

IMPORTANT NOTICE!!

If you download these materials and wish to be added to the proposer contact list send an email to:

purchasing@springfield-or.gov

Information to be provided:

- “Translation Services RFP3236” in the subject line
- Company name
- Primary contact name
- Primary contact title
- Primary contact direct phone #
- Primary contact email

It will be the responsibility of each participating supplier to refer daily to the City of Springfield – Purchasing/Contracts website <http://www.springfield-or.gov/city/finance/itbrfp> to check for any available addendum to current opportunities, cancellations or intents to award posted.

**CITY OF SPRINGFIELD
OREGON**

**Request for Proposal #3236
Finance Department
English to Spanish Translation Services**

Sealed proposals will be received by the Finance Department, City of Springfield, 225 5th Street. Springfield OR, 97477, Attn: Yueyin Lin until 2:00 p.m. local time, the 2nd of March, 2023 and opened at 2:00 p.m. local time the same day. Sealed proposals must be marked “**RFP#3236: Translation Services**”.

The City of Springfield is soliciting proposals for ad-hoc English to Spanish translation services to ensure that public facing materials are provided in the languages most accessible to impacted residents. The exact number of documents, document type, word counts, and languages requested may vary throughout the period of this agreement.

Proposal packets are available on the City’s website at www.springfield-or.gov (City > Finance > Purchasing and Contracts then Request for Proposal #3236 or by contacting Yueyin Lin at (541)726-3709 or by email: ylin@springfield-or.gov .

The City of Springfield reserves the right to accept or reject any or all proposals or to waive any specifications or requirements, or to negotiate with any vendor submitting a proposal regarding any aspect of this Request for Proposals when doing so is deemed to be in the best interest of the City.

The City of Springfield encourages proposers or sub-contractors who are minority, woman-owned and emerging small businesses to participate in City projects.

If any respondent requires special assistance or auxiliary aids during the proposal, evaluation or award process, please contact Yueyin Lin at (541)726-3709 at least two (2) business days prior to the required assistance. TTY users dial Oregon Relay Services at 711.



Request for Proposal

English to Spanish Translation Services (RFP3236)

City of Springfield
Finance Department
Springfield, Oregon 97477

02/02/2023

I. Project Overview

The City of Springfield is soliciting proposals for ad-hoc English to Spanish translation services to ensure that public facing materials are provided in the language most accessible to impacted residents. The exact number of documents, document type, word counts, and languages requested may vary throughout the period of this agreement. The types of publications/documents typically translated include, but are not limited to:

- Manuals, marketing materials, advertising campaigns
- Social media posts and materials
- Flyers, posters, signs, brochures
- Forms, service change notices, application materials
- Radio scripts, closed captioning translation
- Handwritten and client-directed correspondence
- Court, or other legal documents

The City anticipates the award of multiple agreements to serve the organization's needs. Individual scopes of work may be direct awarded based on an evaluation of relative cost, availability, and qualifications to respond to each individual scope of work. The purchase order process is described in more detail in section IV.

II. Proposal Submission Requirements

Your response to the Request for Proposal must contain all of the information requested in the Request for Proposal along with acknowledgement of all addenda. A completeness check will be conducted for each submission. Incomplete submissions will not be accepted. Submissions must include the items organized and numbered to correspond to each requirement below:

Content requirements

1. **Cover Letter** – All Proposals must be accompanied by a cover letter signed by an individual who is legally authorized to enter into a contract on behalf of the proposing individual/firm.
 - a. The letter must introduce the Proposal and Proposal Qualifications.
 - b. Affirm that the Proposer accepts all terms and conditions of the Request for Proposals, including the Attachment 2 Sample Contract terms and conditions.
 - c. The letter must designate the Proposer's contact person during the Proposal review process.
 - d. Identify whether you qualify as resident bidder as described in ORS279A.120 (1) (b) and if you are licensed to do business in the State of Oregon.
 - e. Include a statement of the firm's ability to begin work in April 2023 and a statement that the submission is a firm offer for a 90-day period.
 - f. Pending Litigation: Identify any past, pending or threatened litigation or administrative or state ethics board or similar body proceedings to which you or

any of your partners are a party and which would either materially impair your ability to perform the services enumerated herein, or, if decided in an adverse manner, materially adversely affect the financial condition of your firm. Any firm selected pursuant to this RFP will be required to advise the city of any developments during the term of this appointment with respect to existing and/or any new civil or criminal legal investigations, pertinent litigation and/or regulatory action involving the firm or its employees which could impact the firm's role or ability to perform the consulting services.

2. **Qualifications** - Include a detailed statement of your individual qualifications or the qualifications of the firm. This should include organizational history, clients presently served, extent of translation services work, and a response to the subsections a - e.
 - a. **Office Requirements** - Proposers should detail the formats and software which they are able to work with. Contractors may be required to use and should describe their competency with word processing and design software programs that could include but are not limited to: Microsoft Office products, (e.g. Word, Excel and PowerPoint) and Adobe Creative Cloud Applications (e.g. Photoshop, InDesign, Adobe Acrobat, Illustrator, LiveCycle Designer, MS Publisher). Contractors may also be required to handle translation and production of online content and websites (e.g. HTML5, HTML, CSS and Content Management Systems).
 - b. **Certification** - Proposers should outline any certifications they hold, such as, certification by the American Translators Association (ATA), which has a translation certification exam, Code of Ethics, and disciplinary power over its members.
 - c. **Familiarity with City Programs and Knowledge of Local Community** – Proposers should outline their understanding of the programs and services offered by the City of Springfield, as well as relevant experience which will allow the proposer to meet the needs of those communities served by the City. If applicable, describe your experience providing services to underserved communities.
 - d. **Translation Quality** – Proposers should outline their ability to follow widely accepted translation practices that ensure work is completed in a timely and effective manner. Examples of these practices could include:
 - Working in translation teams to translate, edit, and review products.
 - Use of Translation Memory tools/software.
 - Translation Glossaries.
 - e. **Job Tracking and Delivery Timelines** – Proposers should describe their job tracking process and how they go about ensuring they meet customer needs and timelines.
 - f. **Legal Document Translation** – Proposers should describe their experience translating legal documents.
3. **Experience with Similar Projects**- Describe your individual or firm experience in the past 5 years with similar agencies' translation projects and simultaneous interpretation events. Identify in the past 5 years which project(s) you feel to be the closest to this

agency’s needs in terms of size and complexity, and include information about the written document(s) and project timeline/completion date.

- 4. **Resumes** - Include a resume for those staff assigned to this engagement.
- 5. **Fee Proposal** – Proposers must complete the following rate table.

Rates for Translations	
Service	Rate
Minimum Fee	\$
Per Word Cost	\$
Per 1,000 Word Cost	\$
Expedited Rates for Translations	
Service	Rate per word
2 hour turnaround	\$
24 hour turnaround	\$
48 hour turnaround	\$
Hourly Rates for Translations	
Service	Rate per hour
Formatting	\$
Alternate format	\$
Proofreading	\$
Desktop publishing	\$
Glossary building	\$
Markup for ASAP (48 hour turnaround) of hourly services	

- 6. **Additional Services** - If it should become necessary for the City of Springfield to request the translation services provider to render any additional services to supplement the services requested in this RFP, then such additional work shall be performed only if set forth in an addendum to the contract between the City of Springfield and the firm. Any such additional work agreed to between the City of Springfield and the firm shall be performed at the same rates set forth in the Fee Proposal.
- 7. **References** - Provide a minimum of two (2) references for Translation Services for organizations for whom you have provided similar services. The references should include, at a minimum, the name of the organization, the address, the contact person, title, email address and a telephone number.

8. **Attachment #2** – Sample Contract – in your cover letter acceptance of terms and conditions.
9. **Signed Attachment #3** – Authorization to Legally Bind Bidder must be submitted by proposers.
10. **Signed Attachment #4** – Minority Women Emerging Small Business Form (MWESB) must be submitted by proposers.

III. Evaluation and Selection Criteria

The City will utilize information contained within proposals to evaluate and determine which vendors are eligible to execute a contract with the City. Following contract execution vendors will be selected for individual projects and direct awarded under this RFP with work initiated via a purchase order.

1. Proposal Review

The following represent the criteria which will be considered during the evaluation process.

a. Proposal Evaluation Criteria

Criteria	Possible Points
Qualifications of the firm (Reference Section II, qualifications)	34
Experience (Reference Section II, experience/resumes)	33
Cost (Reference Section II, fee proposal)	33
Total	100

2. Schedule for Selection Process

RFP Package Available	2/2/2023
Request for Clarification Due (if applicable)	2/20/2023, noon local time
Response to Clarification Due (if applicable)	2/24/2023
Proposals Due by:	3/2/2023, 2pm local time
Intent to Award Notice (approximate)	3/20/2023
Contract Award (approximate)	4/7/2023

Prospective Proposers may contact purchasing@springfield-or.gov for further information regarding this process or to request clarification. **Contact with other City officials may be**

grounds for disqualification. Please note that the City of Springfield has implemented this policy to ensure fairness and transparency in the selection process. Upon receipt of an inquiry from a prospective proposer, the message is promptly relayed to the project's lead staff person, who then prepares a written reply. Staff will, in turn, posts the questions and responses in an Addendum. Follow-up questions and/or clarifications may continue to be submitted in this fashion until noon local time 2/20/2023.

IV. Ordering and Requesting Services -

City staff must order Services by issuing a Purchase Order that details, at a minimum, the following project-related detail:

- The language into which the message is to be translated
- Purpose of the translation (unless sensitive, confidential or security-based)
- Translation details
- Applicable literacy level
- Required timelines
- Applicable minimum Translator qualifications
- Applicable Translation Glossaries
- Applicable Translation Memory
- Any not-to-exceed amounts Contractors shall use approved job tracking processes and ordering forms as requested by an Authorized Purchaser.

City staff must also include any applicable process details which may include, but are not limited to, initial account set-up, billing codes, key persons, ordering instructions, applicable Translation Glossaries, and invoicing procedures.

V. Instructions to Proposers

The Request for Proposals may be found on the City of Springfield website at www.springfield-or.gov (<http://www.springfield-or.gov/city/finance/translation-services-request-for-proposal> select the document titled **RFP#3236 Translation Services**).

Each Proposal must include one (1) original signed submission, marked "**RFP#3236 Translation Services**" and (1) electronic copy (PDF format) on a CD or thumbdrive. Each original Proposal and required materials must be contained in a sealed envelope or box and must be received no later than 2pm, local time, 3/2/2023 at the following address:

City of Springfield
Finance Department
Attention: Yueyin Lin
225 Fifth Street,
Springfield, Oregon 97477

VI. Late Proposals Not Considered

Proposals must be received by the time specified at the address listed above. Any Proposal received after the deadline will not be considered. Faxed or emailed submissions will not be accepted.

VII. Addenda to RFP

In the event that it is necessary to amend, revise, or supplement any part of the Request for Proposal, addenda will be posted on Springfield's website at www.springfield-or.gov (<http://www.springfield-or.gov/city/finance/itbrfp> select the document titled **RFP#3236 Translation Services**). The City will make a reasonable effort to provide the addenda to all Proposers to whom the City provided the initial Proposal. This includes the amendment of dates in the Schedule for Selection Process. Any addenda so issued are to be considered part of the specifications of the Proposal. The City is not responsible for any explanation, clarification, interpretation or approval made or given in any manner except by written addenda issued by City.

In case of any doubt or differences of opinion as to the services to be furnished hereunder, or the interpretation of the provisions of the Proposal, the decision of the City shall be final and binding upon all parties.

VIII. Contract

The successful Proposers will be expected to enter into a professional services contract with the City. The contract will specify the extent of services to be rendered, the means and methods of providing the services, and the amount of compensation. A sample contract is included as Attachment 2.

IX. Right to Award Multiple Contracts

The City has several potential customer departments. To assure that any ensuing Contracts will allow the City to fulfill current and future requirements, the City reserves the right to award Contracts to multiple proposers. The actual utilization of any Contract will be at the sole discretion of the City. The fact that the City may make multiple awards should be taken into consideration by each Proposer.

X. City Selection Discretion

Springfield reserves the right to reject any or all bids and to waive irregularities and informalities in the selection process. Springfield further reserves the right to negotiate, amend, and refine bids in consultation with one or more of the prospective Proposers.

XI. Proposal Ownership

All material submitted by the Proposers shall be considered property of Springfield, and the City will not be required to return same to any Proposer. The material submitted by Proposer will be treated in the same manner as the City's own records.

After opening, all Proposals become part of the public record unless exempt under Oregon Public Records Law. Proposers wishing to exempt appropriate portions of their Proposals from disclosure as public records are encouraged to discuss their concerns with City's Finance Director (address listed below) prior to the submissions of their Proposals.

Nathan Bell Finance Director
City of Springfield Finance Department
225 Fifth Street
Springfield, OR 97477

XII. Exceptions to Request for Proposal

If, for any reason, a Proposer should find fault with the structure of this Request for Proposal or with the evaluation process, concerns may be submitted in writing to:

Yueyin Lin
Springfield Finance Department
225 Fifth Street
Springfield, OR 97477
Phone: (541) 726-3709
purchasing@springfield-or.gov

The City will make every effort to answer questions and, if warranted, to amend the Request for Proposal. Responses to questions and amendments to the Proposal will be posted on the Springfield website www.springfield-or.gov (<http://www.springfield-or.gov/city/finance/itbrfp> select the document titled **RFP#3236 Translation Services**) Proposers who are unable or unwilling to meet any of the requirements of this Request for Proposal must include, as part of their response, written exceptions to those requirements. Such request shall be delivered on or before noon local time 2/20/2023.

XIII. Comments Procedure

A prospective Proposer may email purchasing@springfield-or.gov, a written request for change to any of the specification listed in this Request for Proposal. This request must be delivered no later than noon local time 2/20/2023. A written request for change shall include:

- A detailed description of the legal and factual grounds for the request;
- A description of the resulting prejudice to the prospective Proposer; and

- A statement of the form of relief requested or any bid changes to the specifications.

The City will review the specification change request and notify the prospective Proposers of the decision in writing prior to the closing date. To the extent possible, the City will notify other prospective Proposers of any changes or modifications to the Request for Proposal.

XIV. Protest Procedure

Any Proposer who has submitted a Proposal to the City and who is adversely affected by the City's award of the Contract to another Proposer has seven (7) days after issuance of the Notice of Intent to Award the Contract, to submit a written protest of the award to the City. This right to protest shall conform to the written requirements of OAR 137-047-0740 and specify the grounds upon which the protest is based.

An adversely affected Proposer must exhaust all avenues of administrative relief and review before seeking judicial review of City's Contract award. Concerns must be submitted to:

Nathan Bell
Finance Director
City of Springfield
225 Fifth Street
Springfield, OR 97477

XV. Cost of Proposal

The City is not liable for any costs incurred by vendors for the preparation and presentation of their Request for Proposals. This includes any costs in the submission of a Proposal or in making necessary studies or designs for the preparation thereof.

XVI. AMERICANS WITH DISABILITIES ACT COMPLIANCE

If any respondent requires special assistance or auxiliary aids during the proposal, evaluation or award process, please contact Yueyin Lin, 541.726.3709 at least two (2) business days prior to the required assistance. TTY users dial Oregon Relay Services at 711.