

Interpretation & Translation Services

Bidders Conference Overview:

Introductions

Bid Process/Proposal Submission

Scope of Work and Service Requirements

Questions submitted to CCP RFP

Friendly Reminders



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Mandatory Letter of Intent

Due by 5/27/2025

Must be submitted in AmpliFund



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Mandatory Letter of Intent

The **Mandatory** Letter of Intent is due to FCDJFS **by close of business** on **Tuesday, May 27, 2025**. The Mandatory Letter of Intent will authorize you to submit a proposal but does not commit the bidder to submit a proposal. The Mandatory Letter of Intent allows FCDJFS to effectively plan for the maximum number of proposals it will receive and need to review. Proposals will not be considered if a Mandatory Letter of Intent was not received.

Mandatory Letter of Intent to Submit a Response to a Request for Proposals

You MUST Submit this Letter in Order to Submit a Proposal(s)

*** Please Type or Print Clearly ***

TO: Tameca Bumper, Deputy Director

FROM: Director/President/CEO: (NAME) Phone:

E-mail Address:

RE: Letter of Intent for RFP Title: Interpretation and Translation Services

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All Proposals MUST be submitted online on the AmpliFund platform.

Access to the proposal will be granted upon receipt of the Mandatory Letter of Intent.



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Proposal Submission

Two Separate Modules
Budget for each Module
Activity Catalog
Required Documents

The proposal and all related documents are completed in AmpliFund



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Proposal Submission Deadline

**June 12th , 2025
4:00 PM**

The completed proposal must be submitted
electronically via AmpliFund



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Communication Prohibition

From the release date of the RFP until the notification period, there must be no communications concerning the RFP between any Bidder and any employee of FCDJFS or any other individual regardless of his/her employment status who is in any way involved in the development of the RFP or the selection process.



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Minimum Qualifications For Bidders

- Minimum of five (5) years experience delivering services of similar size and scope
- (3) letters of reference for services provided within the last five (5) years
- Submit a complete proposal for each service the Bidder is proposing

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Statement Of Work

The Interpretation and Translation services are needed to assist the FCDJFS staff in communicating with LEP customers applying for, participating in programs or receiving services/benefits administered or supervised by the County.

The agency makes program and service information available in multiple languages dependent on customer/community needs and expects Bidders to demonstrate their capacity to provide LEP services that are timely, professional, cost-efficient and that meet a myriad of customer needs.

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Service Requirements Overview

- Interpretation services must be available at the three (3) FCDJFS locations
- Interpretation services must be available during regularly scheduled business hours between the hours of 7:30am and 6pm EST
- Interpretation services will need to be available during non-business hours for Intermittent Scheduled Interpretation Services

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

Module B: On-Site Interpretation and Translation Services



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

Services: Assist customers in applying for benefits, updating case information and conduct redetermination interviews over the phone during daily scheduled appointment times.

Availability: Monday- Friday 7:30 AM to 6:00 PM (EST)

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Module B: On-Site Interpretation and Translation Services

Services: On-call, On-Site Interpretation is used for walk-in and scheduled appointments at all 3 sites. Interpreter services are employed as needed.

Availability: Respond to request in less than 24 hours period

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Module B: On-Site Interpretation and Translation Services

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



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Translation Services

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

- Forms
- Brochures/Signs
- Customer Verifications/Documentation
- Training materials
- Media materials

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Intermittent Scheduled Interpretation Services

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



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FCDJFS Staff Training

It is essential for FCDJFS, current and new, staff to understand the role, purpose and process for interpretation services.

The Bidder must provide a proposed plan that details how they will provide such information to the FCDJFS on a regularly scheduled basis.

If selected, the Bidder must provide, and keep updated, a simple but detailed, instruction guide for accessing services.

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Pre-Bidders Conference Questions



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Would you please update us on when we will have access to the bid documents in AmpliFund?

Response: Access to the proposal in AmpliFund will be provided upon completion of the Letter of Intent. Please note this may take up to 24-48 hours to receive access.

Where can we find the Required Documents, Attachments, and Checklists packet?

Response: All Required Documents and Attachments can be found in AmpliFund.

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Please confirm whether the submission of this the Certificate of Continued Existence/Certificate of Good Standing from the Ohio Secretary of State is a mandatory requirement for all proposers, including out-of-state entities, or if it is only required upon contract award?

Response: Yes, all bidders must submit a current Certificate of Continued Existence or a Certificate of Good Standing from the Ohio Secretary of State with their proposal.



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Are reference letters mandatory? Or will you accept just references?

Response: Yes, reference letters are mandatory.



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It is required to mention the Application Name on the Letter of Intent, is it the "25-25-RFP-01 I&T Services"? Also, what should we indicate in the Award Requested?

Response: Application Name is Interpretation & Translation Services. For the LOI, you must enter an amount for the award requested. If you don't know the amount, you may enter \$1.00

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On page 8 of the “Request for Proposals Interpretation and Translation Services” document, under the section “Narrative(s) Module A and/or Module B,” there is a bullet that states that the bidder needs to illustrate “Contracts/services implemented over the last five years.” However, in the download from the “Interpretation and Translation Services” application on Amplifund, in both Narrative A and B, Question 1b. states “Describe the specific service(s) and/or contract(s) implemented over the last three (3) years.”

Are bidders required to describe their contracts or services implemented over the last three or five years?

Response: The application has been updated to reflect the last five years.

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What rates is the County currently paying for over the phone and video remote interpretation?

Response: Current rates for Over-the-Phone interpretation services are slightly over \$1 per minute. Video Remote Interpretation services are not currently provided.

Over the phone and video remote interpretation is typically charges per minute and not per hour. Would the County consider revising the cost sheet to reflect a per minute price proposal?

Response: The Availability and Fee Catalog was updated to reflect a cost per minute price.



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In the Amplifund module for Required Documents and Attachments, the download for the Availability and Fee Service Catalog has a file name of “Interpretation and Translation - Availability and Fee Catalog, 25-22-RFP-01 (1).xlsx,” which references the 2022 RFP. The file available at the FCDJFS website at “<https://jfs.franklincountyohio.gov/partner-information>” has a file name of “interpretation-and-translation-availability-and-fee-catalog-25 25-rfp-01.xlsx.” Both files appear to be the same, but we are uncertain as to whether there are any differences.

Which file should bidders be using to complete their bid?

Response: Please use the updated Availability and Fee Catalog located in AmpliFund.

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What is the anticipated volume for the life of the contract? Please provide us with this information by mode of service.

Response: Information provided on pages 19-22 of the RFP.

Will you consider out-of -state vendors? If so, what are the requirements at the time of submission?

Response: Yes, all bidders must submit a current Certificate of Continued Existence or a Certificate of Good Standing from the Ohio Secretary of State with their proposal and must also be able to meet any onsite requirements for services requested in Module B.



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Are vendors required to provide all services requested? Or can vendors bid on select services like only remote interpretation services? Will vendors who provide all services be preferred over those who only offer select services?

Do we need to bid on the Onsite services?

Response: Bidders must submit a proposal to provide all services listed under Module A, Module B, or Both.



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Will you accept references for agencies in other states?

Response: Yes

For the phone and over the phone services, will they all be on demand or will you also need to be pre-scheduled?

Response: Both scheduled and immediate services are needed.

If you will need to be pre-scheduled can we charge separately and with the appropriate minimums?

Response: Additional Information is needed. Please submit additional details for this question during the Post-Bidders question period.



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What type of files can we expect to receive for translations?

Response: Media Materials, Training Materials, Brochures, Signs, Verifications, etc. See Slide 15

Will translations require DTP work? If so, can we charge separately?

Response: For all documents, only the language will need to be translated. FCDJFS will provide all graphics. FCDJFS will work with the established provider to determine appropriate fee costs.

Will translations be ADA compliant? If so, can we charge separately?

Response: Additional Information is needed. Please submit additional details for this question during the Post-Bidders question period.

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Who is your current vendor for OPI/VRI?

Who is/are the incumbent(s)? If multiple, how many incumbent vendors are there and are you willing to share their rates for the services required in this RFP?

Who is the incumbent for these services? And please provide us their rates?

Response: Our current provider is Access 2 Interpreters. There is only one provider.

A public records request is required to share vendor/provider rates for services.



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- In both the Narrative Module A and Narrative Module B within Amplifund, Questions 1a, 1b, and 1c are marked in the question text as having a word limit of 300 words. Additionally, Question 2 is marked in the question text as having a 200 word limit. In the module, the text box for the 300 word limit questions shows a character limit of 1500 words, while the question with the 200 word limit has a 1000 character count. While adding text, we noticed that the character counts of 1500 and 1000 do not correlate to the 300 and 200 word limit. For example, we entered in text to reach the 1000 character limit, yet these 1000 characters were actually only 141 words.
- Is there a way that the character count limits within Amplifund can be increased to more accurately reflect the desired response length? Based on our testing, 200 words would be a character count (with spaces) of anywhere from 1450 to 1500, while 300 words would equate to a character count of roughly 2150 to 2250 words.
- In both the Narrative Module A and Narrative Module B within Amplifund, Question 3 does not make any mention of a limit (either word limit or character limit). However, the text box for the answer has a 1500 character count (with spaces) limit.
- Is it the intention to have Question 3 in both narratives limited to 1500 characters (effectively 200 words), or can this limitation be removed?

Response: The character limits were updated to allow for the appropriate displayed word count.



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IMPORTANT DATES TO REMEMBER

MANDATORY LETTER OF INTENT

Due by Tuesday, May 27, 2025

Pre & Post Bidder Conference Questions Posted

Monday June 2, 2025

PROPOSAL SUBMISSION DEADLINE

By 4 PM on Thursday, June 12, 2025

NO EXTENSION WILL BE GRANTED



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The Interpretation & Translation RFP document will be posted at

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

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



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Additional Questions



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Thank You!



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