

Request for Proposal

Interpretation/Translation Services

LUZERNE COUNTY
CHILDREN AND YOUTH SERVICES
JUVENILE PROBATION SERVICES

LUZERNE COUNTY PENNSYLVANIA
For the Calendar Year Beginning 1/1/18 Ending 12/31/18

The term of any agreement that is awarded to a successful responder to this RFP shall, at the sole election of Luzerne County, be for a term from January 1, 2018 to December 31, 2018.

DUE DATE: **Luzerne County Purchasing Department**
 c/o Mark Zulkoski
 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711
 by 4:00 PM. NOVEMBER 28, 2017

REFERENCE NUMBER: 110217CYSRFP15

ATTENTION:

RFPs WILL BE RECEIVED WEEKDAYS BETWEEN THE HOURS OF 9:00 AM TO 4:00 PM ONLY (EXCLUDING HOLIDAYS).

All RFPs must be delivered by the time stated in the bid packet.

All RFPs must be delivered to the:

LUZERNE COUNTY PURCHASING DEPARTMENT
20 NORTH PENNSYLVANIA AVENUE
SUITE 203
WILKES-BARRE, PA 18711

Failure to follow these instructions will result in RFP rejection.

THE ATTACHED LABELS MUST BE AFFIXED TO THE OUTSIDE OF THE MAILING ENVELOPE OR THE RFPs WILL NOT BE ACCEPTED.

RESPONDENTS WHO USE USPS SERVICES, PLEASE NOTE:

The Post Office does not deliver mail directly to Penn Place.

You should allow additional time for your RFP to be forwarded from the Court House to Penn Place.

It is the Bidders responsibility to get their RFPs to the PURCHASING DEPARTMENT by the time specified.

LUZERNE COUNTY WILL NOT BE RESPONSIBLE FOR LATE OR MISDIRECTED MAIL.

Notice to Responders

SEALED RFP PROPOSALS must be submitted to **The Luzerne County Purchasing Department, c/o Mark Zulkoski, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711 by 4:00 PM. NOVEMBER 28, 2017.**

RFPs will be opened in the Luzerne County Purchasing Department. RFP packages may be obtained at the offices of Luzerne Purchasing Department in the Penn Place Building, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711, and on the website at www.luzernecounty.org.

RFPs WILL BE RECEIVED WEEKDAYS BETWEEN THE HOURS OF 9:00 AM TO 4:00 PM ONLY (EXCLUDING HOLIDAYS).

Failure to follow these instructions may result in bid rejection.

THE ATTACHED LABELS MUST BE AFFIXED TO THE OUTSIDE OF THE MAILING ENVELOPE OR THE RFP WILL NOT BE ACCEPTED.

RESPONDENTS WHO USE USPS SERVICE PLEASE NOTE:

The Post Office does not deliver mail directly to Penn Place. You should allow additional time for your bid to be forwarded from the Court House to Penn Place.

It is the Bidders responsibility to get their RFP packets to the Purchasing Office by the time specified.

LUZERNE COUNTY WILL NOT BE RESPONSIBLE FOR LATE OR MISDIRECTED MAIL.

The responder must honor the prices for a period of one (1) year from the date of the execution of the contract and/or as negotiated and illustrated in the contract agreement.

By signing and submitting a RFP, each responder shall be deemed to have consented in writing that the RFP may be awarded and shall remain open for up to sixty (60) days of the RFP opening. The County of Luzerne does not discriminate on the basis of race, color, national origin, sex, religion, age, family, and handicapped status in employment or the provision of services.

Responders shall **ALSO** electronically submit their Bid(s) to Matthew.Sullivan@luzernecounty.org and Georgine.Meyers@luzernecounty.org by no later than November 28, 2017 at 4:00pm.

The County of Luzerne is an Equal Opportunity Employer.

Luzerne County **Reserves the right to reject any or all RFPs, or any part or items of the RFPs.**

**Luzerne County
County Clerk**

**THIS LABEL MUST BE AFFIXED TO THE
OUTSIDE OF THE MAILING ENVELOPE OR
THE RFP WILL NOT BE ACCEPTED.**

SEALED RFP DO NOT OPEN

- ALL RFP RETURNS MUST HAVE THIS LABEL
- ATTACHED WITH THE NAME AND REFERENCE
- NUMBER OF THE RFP TO THE OUTSIDE OF THE
- RETURN ENVELOPE (UPS, FEDEX, ETC.) OR IT WILL BE
- REJECTED.
- RFP NAME _____
- COMPANY NAME _____
- REFERENCE # _____

■ PURCHASING DEPT.
■ 20 NORTH PENNSYLVANIA AVE
■ SUITE 203
■ WILKES-BARRE, PA 18711

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Luzerne County Children and Youth Services/Juvenile Probation Services

REQUEST FOR PROPOSAL

LUZERNE COUNTY, PENNSYLVANIA

I. INTRODUCTION

A. General Information

Notice of Invitation – Luzerne County Children and Youth Services/Juvenile Probation Services (“LCCYS/JPO”) invites qualified agencies to submit a proposal to provide Interpretation/Translation Services for the calendar year January 1, 2018 – December 31, 2018. There is no expressed or implied obligation for LCCYS/JPO 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 November 28, 2017 by 4:00 p.m. Envelopes must be marked with the attached label. Proposals should be mailed or delivered to:

**Luzerne County Purchasing Department
c/o Mark Zulkoski
20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711
by 4:00 PM. NOVEMBER 28, 2017**

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 (1) original and (1) copy of proposals should be submitted in the format outlined in Section III, ‘Proposal Document Instructions.’”
3. Contract Terms – The contract term is from January 1, 2018 to December 31, 2018. All agencies submitting a proposal shall agree to not include a provision into a contract or agreement with LCCYS/JPO requiring LCCYS/JPO to hold harmless of 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. 11/28/17 Submit sealed proposals by 4:00 p.m.
- b. 12/7/17 After this date provider will be notified when services will initiate.

An optional bidders conference will be held on Wednesday, November 15, 2017 at 2:00 p.m. at Luzerne County Children and Youth Services Office.

- 5. The RFP is not to be construed as creating a contractual relationship between LCCYS/JPO and any agency submitting a response to this RFP.
- 6. LCCYS/JPO 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. LCCYS/JPO may require follow-up oral interviews with selected respondents and may require the respondents to participate in negotiations.
- 8. LCCYS/JPO 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 LCCYS/JPO 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 LCCYS/JPO.
- 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, LCCYS/JPO will make its selection based on the response which best meets the needs of LCCYS/JPO, in the sole discretion of LCCYS/JPO. 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. LCCYS/JPO 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

LCCYS/JPO 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. Expertise with similar federal and/or state financial awards.
6. Other criteria as deemed prudent.
7. 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 written consent of LCCYS/JPO.

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

Luzerne County Children and Youth Services/Juvenile Probation Services regularly encounter individuals who have critical needs or are in crisis and cannot communicate with the majority of the professional staff currently providing services. The agency ensures that persons with Limited English Proficiency (LEP) are provided with language assistance, as needed, so that they can have meaningful access to services and benefits. Provider services needed are: (1) telephonic interpretation, (2) in-person oral and sign language interpretation (which includes emergency and after regular business hours), and (3) translation of written material.

- (1) For telephonic interpretation, the provider must be a multi-lingual language line provider to interpret telephone conversations between non-English speaking consumers and staff. This service needs to be available 24/7.
- (2) For in-person oral and Sign Language interpretation, the provider will be contacted by the agency to set up an appointment with the LEP client and staff person in advance of the appointment. Please note locations of your interpreters as we serve Luzerne County residents. It is desired that the proposed rate be inclusive of all costs that support the service delivery (i.e. mileage, parking, toll, etc.) and will result in a single hourly reimbursement. Provider will be required to provide interpretation services at a client's home, at the Children and Youth office, or other location as needed. Please note that the interpretation request may be needed on short notice as well as after regular business hours.
- (3) The agency has a need for document translation services for Limited English Proficient individuals. In order to better serve clientele, documents with specific information related to their families may need to be translated into the designated language. There may be occasions when documents need to be expedited.

Provider must have certified interpreters with experience and training. American Sign Language interpreters must be licensed/registered as required by law. Proof of interpreter being certified and/or licensed/registered must be available upon request.

The Provider shall promote policies, practices and procedures that are culturally competent. Cultural competency is defined as the capacity to function in more than one culture, requiring the ability to appreciate, understand, and interact with members of diverse populations within the local community.

Provider will need to note on proposal responses their experience/reputation with respect to providing services for governmental entities, knowledge of subject matter of services

to be provided, and ability to meet timelines and schedules for completion on an expedited basis

It is vital that the interpreter ensures that accurate information is being shared and understood. Interpreters must protect all privileged and other confidential information.

Please note that providers may respond to all three (3) services as described above or to the services that they specifically offer.

B. Standards to be Followed

- All Federal, State, County and Agency policies, protocols, and standards will be followed.
- Provider staff must have Act 34, Act 151 and Act 114 of 2006 clearances. If the bidder is not licensed through DPW, clearances must be submitted with the proposal.
- Provider must supply interpretation/translation services to Limited English Proficiency (LEP) clients and may not refuse access to services due to language barriers.
- Court Testimony will be paid at a maximum rate of \$65.00 per hour.
- The provider has the responsibility to comply with laws that prohibit disability discrimination as noted in Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973.
- Itemized budget (Attachment A) must be submitted with proposal.
- The provider has the responsibility to comply with the laws of the federal Drug-Free Workplace Act of 1988 (Attachment B).

C. Reports to be Issued

The following reports are required to be timely issued:

1. Agency will be responsible to provide reports on positive outcomes achieved in the program as well as keep data on families/children served.

III. PROPOSAL DOCUMENT INSTRUCTIONS

A. General Requirements

The term of any agreement that is awarded to a successful responder to this RFP shall, at the sole election of Luzerne County, be for a term from January 1, 2018 to December 31, 2018.

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.
 - c. Program outcomes.
 - d. Program budget.
 - e. Itemization of staff salaries and equipment.
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 Interpretation/Translation Services for LCCYS/JPO 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 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 staff 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 capabilities to provide services for the Interpretation/Translation Services program.

The proposal should also include organizations for which the agency provides similar services and three references from those organizations. It should also describe any experiences as a subcontractor that would be pertinent to potentially working for LCCYS/JPO.

3. Cost

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

C. Other Expenses

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

IV. SPECIAL PROVISIONS

A. Prerogatives

LCCYS/JPO 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 calendar year January 1, 2018 to the period ending December 31, 2018.

The term of any agreement that is awarded to a successful responder to this RFP shall, at the sole election of Luzerne County, be for a term from January 1, 2018 to December 31, 2018.

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 Council.

D. Payment

Payment for services rendered based upon receipt of an itemized statement from the agency for units of service for the prior month.

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 County Council's, Controller's Office, and LCCYS/JPO for a period of three years from submission of the reports.

F. Confidentiality

The invitees and subsequently selected agency may not issue news releases or other public notification regarding this project without prior approval from the County Council's Office.

G. Bidders Conference

Proposals are due by NOVEMBER 28, 2017 at 4:00 p.m. An optional bidders conference will be held on Wednesday, November 15, 2017 at 2:00 p.m. at Luzerne

County Children and Youth Services Office, 111 North Pennsylvania Blvd, Suite 110, Wilkes-Barre, PA 18701. If you are unable to attend the bidders conference in person and would like to participate, please email Matthew.Sullivan@luzernecounty.org for phone conference call-in information. Information may be obtained through the County's website at www.luzernecounty.org and clicking on "**Requests for Proposals**" on the left side. All proposals should be forwarded to Luzerne County Purchasing Department, c/o Mark Zulkoski, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711 and marked "Sealed Proposals – DO NOT OPEN".

H. Questions

Questions pertaining to this RFP or the need for additional data or information should be submitted in writing by email to Matthew.Sullivan@luzernecounty.org no later than 4:00 p.m. on November 13, 2017. LCCYS/JPO will attempt to answer any questions after this date but cannot guarantee a response. Under no circumstance will the issuance of a question or the request for information extend the November 28, 2017 due date for the proposal. LCCYS/JPO reserves the right to share information obtained from the questions to all individuals interested in providing a proposal.

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 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 LCCYS/JPO 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.

A. Proposal Evaluation Criteria and Rating

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 Qualification of the Agency – **Point Value 0-20**
(5 points max for each item)
 - 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**

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Identify Service	
Salaries	
Benefits	
Rent	
Phone	
Utilities	
Travel	
Service Supplies for Basic Needs of Families	
Office Supplies	
Insurance	
Other..... Identify on separate page	
Total	
Identify Unit of Service and Number of Units	
Rate per Unit of Service	

Attachment B

Drug-Free Workplace Act Compliance

As a Human Services Agency, the Luzerne County Children and Youth Services Agency receives certain federal grant monies making the Agency subject to the federal Drug-Free Workplace Act of 1988. In compliance with the Act, Luzerne County Personnel Policy Section 2.5 prohibits Luzerne County from using and/ or being under the influence of alcohol and illegal drugs while in the work place. As an organization receiving federal grant money, Contractor's employees are also subject to these prohibitions as well. In addition, the Contractor must make the following steps:

1. Publish and give a policy statement to all covered employees informing them that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the covered workplace of Luzerne County or while working on Luzerne County business in accordance with this Contract and specifying the actions that will be taken against employees who violate the policy.
2. Establish a or provide Luzerne County with a current drug-free awareness program to make employees aware of a) the dangers of drug abuse in the workplace; b) the policy of maintaining a drug-free workplace; c) any available drug counseling, rehabilitation, and employee assistance programs; and d) the penalties that may be imposed upon employees for drug abuse violations.
3. Notify employees that as a condition of employment on a Federal contract or grant, the employee must a) abide by the terms of the policy statement; and b) notify the employer, within five calendar days, if he or she is convicted of a criminal drug violation in the workplace.
4. Notify Luzerne County Children and Youth Services within 10 days after receiving notice that a covered employee has been convicted of a criminal drug violation in the workplace.
5. Impose a penalty on—or require satisfactory participation in a drug abuse assistance or rehabilitation program by—any employee who is convicted of a reportable workplace drug conviction.
6. Make an ongoing, good faith effort to maintain a drug-free workplace by meeting the requirements of the Act.
7. Failure to meet these requirements may result in termination of the Contract as well as other penalties delineated in the Act.

Attachment Z

Quarterly and annual reports describing the process of implementation, including planning, coordination of service, training and service activities are required of all providers. Provider must maintain a database to collect and report demographic information about families served, what services were provided, service outcomes, number of families served and service expenditures. This survey will be used to measure improvement in families protective factors. The vendor is expected to deliver services to families referred by LCCYS with sufficient skill and effectiveness so that the following outcomes will be achieved:

- a. At least 85% of the families will be free of referral to LCCYS 3 months after completion of services.
- b. At least 80% of families will be free of referral to LCCYS 6 months after completion of services.
- c. At least 80% improvement on the completed pre- and post- Protective Factors Surveys. In addition, the following demographic data will be required to be collected and reported to LCCYS for evaluation purposes:
 - Number of and reasons for referrals not accepted
 - Reason for referral
 - Length of time between referral and initial contact
 - Goals/objectives
 - Services provided
 - Referrals/linkages made during service provision
 - Additional needs identified in discharge planning
 - Average length of service
 - Additional demographic and service information as requested.

The provider will provide quarterly and annual standard forms, developed by LCCYS for maintaining the above information. LCCYS and the provider will participate in ongoing meetings to identify and implement other means of evaluating program's effectiveness.