

Request for Proposal

INTREPRETER SERVICE

Luzerne/Wyoming Counties Transportation Department

LUZERNE COUNTY PENNSYLVANIA  
For the Fiscal Year Beginning 7/1/10 Ending 6/30/11

DUE DATE: 4:00 p.m. April 16, 2010

Luzerne/Wyoming Counties Transportation Department  
2009 Wyoming Avenue  
Forty Fort, PA 18704

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Luzerne/Wyoming Counties Transportation Department

REQUEST FOR PROPOSAL

LUZERNE COUNTY, PENNSYLVANIA

**I. INTRODUCTION**

A. General Information

Notice of Invitation – The Luzerne/Wyoming Counties Transportation Department (LWCTD) invites qualified telephone interpreter providers (agencies) to submit a proposal to provide service for the fiscal year July 1, 2010 to June 30, 2011. There is no expressed or implied obligation for LWCTD to reimburse responding agencies for any expenses incurred in preparing proposals in response to this request.

1. Proposal Submission. Prospective providers should submit detailed proposals on or before April 16, 2010 by 4:00p.m. Proposals should be mailed or delivered to:

Mr. Anthony DePolo, Director  
Luzerne/Wyoming Counties Transportation Dept.  
2009 Wyoming Avenue  
Forty Fort, PA 18704  
“Sealed Proposal Do Not Open”

Proposal cover letters should designate who can answer questions concerning the submitted proposals. An officer empowered to bind the agency submitting the proposal must sign the proposal.

2. Proposal Format. One original and two copies of proposals should be submitted in the format outlined in Section III, “Proposal Document Instructions.”

Questions. Call Anthony DePolo, Director Luzerne-Wyoming Counties Transportation Department at 570-288-8420 Ext 613 with any questions.

3. Contract Terms. The contract term is from July 1, 2010 to June 30, 2011. All agencies submitting a proposal shall agree to not include a provision into a contract or agreement with LWCTD requiring LWCTD to hold harmless or indemnify any person, partnership, association, corporation or other form of entity. By responding to the RFP, the agency is agreeing to the terms, conditions and requirements set forth herein, unless expressly noted in writing in the firm's written submission.
  
4. Schedule of key dates.
  - a. 4/16/10                      Submit sealed proposals by 4:00 p.m.
  
  - b. 7/1/10                        Begin interpreter services.
  
5. The RFP is not to be construed as creating a contractual relationship between LWCTD and any agency submitting a response to this RFP.
  
6. LWCTD shall have no obligation or liability to any agency responding to this RFP. All costs associated with responding to this RFP are borne solely by the respondent.
  
7. LWCTD may require follow-up oral interviews with selected respondents and may require the respondents to participate in negotiations.
  
8. LWCTD reserves the right to reject any or all responses, to modify the scope with one or more of the respondents, and to waive any/all requirements which LWCTD deems to be in its or its employees' best interest.
  
9. By submitting this information the agency represents that it has examined and understands this RFP and has become fully informed of all the requirements of the RFP. All terms and conditions set forth in this document are accepted and must be incorporated in the submission unless explicit exception is made to individual items and accepted by LWCTD.

10. By submitting a response, the agency represents that it has the ability to meet the requirements outlined herein.
11. After evaluation of the responses, LWCTD will make its selection based on the response which best meets the needs of LWCTD, in the sole discretion of LWCTD. The Request for Proposals is not intended to create a public bidding process, and the proposal with the lowest quoted fees will not necessarily be accepted, nor will any reason for the rejection of any proposal be indicated. LWCTD reserves the right to privately negotiate with any firm with respect to the requirements outlined in this Request for Proposals.

B. Evaluation and Selection of Proposals

LWCTD will perform the evaluation of proposals in accordance with the criteria set forth at Appendix A. The following criteria will also be considered in the evaluation:

1. The agency has no conflicts of interest with regard to any other work performed for the County.
2. The agency adheres to the instructions in this request for proposal on preparing and submitting the proposal.
3. The agency's past experience and performance on comparable engagements.
4. The quality of the agency's professional personnel to be assigned to the engagement and the quality of the agency's management support personnel to be available for consultation
5. Other criteria as deemed prudent
6. The County reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

C. Subcontracting

Agencies are not permitted to subcontract or assign any part of the work covered under the scope of the agreement, without the express prior to written consent of LWCTD.

D. Minority and Women-owned businesses

Minority-owned firms and women's business enterprises are encouraged to apply.

II. NATURE OF SERVICES REQUIRED

A. Scope of Work

LWCTD seeks the use of a telephone interpreter provider to help non-English speaking consumers gain access to transportation services. The interpreter provider will be called upon by LWCTD staff when a non-English speaking consumer calls for service. In those cases, the provider will translate the consumer's service wishes.

B. Standards to be Followed

LWCTD expects the interpreter provider to have staff at their disposal that is fluent in the most commonly used foreign languages, particularly Spanish.

C. Reports to be Issued

The following reports are required to be timely issued:

1. Agency will be responsible for submitting monthly billing invoices in a timely fashion as outlined above.

### III. PROPOSAL DOCUMENT INSTRUCTIONS

#### A. General Requirements

Proposals should include the following:

1. Title page, including:

a. The name, address, and phone number of the bidder's contact person

b. The name and address of the agency

2. Table of contents

3. A cover letter, including:

a. A brief statement as to the proposers understanding of the work to be performed, the commitment to perform the work, and a statement as to why the agency believes it to be the best qualified to perform the engagement.

b. A signature of the person authorized to commit the agency.

4. Body of proposal – see below

#### B. Body of Proposal

The purpose of the proposal is to demonstrate the qualifications, competence, and capacity of the agencies seeking to undertake the telephone interpreter services for the LWCTD in conformity with the requirements of this request for proposals. As such, the substance of proposals will carry more weight than their form or manner of presentation.

The qualifications proposal should demonstrate the qualifications of the agency and of the particular staff to be assigned to this engagement. It should also specify an approach that will meet the requirements of the request for proposals.

The proposal should address all the points outlined in the request for proposal. The proposal should be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the request for proposal.

#### 1. Licensed in Pennsylvania

An affirmative statement should be included indicating that the agency is properly registered/licensed to operate in Pennsylvania.

#### 2. Agency Qualifications and Experience

The proposal should state the size of the agency, how many interpreters it employs and location of the office from which the agency conducts business.

The proposal should also discuss how long the agency has been in business and its interpreter experience.

The proposal should also include organizations for which the agency provides interpreter service and three references from those organizations. It should also describe any experiences as a subcontractor that would be pertinent to potentially working for LWCTD.

#### 3. Cost

The proposal should contain all pricing information relative to performing the duties as described in this request for proposals.

### C. Other Expenses

LWCTD will not be responsible for expenses incurred in preparing and submitting the proposal. Such costs should not be included in the proposal.

#### IV. SPECIAL PROGRAMS

##### A. Prerogatives

LWCTD reserves the following prerogatives.

1. To reject any or all proposals.
2. To terminate the contract following 30 days written notification to the agency.

##### B. Contract Period

The purchase of professional services contract shall apply to the fiscal year July 1, 2010 to the period ending June 30, 2011.

##### C. Assignability

The contractor cannot transfer any interest or provide for the assignment of the purchase of professional services contract with Luzerne County either in whole or in part, without the expressed written permission and written consent of the County Controller and County Commissioners.

##### D. Payment

Payment for services rendered based upon receipt of an itemized statement from the agency.

##### E. Ownership

All proposals and reports become the property of Luzerne County upon submission, for use as deemed appropriate. Work papers must be available for references and reproduction by the

Commissioner's, Controller's Office, and LWCTD, for a period of three years from submission of the reports.

F. Confidentiality

All proposals, for the purpose of bidding, will be kept in strict confidence by the Commissioner's Office and LWCTD. The invitees and subsequently selected agency may not issue news releases or other public notification regarding this project without prior approval from the Commissioner's Office.

APPENDIX A

After determining that a proposal satisfies the mandatory requirements stated in the request for proposal, the comparative assessment of the relative benefits and deficiencies of the proposal in relationship to published evaluation criteria shall be made by using subjective judgment. The award of a contract resulting from this request for transportation subcontractor services shall be based on the best proposal received in accordance with the evaluation criteria stated below:

After an initial screening process of the RFP, a technical question-and-answer conference or interview may be conducted, if deemed necessary by LWCTD to clarify or verify the proposer's proposal and to develop a comprehensive assessment of the service.

Luzerne County reserves the right to consider historic information and fact, whether gained from the proposer's proposal, question-and-answer conferences, references or any other source, in the evaluation process.

The proposer is cautioned that it is the proposer's sole responsibility to submit information related to the evaluation categories and that Luzerne County is under no obligation to solicit such information if it is not included with the proposer's proposal. Failure of the proposer to submit such information may cause an adverse impact on the evaluation of the proposer's proposal.

## PROPOSAL EVALUATION CRITERIA AND RATINGS

1. Soundness of Approach—**POINT VALUE-0-35** (7 points max for each item)
  - a. Project description
  - b. Description of Target Population
  - c. Statement of Need
  - d. Project Outcomes
  - e. Potential for Success
  
2. Overall Qualifications of the Agency—**POINT VALUE-0-20** (5 pts. max each)
  - a. Experience with this service
  - b. Experience working with proposed population
  - c. Experience coordinating community resources
  - d. Current valid license or certification
  
3. Qualifications of Individuals performing the service—**POINT VALUE-0-15**
  
4. Budget—**POINT VALUE-0-30**