will be required to complete the submission of a/proposal in the system. Bidders are encouraged to begin the data entry and uploading of documents into RIO well before the submission deadline to avoid being shut out of the system.

The RIO system is designed for data entry and document upload. The following proposal details will be entered directly into RIO:

- Agency Profile (Must be completed prior to entering a proposal narrative and budget)
- Board Members (Must be completed prior to entering a proposal narrative and budget)
- Budget

The following proposal attachments must be uploaded into the RIO:

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

ELECTRONIC SUBMISSION

- The Completed Proposal **MUST** be Submitted Electronically via the RIO System.
- Submission is required **NO LATER THAN 11:59 PM on Friday, September 6, 2019**. No extensions will be granted.
- The RIO System will **NOT accept** Proposals **after** the **deadline**.

Technical Difficulties

Bidders experiencing technical difficulties accessing or completing the RFP in the RIO System must immediately email FCDJFS at dssrpf@fcdjfs.franklincountyohio.gov. The subject line of the email must reference **RIO Technical**

Difficulties, or the Bidder risks not receiving a response. Only emails received by **close of business Monday, September 2, 2019** deadline will be addressed.

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. Access to the required online RIO information will be made available once a Bidder is approved for Community Portal access and has submitted a MANDATORY Letter of Intent (LOI) to Bid. A complete proposal packet will include the completion of the required RIO sections and the upload of RFP attachments as listed in the “Required Documents, Attachments and Checklists.”

For this RFP the narrative and additional narrative sections listed in RIO will not be utilized; the current RIO Narrative has questions listed that are not applicable to Interpretation and Translation services. To ensure FCDJFS receives the appropriate information, separate proposal narrative(s) are included in the Required Documents, Attachments and Checklists. These documents will need to upload into RIO.

An excel version of the budget document can be found online at <https://jfs.franklincountyohio.gov/partner-information>. FCDJFS highly recommends using this format to brainstorm and confirm entries prior to completing the budget in RIO. Once you have completed the excel document you can then copy and paste your final budget entries into RIO.

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

A separate excel document entitled “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 RIO system.

| Proposal Sections | Instructions |
|---|--|
| MANDATORY Letter of Intent | <ul style="list-style-type: none"> • Only one Letter of Intent is required per Bidder • Select the service module(s) for which you plan to submit a proposal • Submit the Letter of Intent no later than 4:00 PM on Tuesday, August 20, 2019 • Approved submission formats: <ul style="list-style-type: none"> ○ Hand-delivered at Bidders’ Conference on August 16, 2019 ○ Email completed letter to: dssrfp@fcdjfs.franklincountyohio.gov |
| Community Portal Access Request Form | <ul style="list-style-type: none"> • Only organizations that do not currently have access to RIO will need to submit a Community Portal Access Request form • Submit only one form per organization • Due on or before 2:00 PM on Tuesday, August 20, 2019 • Approved submission formats: <ul style="list-style-type: none"> ○ Hand-delivered at the Bidders’ Conference on August 16, 2019 ○ Email completed letter to: dssrfp@fcdjfs.franklincountyohio.gov |
| Agency Profile | <ul style="list-style-type: none"> • Agency Profile information is entered directly into RIO |

| | |
|-----------------------------------|---|
| Board Members | <ul style="list-style-type: none"> Board Member information is entered directly into RIO |
| Narratives | <ul style="list-style-type: none"> Bidders MUST use the Narrative(s) provided in Required Documents, Attachments and Checklist packet available at https://jfs.franklincountyohio.gov/partner-information There are two narrative documents - Module A and Module B If electing to submit proposals for both Telephone Interpretation and On-site Interpretation and Translation both Module narratives must be completed Narrative forms must be uploaded into RIO for each submission <p>In the upload Document Section of RIO, the Bidder will complete the following steps:</p> <ul style="list-style-type: none"> Select the File to be uploaded Select the appropriate File Name Enter a Description <ul style="list-style-type: none"> Use the following label prior to entering a document description <ul style="list-style-type: none"> I&T RFP 08/19 <i>Example:</i> I&T RFP 08/19 - Narrative Module A |
| Uploading Documents in RIO | <p>Each Bidder will be responsible for uploading required documents and attachments into the RIO system.</p> <p>In the upload Document Section of RIO the Bidder will complete the following steps:</p> <ul style="list-style-type: none"> Select the File to be uploaded Select the appropriate File Name Enter a Description <ul style="list-style-type: none"> Use the following label prior to entering a document description <ul style="list-style-type: none"> I&T RFP 08/19 <i>Example:</i> I&T RFP 08/19 - Job Descriptions <p>The following documents should be uploaded into RIO:</p> <ul style="list-style-type: none"> Availability and Fee Catalog <ul style="list-style-type: none"> Please hide the excel tabs not applicable to the proposal submission Certificate of Professional Liability Insurance Certificate of Good Standing - Continued Existence Conflict of Interest Form Delinquent Property Tax Affidavit Employee Background Check Policy Employee Licenses (if applicable) <ul style="list-style-type: none"> Licenses do not have to be uploaded separately and should be uploaded as a single file Financial Audit - Most Recent Job Descriptions - All Positions <ul style="list-style-type: none"> Job Descriptions do not have to be uploaded separately and should be uploaded as a single file Narrative - found in the Required Documents, Attachments and Checklists Partner/Subcontract Agreements (if applicable) Program Licenses/Certificates Reference Letters <ul style="list-style-type: none"> Letters do not have to be uploaded separately but can be submitted as one file Resume for lead management positions <ul style="list-style-type: none"> Resumes do not have to be uploaded separately but can be submitted as one file Table of Organization for the Agency Table of Organization for the Project Worker's Compensation W-9 Form Other Program Documents (if applicable) The Bidder may opt to submit additional information they deem applicable to the proposal submission but not required by the RFP |

| | |
|--------------------------------|--|
| Omitted Sections in RIO | <p>The following direct entry sections can be disregarded in RIO as they are not applicable to Interpretation and Translation services:</p> <ul style="list-style-type: none"> • Narrative and Additional Narrative Questionnaire <ul style="list-style-type: none"> ○ Bidder will utilize the Narrative(s) found in the Required Documents, Attachments and Checklists |
| | |

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.

PROCUREMENT

MANDATORY Bidders' Conference

The Interpretation and Translation Services **Bidders' Conference is Mandatory**. There are no exceptions for organizations not represented at the Mandatory 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.

Attendance is required:

- Each potential Bidder must have at least one representative of their organization in attendance
 - It is imperative that the agency representative sign the Bidders' Conference attendance sheet
- The Bidders' Conference will be held on Friday, August 16, 2019, at 1:30 PM
- The Conference will be held at FCDJFS Northland Opportunity Center
 - 1721 Northland Park Avenue, Columbus, Ohio 43229
- Entrance - please use the South Entrance at the rear of the building
 - The entrance closest to the Northland Performing Arts Center
- 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 along with your attendance at the Mandatory Bidders' Conference 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 date provided. The Mandatory Letter of Intent template can be obtained online at <https://ifs.franklincountyohio.gov/partner-information> in the Required Documents, Attachments and Checklist.

The deadline for submission of the **Mandatory Letter of Intent is due Tuesday, August 20, 2019, by 4 PM. No extensions will be granted.**

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: dssrpf@fcdjfs.franklincountyohio.gov
- Subject line must state: **Q & A 25-20-RFP-01 I&T Services**

Clarifying questions asked and FCDJFS' responses to approved questions comprise the "25-20-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://ifs.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.

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.

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 RIO 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: dssrfp@fcdjfs.franklincountyohio.gov.

Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Submission of a complete and accurate service proposal
 - Outlined format
 - Required documents
 - Attachments
- 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 in RIO by **Friday, September 6, 2019, at 11:59 PM**. No extension of time will be granted. The RIO System 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

| Activity | Deadlines | | General Information |
|---|--------------------------------------|----------------------------|---|
| | Date | Time | |
| RFP Release | Friday August 2, 2019 | By close of Business | RFP documents posted on the FCDJFS Website https://jfs.franklincountyohio.gov/partner-information |
| Pre-Bidders' Conference Question Submission | Wednesday August 14, 2019 | 2:00 PM | Email questions to, dssrfp@fcdjfs.franklincountyohio.gov Questions will be answered at the Bidders' Conference |
| Mandatory Bidders' Conference followed by RIO Training | Friday, August 16, 2019 | 1:30 PM | FCDJFS Northland Opportunity Center 1721 Northland Park Avenue, Columbus, Ohio 43229 Enter through the South Entrance at the rear of the building |
| Mandatory Letter of Intent Due | Tuesday, August 20, 2019 | 4:00 PM | Letters may be submitted in person at the Bidders' Conference or email letters to dssrfp@fcdjfs.franklincountyohio.gov |
| Post Bidders' Conference Question Submission | Tuesday August 20, 2019 | 2:00 PM | Email questions to dssrfp@fcdjfs.franklincountyohio.gov |
| Community Portal Access Request Form | Tuesday August 20, 2019 | 2:00 PM | If applicable, may be submitted in person at the Bidders' Conference or email form to dssrfp@fcdjfs.franklincountyohio.gov |
| Post Bidders' Conference Questions Answered | Tuesday, August 27, 2019 | By Close of Business | Post Bidders' Conference Q&A will be posted to the FCDJFS website (https://jfs.franklincountyohio.gov/partner-information) |
| Interpretation and Translation Services Proposals Due | Friday, September 6, 2019 | 11:59 PM | All proposal material MUST be submitted electronically through the RIO System, 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 FCJDFS 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 customers 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 dssrfp@fcdjfs.franklincountyohio.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
Charles Noble, Assistant Director/Chief Legal 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
- Service delivery 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

DATA: INTERPRETATION SERVICE REPORTS

| FCDJFS Current On-Site Scheduled Interpretation Hours – Avg. Monthly Hrs. | | | | | | |
|---|----------------|-----------|----------------------|-----------------------|------|-------------|
| Language | Site Locations | | | | | Total Hours |
| | West | Northland | Northland Child Care | Northland Call Center | East | |
| Somali | 64 | 64 | 16 | 80 | 0 | 224 |
| Somali/Arabic | 40 | 40 | 0 | 0 | 0 | 88 |
| Nepali | 0 | 120 | 0 | 0 | 0 | 120 |
| Spanish | 120 | 96 | 0 | 80 | 80 | 376 |
| Arabic | 0 | 32 | 0 | 0 | 0 | 88 |
| Total Scheduled Hours | | | | | | 896 |

| Number of Interpreters per Language per Site | | | | | |
|---|----------|---------------|----------|-----------|----------|
| Site Location | Somali | Somali/Arabic | Nepali | Spanish | Arabic |
| West | 2 | 1 | 0 | 3 | 0 |
| Northland | 3 | 2 | 3 | 3 | 1 |
| Northland Child Care | 1 | 0 | 0 | 0 | 0 |
| Northland Call Center | 2 | 0 | 0 | 2 | 0 |
| East | 0 | 0 | 0 | 2 | 0 |
| Total Number of Scheduled Interpreters | 8 | 3 | 3 | 10 | 1 |

| 2018 Top 10 Telephone Interpretation Languages Averages | | | | | | | |
|---|--------------|---------------|-------------|----------------|-----------------|---------------|------------------|
| Languages | Annual Calls | Monthly Calls | Daily Calls | Annual Minutes | Monthly Minutes | Daily Minutes | Minutes per call |
| Spanish | 5,053 | 421 | 20 | 102,293 | 8,524 | 408 | 20 |
| Somali | 3,025 | 252 | 12 | 63,634 | 5,303 | 254 | 21 |
| Nepali | 2,362 | 197 | 9 | 53,336 | 4,445 | 212 | 23 |
| Arabic | 1,042 | 87 | 4 | 20,425 | 1,702 | 81 | 20 |
| French | 276 | 23 | 1 | 6,090 | 508 | 24 | 22 |
| Tigrinya | 264 | 22 | 1 | 4,971 | 414 | 20 | 19 |
| Amharic | 205 | 17 | 1 | 3,847 | 321 | 15 | 19 |
| Swahili | 142 | 12 | 1 | 3,279 | 273 | 13 | 23 |
| Russian | 106 | 9 | <1 | 2,035 | 170 | 8 | 19 |
| Mandarin | 53 | 4 | <1 | 1,025 | 85 | 4 | 19 |

| 2018 Total Interpretation Hours Per Language | | | |
|--|-------------------|--------------------|------------------|
| Languages | Annual Encounters | Monthly Encounters | Daily Encounters |
| Spanish | 10,652 | 888 | 42 |
| Somali | 7,870 | 656 | 31 |
| Nepali | 5,265 | 439 | 21 |
| Arabic | 2,688 | 224 | 11 |
| French | 22 | 2 | <1 |
| Tigrinya | 13 | 1 | <1 |
| Amharic | 29 | 2 | <1 |
| Swahili | 0 | 0 | 0 |
| Russian | 10 | 1 | <1 |
| Mandarin | 5 | 0 | 0 |

| 2018 Total Interpretation Hours per Language | | | |
|--|-----------------|--------------------|----------------------|
| Language | Telephone hours | Face-to-Face hours | Total Combined Hours |
| Spanish | 1,243.08 | 19,091.66 | 20,334.74 |
| Somali | 830.58 | 18,605.78 | 19,436.36 |
| Somali | 830.58 | 18,605.78 | 19,436.36 |
| Nepali | 604.35 | 5,946.54 | 6,550.89 |
| Arabic | 248.90 | 1,830.61 | 2,079.51 |
| French | 69.42 | 20.90 | 90.32 |
| Amharic | 43.52 | 41.56 | 85.08 |
| Tigrinya | 59.58 | 23.82 | 83.40 |
| Swahili | 53.97 | 1.88 | 55.85 |
| Russian | 23.87 | 9.30 | 33.17 |
| Fulani | 6.07 | 11.52 | 17.59 |
| American Sign Language | 0.00 | 16.50 | 16.50 |
| Mandarin | 13.48 | 2.80 | 16.28 |
| Rwanda | 14.58 | 0.00 | 14.58 |
| Hakha Chin | 11.13 | 1.58 | 12.71 |
| Oromo | 11.55 | 0.25 | 11.80 |
| Vietnamese | 6.25 | 4.63 | 10.88 |
| Haitian Creole | 8.40 | 2.00 | 10.40 |
| Burmese | 7.53 | 2.58 | 10.11 |
| Portuguese | 8.23 | 1.69 | 9.92 |
| Hindi | 8.73 | 0.42 | 9.15 |
| Akan | 8.43 | 0.00 | 8.43 |
| Urdu | 7.20 | 0.00 | 7.20 |
| Bengali | 6.02 | 1.00 | 7.02 |
| Farsi | 5.85 | 1.00 | 6.85 |
| Khmer | 6.40 | 0.00 | 6.40 |
| Sorani | 6.03 | 0.00 | 6.03 |
| Cantonese | 3.53 | 2.00 | 5.53 |
| Turkish | 5.05 | 0.00 | 5.05 |
| Gujarati | 2.80 | 1.25 | 4.05 |

| | | | |
|-------------------------|------|------|------|
| Lao | 3.80 | 0.00 | 3.80 |
| Ukrainian | 3.08 | 0.00 | 3.08 |
| Rundi | 2.88 | 0.00 | 2.88 |
| Twi | 0.00 | 2.83 | 2.83 |
| Zomi | 2.72 | 0.00 | 2.72 |
| Pushto | 2.57 | 0.00 | 2.57 |
| Korean | 1.52 | 1.00 | 2.52 |
| Wolof | 2.05 | 0.00 | 2.05 |
| Punjabi | 1.68 | 0.25 | 1.93 |
| Albanian | 1.28 | 0.00 | 1.28 |
| Bulgarian | 1.12 | 0.00 | 1.12 |
| Maay Maay | 0.98 | 0.00 | 0.98 |
| Uzbek | 0.55 | 0.42 | 0.97 |
| Tagalog | 0.83 | 0.00 | 0.83 |
| Dari | 0.80 | 0.00 | 0.80 |
| Lingala | 0.72 | 0.00 | 0.72 |
| Malayalam | 0.63 | 0.00 | 0.63 |
| Yoruba | 0.62 | 0.00 | 0.62 |
| Thai | 0.58 | 0.00 | 0.58 |
| Mandingo | 0.00 | 0.52 | 0.52 |
| Pulaar | 0.45 | 0.00 | 0.45 |
| Soninke | 0.45 | 0.00 | 0.45 |
| Tamil | 0.30 | 0.00 | 0.30 |
| Moroccan Arabic | 0.27 | 0.00 | 0.27 |
| Japanese | 0.00 | 0.25 | 0.25 |
| Krio | 0.22 | 0.00 | 0.22 |
| Armenian | 0.20 | 0.00 | 0.20 |
| Macedonian | 0.17 | 0.00 | 0.17 |
| Bahdini | 0.15 | 0.00 | 0.15 |
| Luganda | 0.15 | 0.00 | 0.15 |
| Sinhala | 0.13 | 0.00 | 0.13 |
| Portuguese Cape Verdean | 0.05 | 0.00 | 0.05 |
| Tibetan | 0.05 | 0.00 | 0.05 |
| Telugu | 0.03 | 0.00 | 0.03 |

DATA: TRANSLATION SERVICE REPORTS

| 2019 Translation Report: Spanish, Nepali, Somali, Arabic and German | | | | | | | | | | |
|---|---------------|------------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|
| Document Translations | Spanish Words | Spanish Requests | Nepali Words | Nepali Requests | Somali Words | Somali Requests | Arabic Words | Arabic Requests | German Words | German Requests |
| 2018-2019 | | | | | | | | | | |
| July | | | | | | | | | | |
| August | 202 | 1 | 202 | 1 | 202 | 1 | 202 | 1 | 1163 | 1 |
| September | 195 | 1 | 195 | 1 | 195 | 1 | 195 | 1 | | |
| October | | | | | | | | | | |
| November | 130 | 1 | 130 | 1 | 130 | 1 | 130 | 1 | | |
| December | 181 | 1 | 181 | 1 | 181 | 1 | 181 | 1 | | |
| January | 293 | 1 | 293 | 1 | 293 | 1 | 293 | 1 | | |
| February | 633 | 1 | 421 | 1 | 421 | 1 | 421 | 1 | | |
| March | 227 | 1 | 283 | 1 | 64 | 1 | 64 | 1 | | |
| April | | | | | | | | | | |
| May | 43 | 1 | 43 | 1 | 43 | 1 | 43 | 1 | | |
| June | | | | | | | | | | |

| 2019 Translation Report: Tigrinya, Ukrainian, Chinese and Italian | | | | | | | | | |
|---|----------------|-------------------|-----------------|--------------------|---------------|------------------|---------------|------------------|--|
| Document Translations | Tigrinya Words | Tigrinya Requests | Ukrainian Words | Ukrainian Requests | Chinese Words | Chinese Requests | Italian Words | Italian Requests | |
| 2018-2019 | | | | | | | | | |
| July | | | | | | | | | |
| August | | | | | | | | | |
| September | | | | | | | | | |
| October | | | | | | | | | |
| November | | | | | | | | | |
| December | | | | | | | | | |
| January | | | | | | | | | |
| February | | | | | | | | | |
| March | 3,232 | 1 | 3,232 | 1 | 3,232 | 1 | | | |
| April | | | | | | | | | |
| May | | | | | | | 600 | 1 | |
| June | 14,513 | 1 | | | 14,513 | 1 | | | |

| 2019 Translation Report: Amharic, French, Khmer, Russian Swahili | | | | | | | | | | |
|--|---------------|------------------|--------------|-----------------|-------------|----------------|---------------|------------------|---------------|------------------|
| Document Translations | Amharic Words | Amharic Requests | French Words | French Requests | Khmer Words | Khmer Requests | Russian Words | Russian Requests | Swahili Words | Swahili Requests |
| 2019 | | | | | | | | | | |
| July | | | | | | | | | | |
| August | | | | | | | | | | |
| September | | | | | | | | | | |
| October | | | | | | | | | | |
| November | | | | | | | | | | |
| December | | | | | | | | | | |
| January | | | | | | | | | | |
| February | | | | | | | | | | |
| March | 3,232 | 1 | 3,232 | 1 | 3,232 | 1 | 3,232 | 1 | 3,232 | 1 |
| April | | | | | | | | | | |
| May | | | | | | | | | | |
| June | 14,513 | 1 | 14,513 | 1 | 14,513 | 1 | | | 14,513 | 1 |