

ON-DEMAND INTERPRETATION AND TRANSLATION SERVICES MASTER AGREEMENT (ODITS) RFSQ # ITS-I10800-S



ISD CONTRACTS DIVISION
IT CONTRACTS SECTION

DATE: May 8, 2023

Instructions



- ⚡ Please sign-in by typing your name and your company name in the Team's chat box.
- ⚡ Please turn off camera and mute your microphone.
- ⚡ If you find yourself unable to hear at any point, please raise your hand in Teams.
- ⚡ This conference is being recorded to ensure we obtain all questions (a PDF of the slide deck will be available upon request).
- ⚡ Please type your questions in the chat box or hold your questions until the end of the presentation.
- ⚡ Please note that the County will not be liable for any cost incurred by a Vendor in connection with preparation and submittal of any SOQ.



RFSQ Conference Panel

ODITS Administrator

Contracts Division
Manager

Christie Carr

IT Contracts Section
Manager

Octavio Sahagun

ODITS Contracts
Analyst

Brandy Corona

ODITS Insurance
Analyst

**Crystal Leyden /
Shannon
Sanderlin**

Agenda



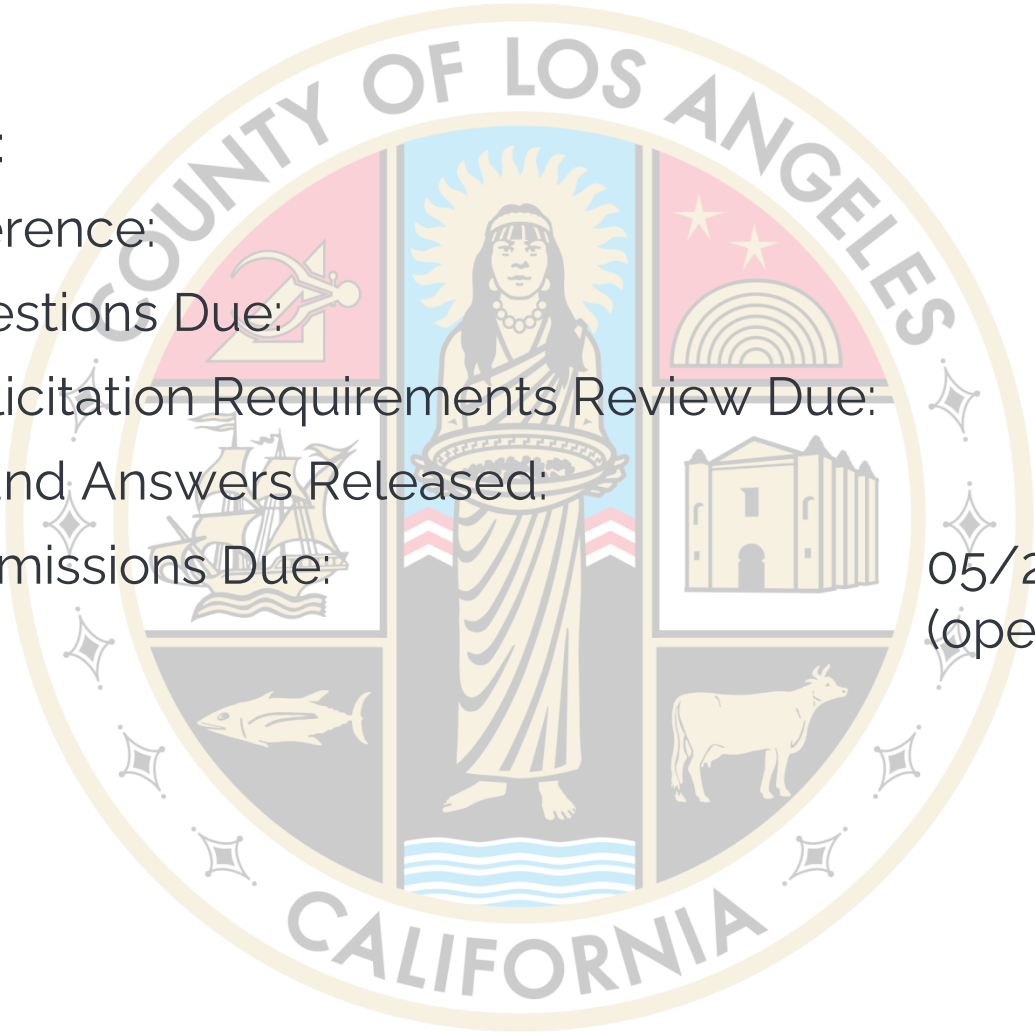
- RFSQ Timetable
- Request for Statement of Qualifications (RFSQ) Overview
- Statement of Qualifications (SOQ) Overview
- Master Agreement Term
- Master Agreement (MA) Process
- ODITS Work Flow
- Section 5.20 Community Business Enterprises (CBE) Participation
- Questions



RFSQ Timetable



Release of RFSQ:	04/20/23
Proposer's Conference:	05/08/23
Final Written Questions Due:	05/11/23
Request for a Solicitation Requirements Review Due:	05/10/23
Final Questions and Answers Released:	05/18/23
Vendor SOQ submissions Due:	05/25/23 by 2:00pm (open/continuous)



ODITS – RFSQ Overview



ISD is seeking qualified vendors to enter into Master Agreements (MA) with the County to provide:

- Category 1 Over the Phone Interpretation Services (OPI)
- Category 2 Video Remote Interpretation Services (VRI)
- Category 3 Document Translation Services
- Category 4 In Person Sign Language Interpretation Services
- Category 5 In Person Oral Interpretation Services
- Category 6 Miscellaneous Interpretation and Translation Services

ODITS



➤ **Category 1 Over the Phone Interpretation Services**

Includes all Core Languages and Medical Interpretation, also includes that Contractor must have procedures in place to accept and make appointments.



ODITS



➤ **Category 2 Video Remote Interpretation Services**

Includes all Core Languages and Medical Interpretation, also includes that Contractor must have procedures in place to accept and make appointments.



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➤ **Category 3 Document Translation Services**

📌 Sub-categories

- Forms
- Publications
- Auto Generated Text
- General Information Documents
- Emergency and Urgent Situations

📌 Contractor shall provide translation services based on the following types of service request:

- a) Standard Service Request – confirm within one (1) business day to perform work within ten (10) business days of the request.
- b) Expedited Service Request – confirm within one (1) business day to perform work within three (3) business days of the request.
- c) Urgent Service Request – confirm within two (2) hours to perform work within 24 hours of request.
- d) Emergency Service Request – confirm within two (2) hours to perform work within six (6) hours of request.

📌 Requests shall be submitted to Contractor via a web portal.

 Sub-categories

- Contractor shall provide translation services based on the following types of service request:

- 📌 *Requests submitted to Contractor via a web portal.*

ODITS



➤ **Category 5 In Person Oral Interpretation Services**

📌 Sub-categories

- Individual Setting
- Group Setting
- Communication Aids

📌 Contractor shall provide translation services based on the following types of service request:

- a) Standard Service Request, more than ten (10) business days – confirm ability to perform within five (5) business days prior to appointment.
- b) Standard Service Request, five (5) to ten (10) business days – confirm ability to perform within at least two (2) business days prior to appointment
- c) Expedited Service Request, two (2) to four (4) business days – confirm ability to perform within one (1) business day prior to appointment.
- d) Urgent Service Request, 24 hours – confirm ability to perform within two (2) hours prior to appointment
- e) Emergency Service Request, 24 hours – confirm ability to perform within one (1) hour. Services are for the same day with six (6) hours advanced notice.

📌 *Requests submitted to Contractor via a web portal.*

ODITS



➤ **Category 6 Miscellaneous Interpretation and Translation Services**

✦ Sub-categories

- Captioning Services
- Post-Production/Post Webinar (Closed) Captioning
- Remote Transcription
- Simultaneous Oral Interpretation Services
- Subtitling Services
- Text Transcription
- Transcription Services
- Voice-over Services

✦ Contractor shall provide both interpretation and translation services based on the same types of service requests as mentioned above.

✦ *Requests submitted to Contractor via a web portal.*

ODITS – Core Languages



COUNTY CORE LANGUAGES (Listed in Alpha Order)*			
ALBANIAN	FARSI	ITALIAN	SINHALESE
AMERICA SIGN LANGUAGE	FRENCH	JAPANESE	SOMALI
AMHARIC	FUKIENESE	KHMER	SPANISH
ARABIC	FUZHOU	KOREAN	SPANISH SIGN LANGUAGE
ARMENIAN	GERMAN	LAOTIAN	SWAHILI
AZERBAIJANI	GREEK	LITHUANIAN	TAGALOG
BAHAMIAN	GUJARATI	MALAY	TAIWANESE
BENGALI	HAITIAN CREOLE	MANDARIN	TAMIL
BOSNIAN	HAUSA	MANGOLIAN	THAI
BULGARIAN	HEBREW	NEPALI	TOISHANESE
BURMESE	HINDI	POLISH	TONGAN
CAMBODIAN	HMONG	PORTUGUESE	TURKISH
CANTONESE	HUNGARIAN	PUNJABI	UKRAINIAN
CHAO-CHOW	IBO	ROMANIAN	URDU
CROATION	ILOCANO	RUSSIAN	VIETNAMESE
DARI	INDONESIAN	SERBIAN	
County Core language includes medical & mental health terminology.			
<i>*Additional languages not listed may be requested.</i>			

ODITS – Pricing



PRICE SHEET IN-PERSON ORAL INTERPRETATION SERVICES

Vendor's Name: _____

Type of Request – prior to appointment	Fixed Rate/fee Per Hour (2 Hour Minimum)	Fixed Rate/fee Per 15 minutes
Standard Request (More than 10 Days)	\$	\$
Standard Request (5 to 10 Days)	\$	\$
Expedited Request (2 to 4 Days)	\$	\$
Urgent Request (Within 24 Hours)	\$	\$
Emergency Request/Day of Service Request (Within 6 Hours)	\$	\$

RFSQ Overview



Some significant features of this RFSQ and resulting ODITS Master Agreements are:

- All Terms and Conditions (T&C) are non-negotiable. The ODITS Master Agreement will be uniformly executed by all Qualified Contractors (QC).
- Work will be requested directly to Qualified Contractor for on demand OPI and VRI services for all County Core Languages, 24/7/365.
- Work will be requested for on demand Document Translation Services, In Person Sign Language Interpretation Services, In Person Interpretation Services and Miscellaneous Interpretation and Translation Services through a Service Request process.
- New vendors may seek to qualify at any time during the term of the ODITS Master Agreement. If qualified, vendors will be awarded a ODITS Master Agreement.
- Categories may be added, deleted, or amended at any time throughout the term of the ODITS Master Agreement based on the business or operational needs of the County.
- Qualified Contractors may expand the number of Categories for which they are qualified at any time throughout the term of the ODITS.

Statement of Qualifications (SOQ) Overview



- Vendors may seek to qualify under one or more service categories.
- All SOQs must be submitted electronically in the prescribed format as required in the RFSQ (refer to RFSQ page 15).
- It is the Vendor's responsibility to ensure the submission and all related forms are signed in accordance with the RFSQ.
- Vendor's may withdrawal its SOQ at any time and resubmit at any further date while the RFSQ is open.
- Vendors understand and agree that submission of a SOQ constitutes acknowledgment and acceptance of, and a willingness to comply with all the T&Cs of the master agreement.
- SOQs will be reviewed in the order they are received.

SOQ Submission – Required Forms



Standard Forms:

- SOQ Form 1 - Statement of Qualifications (SOQ) Checklist (should be included as the first page in Vendor's SOQ, Section A.1)
- SOQ Form 2 - Proposer's Organization Questionnaire/Affidavit
- SOQ Form 3 - Certification of Compliance
- SOQ Form 4 - Proposer's Debarment History and List of Terminated Contracts
- SOQ Form 5 - Declaration
- SOQ Form 6 - Community Business Enterprise (CBE) Information (Excel)
- SOQ Form 7 - Vendor's Compliance with Encryption Requirements
- SOQ Form 8 - Vendor's List of References
- SOQ Form 9 - Price Sheet

Other required forms:

- Proof of insurance
- Proof of License
- Contractor's Administration (Exhibit F to the Master Agreement)

SOQ Submission



- Any SOQ that deviates from the prescribed format may be rejected without review at the County's sole discretion.
- The SOQ must be typewritten, single spaced, with no less than 11-point font in Word.
- The electronic original SOQ shall also include one (1) electronic copy in searchable Adobe PDF format and one (1) redacted electronic copy in searchable Adobe PDF format in separate zip folders.
- The zip files shall be name: **"SOQ For ODITS.RFSQ#ITS-110800-S"**
- The SOQ and any related information or questions related to the SOQ, must be emailed to:
- Brandy Corona, BCorona@isd.lacounty.gov

Overview of SOQ Process





- Initial Contract Term:

- Five (5) Years

- Option Periods:

- Two (2) two-year option periods
- Additional six (6) month-to-month option periods

The total maximum term of the ODITS is nine (9) years and six (6) months.

ODITS Master Agreement Term



Master Agreement Process

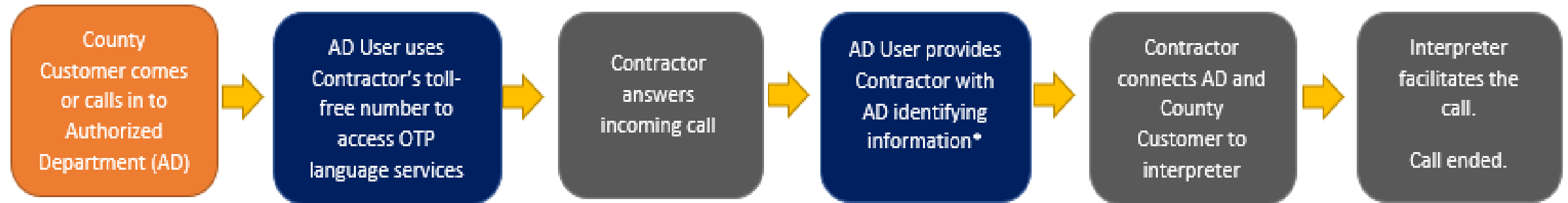


- Vendors may submit a SOQ in one or more Service Categories to apply to become QC.
- Each Vendor demonstrating that it meets the requisite requirements set forth in Appendix B (3.0 Minimum Qualifications), accepts the ODITS T&Cs without exception, and that meets insurance requirements set forth in Appendix C (Sample Master Agreement) will be awarded a master agreement and become a QC.
- The execution of a master agreement does not guarantee a QC any minimum amount of work or business.
- Note: Services could be utilized by County programs: Delete the Divide, Community Broadband, Emergency Management, Energy & Environmental Services, Social Media, Human Resources, etc.

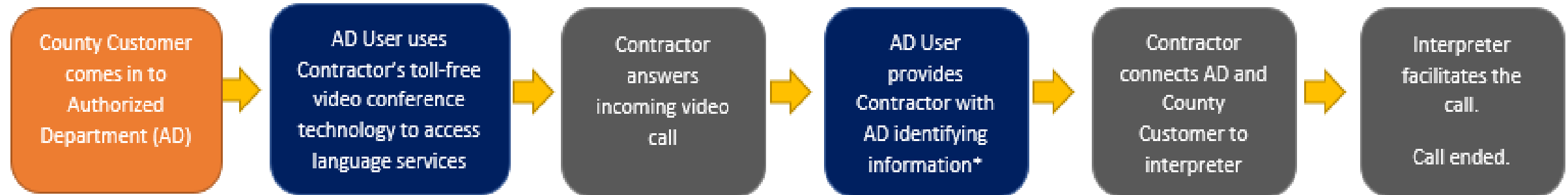


ODITS Work Flow

OVER THE PHONE (OTP) FLOW CHART



VIDEO REMOTE INTERPRETING (VRI) FLOW CHART

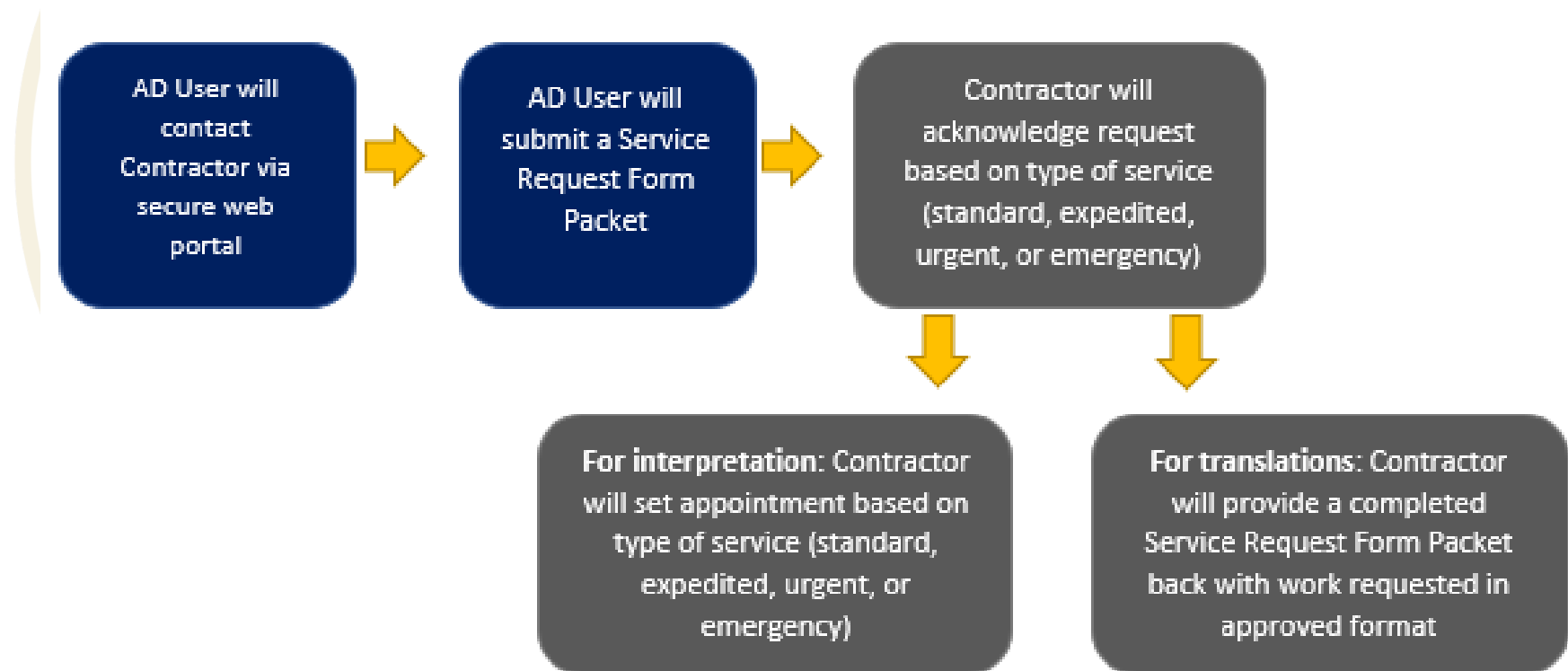


*Identifying information: Employee name & number, full Department name, cost center #, and language needed.

ODITS Work Flow

- Document Translation Services,
- In Person Sign Language Interpretation Services,
- In Person Oral Interpretation Services, and
- Miscellaneous Interpretation and Translation Services

SERVICE REQUEST FORM PACKET CATEGORIES FLOW CHART



5.20 Community Business Enterprise (CBE) Participation



There is an update to the RFSQ language.

*To obtain a list of LA County's CBE certified firms e-mail the request to the County of Los Angeles Department of Economic Opportunity at CBESBE@opportunity.lacounty.gov with the subject "**Request for CBE Listing**." For additional information contact the Office of Small Business at: (844) 432-4900 or at OSB@opportunity.lacounty.gov.*

Additional resource: Bcorona@isd.lacounty.gov. ISD Purchasing & Contracts also maintains a list provided by the Department of Economic Opportunity (DEO).

Reminder – Important Dates



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Written Questions/Responses
must be submitted
electronically via email to:

Bcorona@isd.lacounty.gov

Questions??

