

REQUEST FOR PROPOSAL

**INTERPRETATION & TRANSLATION SERVICES
RFP #21-009**

**Ogden School District
Purchasing Department, Bldg. 1, Rm 210
1950 Monroe Boulevard
Ogden, Utah 84401**

**Due to COVID-19 Guidelines, electronic copies are due no later
than Tuesday, Jan 5, 2021 at 2:00pm MST.**

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OGDEN SCHOOL DISTRICT
REQUEST FOR PROPOSALS # 21-009
INTERPRETATION & TRANSLATION SERVICES

I. GENERAL

A. Intent of Request for Proposals

The purpose of this request for proposals is to solicit competitive sealed proposals from qualified suppliers to provide Ogden School District (OSD) with the interpretation and Translation services to meet the needs of each school site. It is anticipated that this RFP may result in a contract award to a qualified supplier for services, as defined further in the scope of work.

This RFP is designed to provide interested Suppliers with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Suppliers are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

All proposal preparation costs and any associated activities related to this RFP are the sole responsibility of the Supplier. OSD is not liable for any costs incurred throughout the entire selection process.

B. Eligibility Requirements

In order to be eligible to respond to this RFP, the Supplier must meet all of the following minimum qualifications:

1. Provide trained interpreters and translators for all 32 languages spoken in OSD, this includes American Sign Language (ASL) capabilities, hard of hearing, deaf interpreters. A list of these languages are listed in the *Scope of work*
2. Provide fluent speaking interpreters and translators.
3. Must have a privacy policy regarding confidentiality (ex. FERPA, HIPPA, etc.)
4. Provide written translation services within two business days.
5. Interpretation services available immediately 24 hours a day 7 days a week, with limited exceptions.
6. No requirement to purchase additional software/hardware in order to utilize service.

- Telephone services preferred for non-American Sign Language interpretation.
 - Use of presently owned Ogden School District devices for American Sign Language preferred.
7. Minimum of 3 years working experience with education and/or healthcare type facilities.
 8. Must submit to OSD a usage report when needed and when submitting an invoice to OSD, this includes having the capabilities of providing a usage report for each site.

C. Addendum to RFP

If it becomes necessary to revise this RFP in whole or in part, an addendum will be posted on www.ogdensd.org and SciQuest <https://bids.sciquest.com/apps/Router/PublicEvent?CustomerOrg=StateOfUtah>.

D. Right of Rejection

The OSD Board of Education reserves the right to reject any and all proposals or to waive any non-statutory formality. The Board of Education further reserves the right to make the contract award deemed by the Purchasing Director of the School District to be in the best interest of the District. The Board's decision to accept or reject the contract shall be final.

E. Termination Rights

The contract shall provide that either party has the right to cancel without cause at any time by written notice within ninety (30) days of its intent to terminate the contract.

F. Oral Presentations

An oral presentation by a Supplier to clarify a proposal may be required at the sole discretion of OSD. However, Ogden School District may award a contract based on the initial proposals received without discussion with the Supplier. Due to COVID-19 guidelines, if oral presentations are required, they will be scheduled virtually after the submission of proposals.

G. Written Agreement

The selected Supplier must enter into a written contract with OSD to provide real services required by the District for the term of the contract. The contract must be performed in accordance with OSD Standard Terms and Conditions (Schedule A).

H. Contract Period

This agreement shall commence on the date of RFP acceptance by the Board

of Education and continue for one (1) year. This contact may be renewed annually up to an additional 4 years on the same terms, prices, and conditions set forth in the proposal.

I. RFP Inquiries

All written inquiries relative to this Request for Proposal must be submitted through SciQuest, during Q and A period ending on December 15, 2020 at 12:00 p.m. MST.

No OSD Employee, Board Member, or evaluation committee member should be contacted concerning this RFP during the selection process. Failure to comply with this requirement may result in disqualification.

J. Supplier Proposal

Proposals must be signed by the Supplier's authorized official binding the RFP and the Supplier for a period of sixty (60) days from the submission due date of this RFP.

K. Submitting Your Proposal

1. Request for Proposal shall be posted online at SciQuest <https://bids.sciquest.com/apps/Router/PublicEvent?CustomerOrg=StateOfUtah>

2. An electronic copy must be submitted thru this same website on Sciquest & must be received by 2:00 p.m MST. January 5, 2021. You must submit your proposal in two separate parts. Part 1 is the technical proposal and part two will be the cost proposal. ***The cost proposal must be submitted as a separate attachment. If the cost proposal is not submitted as a separate attachment, the, the submission will be deemed not responsive and will not be scored.***

3. All information requested must be completed, Schedules A - F attached, Detailed Scope of Work, Claim of Business Confidentiality (only if necessary), Standard Contract Terms and Conditions, and must be submitted electronically by the date mentioned above. Proposals received after that will be deemed non-responsive.

L. Equity Opportunity Provider, Minority and Small Business

Ogden School District assures positive efforts will be made to involve minority and small business. This institution is an equal opportunity provider.

II. DETAILED SCOPE OF WORK

The successful Supplier is expected to fulfill the following requirements:

Ogden School District has 32 diverse languages including American Sign Language (ASL). Our specific languages to date are: *Afrikaans, ASL, Arabic, Bengali, Cantonese, Chinese-No Cantonese or Mandarin, Creole English-no Tok Pisin, Creole Portuguese-based, Dari (Eastern Farsi), Dutch (Flemish), English, Filipino (Pilipino), French, Greek, Hmong, Italian, Japanese, Kurdish, Lao, Marshallese, Mongolian, Nuer, Portuguese, Punjabi, Russian, Samoan, Spanish, Swahili, Swiss German, Tagalog, Urdu, Vietnamese*. Additional needs may include, written translations, video interpretation for the ASL students/families. Please include details and timeline of written translations and the time it may take to get an interpreter for each language.

III. EVALUATION CRITERIA

The District will evaluate each proposal submitted based on responsiveness to the District's overall needs. The award of contract, if made, will be to the Supplier who is deemed responsive and responsible to all administrative and technical requirements of the RFP; who has demonstrated competence and qualifications in regards to providing the services required; the cost and prices for the services offered; and who receives the highest rating based upon all of the criteria set forth in the RFP.

The process of award will be by committee. The committee will base their evaluation on the criteria listed below then apply a score based on the weighted value of that criteria. The Supplier receiving the highest score will be recommended to the School Board for approval of an awarded contract.

A Supplier must use the following schedules, or copies thereof, in submitting a proposal. The schedules must be completed in their entirety. Other materials that support these schedules may be included in the proposal document.

5 Points: Responsiveness – The completeness and conformity of the proposal response to the RFP requirements. Including but not limited to:

Schedule A, Certification of Proposal – Complete

Schedule B, Executive Summary – Complete

Schedule C, Detailed Response – Complete

Schedule D, Qualifications/Experience – Complete

Schedule E, References – Complete

Schedule F, Cost – Complete (**Must be submitted as a separate attachment**)

Detailed Scope of Work- Complete

Claim of Business Confidentiality- (Only if requesting Confidentiality of Submittal)

Standard Contract Terms and Conditions- Complete

The completed schedules will be rated against the evaluation criteria outlined herein.

10 Points: Executive Summary (Schedule B)

10 Points: Detailed Response (Schedule C)

25 Points: Qualifications/Experience (Schedule D)

15 Points: References (Schedule E)

35 Points: Cost Proposal (Schedule F) **Must be submitted as a separate attachment.**

CERTIFICATION OF PROPOSAL

We have read the OSD Request for Proposals and fully understand its intent. We certify that we have adequate personnel and resources to fulfill the proposal requirements. We further understand that our ability to meet the criteria and provide the required services shall be judged solely by OSD.

We further certify that, since the receipt of this RFP, no contact, discussion, or negotiations have been made nor will be made regarding this proposal with any OSD employee or Board member other than the listed contact people in the RFP. We understand that any such contact could disqualify this proposal.

We further certify that we are properly licensed to conduct business within the scope of this RFP, in the State of Utah.

We certify that all schedules and addenda contained herein shall be considered part of the entire RFP response and that the complete document submitted shall be considered a legally binding document. Submitted by:

Supplier Name

Authorized Signature

Name and Title

Telephone

Email

Date

EXECUTIVE SUMMARY

Provide a one or two page executive summary to briefly describe the Supplier's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Supplier. The District should be able to determine the essence of the proposal by reading the executive summary. Protected information requests should be identified in this section.

*If additional space is needed, please attach to this document.

DETAILED RESPONSE

This section should constitute the major portion of the proposal and must contain at least the following information.

- A. A complete narrative of the Supplier's assessment of the work to be performed, the Supplier's ability and approach, and the resources necessary to fulfill the requirements. This section should demonstrate that the Supplier understands the desired overall performance expectations. Clearly indicate any options or alternatives proposed.

*If additional space is needed, please attach to this document.

QUALIFICATIONS/EXPERIENCE

Provide a detailed response describing all abilities, skills and related experiences pertinent to the purpose and scope of this RFP.

*If additional space is needed, please attach to this document.

REFERENCES

Provide a minimum of three (3) and a maximum of five (5) references from similar clients over the past three (3) years. Include the organization name, contact person, and telephone number, as well as location of property.

1. Company Name _____
Contact Name _____
Address _____
City _____ State _____ Zip _____
Telephone _____ Fax _____
Email _____
Description of Work Scope

2. Company Name _____
Contact Name _____
Address _____
City _____ State _____ Zip _____
Telephone _____ Fax _____
Email _____
Description of Work Scope

3. Company Name _____
Contact Name _____
Address _____
City _____ State _____ Zip _____
Telephone _____ Fax _____
Email _____
Description of Work Scope

*If additional space is needed, please attach to this document.

COST PROPOSAL

Must be submitted as a separate attachment from the rest of the proposal

Cost proposal must include the following:

- Cost per minute for interpretation (include any minimum usage requirement)
- Annual fee, if charged
- Cost rate breakdown for written translation
- Include any minimum usage requirements
- List of all services and their prices
- List any additional fees or price adjustments if usage increases or decreases, from month to month
- List any additional required supply costs i.e. specific software and/or hardware, devices in order to use your services

INSURANCE: Attach a copy of your current Liability Insurance.

UTAH BUSINESS LICENSE: Please attach current copy of license.

Respectfully Submitted,

Name of Bidder

Title

Authorized Signature