

Request for Proposal

INTREPRETER SERVICE

Luzerne County Transportation Authority

LUZERNE COUNTY PENNSYLVANIA
For the Fiscal Year Beginning 1/1/15 Ending 12/31/15

DUE DATE: 4:00 p.m. December 19, 2014

Luzerne County Transportation Authority
Shared Ride Program
2009 Wyoming Avenue
Forty Fort, PA 18704

TABLE OF CONTENTS

I. INTRODUCTION

- A. General Information
- B. Evaluation and Selection of Proposals
- C. Subcontracting
- D. Minority and Women-Owned Businesses

II. NATURE OF SERVICES REQUIRED

- A. Scope of Work
- B. Standards to be Followed
- C. Reports to be Issued

III. PROPOSAL DOCUMENT INSTRUCTIONS

- A. General Requirements
- B. Body of Proposal
- C. Other Expenses

IV. SPECIAL PROVISIONS

- A. Prerogatives
- B. Contract Period
- C. Assignability
- D. Payment
- E. Ownership
- F. Confidentiality

Appendix A

- A. Proposal Evaluation Criteria and Rating

Luzerne County Transportation Authority

REQUEST FOR PROPOSAL

I. INTRODUCTION

A. General Information

Notice of Invitation – The Luzerne County Transportation Authority (LCTA) invites qualified telephone interpreter providers (agencies) to submit a proposal to provide Interpreter Service for the year January 1, 2015 to December 31, 2015. There is no expressed or implied obligation for LCTA 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 December 19, 2014 by 4:00p.m. Proposals should be mailed or delivered to:

Luzerne County Transportation Authority
Shared Ride Program
Attn: Norm Gavlick, Interim Executive Director
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: Please Call Norm Gavlick, Interim Executive Director
Luzerne County Transportation Authority
at 570-288-9356

3. Contract Terms. The contract term is from January 1, 2015 to December 31, 2015. All agencies submitting a proposal shall agree not to include a provision into a contract or agreement with LCTA requiring LCTA 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. 12/19/14 Submit sealed proposals by 4:00 p.m.
 - b. 1/1/15 Begin interpreter services.
5. The RFP is not to be construed as creating a contractual relationship between LCTA and any agency submitting a response to this RFP.
6. LCTA 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. LCTA may require follow-up oral interviews with selected respondents and may require the respondents to participate in negotiations for a final fee for services.
8. LCTA 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 LCTA deems to be in its 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 LCTA.

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, LCTA will make its selection based on the response which best meets the needs of LCTA, in the sole discretion of LCTA. 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. LCTA 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

LCTA 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 LCTA.
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. LCTA 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 LCTA.

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

LCTA 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 LCTA 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

LCTA 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 legally obligate 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 LCTA 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. Firm 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 LCTA.

3. Cost

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

C. Other Expenses

LCTA 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

LCTA 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 year January 1, 2015 to the period ending December 31, 2015.

C. Assignability

The contractor cannot transfer any interest or provide for the assignment of the purchase of professional services contract with Luzerne County Transportation Authority either in whole or in part, without the expressed written permission or written consent of the Board of directors of the LCTA.

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 Transportation Authority upon submission, for use as deemed appropriate. Work papers must be available for references and

reproduction by the Board of Directors, and LCTA for a period of three years from submission of the reports.

F. Confidentiality

All proposals, for the purpose of evaluation, will be kept in strict confidence by LCTA. The applicants and subsequently selected agency may not issue news releases or other public notification regarding this project without prior approval from the Board of Directors of LCTA

G. Independence of Parties

It is understood that the successful PROVIDER shall perform its duties and services hereunder as an independent entity, and nothing herein shall be construed to create a relationship of employer/employee, principal/agent or any joint venture between PROVIDER and AUTHORITY.

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 interpreter 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 LCTA to clarify or verify the proposer's proposal and to develop a comprehensive assessment of the service.

Luzerne County Transportation Authority 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 Transportation Authority 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**