

REQUEST FOR PROPOSALS

ADDENDUM # 1

ISSUED: 05/07/15

**RFP NUMBER: CSP901416
INDEX NUMBER: GDC024**

The State of Ohio, through the Department of Administrative Services, Office of Procurement Services, for all State Agencies, State institutions of higher education and properly registered members of the Cooperative Purchasing Program of the Department of Administrative Services is requesting proposals for:

TRANSLATION AND INTERPRETATION SERVICES

Attached are page(s) 4 and 6 to this Request for Proposal (RFP). Remove the corresponding page(s) from the existing RFP and replace with the attached.

Reason for Addendum. This addendum is issued to eliminate the requirement for significant previous experience with the requirements of the No Child Left Behind Act.

**PROPOSAL DUE DATE:
OPENING LOCATION:**

**May 15, 2015
Department of Administrative Services
General Services Bid Desk
4200 Surface Road
Columbus, Ohio 43228-1395**

*Two state agencies that are heavy users of these services are the Ohio Department of Education (ODE) and the Ohio Department of Job and Family Services (ODJFS).

Under this Contract, interpreting and translation services will be provided to ODJFS program areas which include, but are not limited to: food stamps, child support enforcement, children and families, adoption, state hearings, and civil rights complaints.

ODJFS is currently in every county and touches practically every community in Ohio. With their county partners, they are a statewide family network. Additionally, ODJFS provides job training, employment assistance and work support services for many who qualify for help through the Temporary Assistance to Needy Families (TANF) program. The Rapid Response Unit works to quickly help workers affected by layoffs and plant closings by assessing what services they need and providing them with onsite services. ODJFS oversees a network of eighty-nine (89) Ohio Means Jobs (OMJ) Centers with approximately thirty (30) full-service OMJ Centers located in local workforce areas throughout Ohio. The OMJ Centers provide free job training and other employment services to Ohioans looking for work.

While providing these services, ODJFS has a need to communicate with all who need assistance. ASL interpreting services may be requested for services including, but not limited to: training, state hearings, job training seminars and employment assistance and are performed statewide by appointment or emergency call on an as-needed basis. The interpreter will need to have the ability to interpret for an individual or groups.

Ohio has defined languages as either Core Languages or Non-Core Languages. See Supplement A for the listing of languages needed. Offerors shall possess the ability to offer all categories of services in all Core Languages. Offeror shall list in its Proposal the Non-Core Languages in which the Offeror can provide service and any additional languages not listed in which the Offeror could provide translation and interpretation services. Upon the specific prior written approval of DAS, the Contractor may substitute a different non-core language or dialect for any of the ones included in its Technical Proposal, provided DAS finds that at least the same level of demand exists for the proposed new language as the one being replaced. Additional Core Languages may be added at the discretion of DAS.

1.3.1 Service Categories. Contractor must be able to provide:

1. Telephonic interpretation, to include video-conferencing and video chat;
2. On-site interpretation services;
3. Translations of documents. The successful Offeror will provide comprehensive project management services for the translation process including writing/rewriting in foreign languages; editing; proofreading; quality control; and desktop publishing or design and layout in Microsoft Word, with Quark Express or Indesign (as specified for each document) and in Adobe Portable Document Format (pdf).
4. Transcription services;
5. The ability to create documents using desktop publishing (DTP);
6. Website/webpage translation services, and
7. Provide American Sign Language (ASL) services both in person and through Video-Conferencing or video chat.

1.4.2 General Telephonic Language Interpretation Services. The Contractor shall offer the following:

1. A single, toll-free, nationwide 800 number to access all services. Number shall be active 24 hours per day, 7 days per week.
2. A customer service center that is accessible toll free between the hours of 9:00 a.m. and 9:00 p.m. Eastern time, Monday through Friday. Support for critical issues must be available 24 hours per day, 365 days per year.
3. Conference-calling services and capabilities (to include services such as SKYPE)
4. The conference calling system/services provided must accommodate a minimum of 5 parties in a conference call at the standard per minute rate specified in the cost proposal. No additional rates shall be charged for the "minimum 5" participants.

1. On-site interpretation services must be available for all Core Languages.
 2. In addition to the Core Languages specified in Supplement A, the Contractor shall provide telephone interpretation services for additional languages and dialects. The additional Non-Core Languages and Dialects for which interpretation services are available shall be detailed in the Offeror's Technical Proposal.
- 1.4.5 Translation of documents. The Contractor shall provide comprehensive project management services for the translation process including writing/rewriting in foreign languages, editing, proofreading, quality control, and desktop publishing/design and layout in Microsoft Word, with Quark Express or Indesign (as specified for each document) and in Adobe Portable Document Format (pdf). All documents must be suitable for commercial offset printing including all fonts and high resolution graphics. The pdf files should be optimized for Web downloading and printing on 300 dpi laser printers. All submitted files are subject to approval by the requesting agency/entity. The desktop publishing/design must maintain consistency of format and style between the original document and the translation. Additionally, the text and physical appearance must adhere to the requesting agency/entity's identity and style standards. The Offeror must provide the state with an average turn-around schedule for document translation in its proposal.

The awarded Contractor shall provide revisions, modifications or customizations to translations that have already been completed.

The Contractor shall provide translations of documents by technically qualified and experienced language specialists, proofing, and editing and output in the required format. Required fields of expertise include but not limited to, the translation of business, legal, medical and technical documents.

*All documents produced by the translators must adhere to federal and state laws and guidelines retaining all technical information from the law. The successful Offeror must ensure the reading level of the translated document is consistent with the reading level of the original and is properly and consistently translated with educational specific language. The quality control process must be multiple-step including the initial translation by a qualified language expert and the proofreading by a different language expert.

The Contractor must possess the ability to provide translations of documents into all Core Languages and shall list in its Technical Proposal the additional Non-Core Languages for which document translation is available. A single translator shall be used to complete each document to ensure continuity and consistency. The translator shall translate the documents at the same reading level as the source document.

The Contractor shall complete a document translation of twenty (20) or fewer pages within five (5) business days. Document translation of more than twenty (20) pages shall be completed within five (5) business days plus one (1) additional business day for each additional ten (10) pages. Numerous documents requesting translation into multiple languages may be submitted at one time to the Contractor. Any revision to the completion date must be mutually agreed upon by the requesting agency/entity and the Contractor.

The Contractor must provide rush service as requested by the agency/entity. Rush service shall be completed within (1) one business day of receipt for ten (10) or fewer pages. One (1) additional day shall be allowed for each additional ten (10) pages.

When requesting written translation, the requesting agency/entity may include instructions concerning expected content or characteristics of the translated document, such as, but not necessarily limited to:

1. The educational level of the target audience, which may need the translation reduced to very simple, easily understood terms.
2. Whether the document will be used for academic or professional (e.g., medical, legal or business) purposes which typically require the utmost precision in terms of wording, punctuation, etc.
3. Whether any particular abbreviations, terms, slang, etc. should be included (e.g., BMW instead of Bureau of Motor Vehicles) or avoided.

The Contractor shall have translators available that can appropriately handle a wide variety of translation requests, especially ones involving the need to clearly communicate with immigrants who may have a limited understanding of American culture. Translators used by the Contractor shall be thoroughly knowledgeable about U.S. domestic culture.

The Contractor may be required to revise a translation assignment if the requesting agency/entity determines the submitted translated document does not comply with instructions above.

*Indicates change 05/07/15.