



FIRST 5
ORANGE COUNTY



Request for Qualifications

Language Translation Services



October 2023

Description of First 5 Orange County

The California legislature adopted the California Children and Families Act of 1998, Health and Safety Code Section 130100, et seq. implementing the Children and Families First Initiative passed by the California electorate in November 1998 and establishing the California Children and Families Commission and County Children and Families Commissions.

First 5 Orange County is responsible for allocating public funding to improve health and educational outcomes for children. Each county commission is required to develop a strategic plan to establish local priorities to be funded. For more information regarding First 5 Orange County's Strategic Plan, please refer to the following link on First 5 Orange County's website: <https://first5oc.org/>. First 5 Orange County is committed to creating a diverse, equitable, and inclusive working environment and integrating these principles in all our work.

I. REQUEST FOR QUALIFICATIONS

First 5 Orange County is seeking individuals and organizations to provide language translation services to support our communication needs. Applicants who are presently on First 5 Orange County's approved qualified consultant applicant list for translation services must re-apply unless you have a current contract with us. Accurate and reliable translation of language, messaging and materials/documents into various languages is important in a diverse community like Orange County. The objective of this Request for Qualifications (RFQ) is to identify qualified language service providers who can consistently deliver excellent translation services. English is the primary source language that will be translated into multiple languages depending on the target audience. Applicants must be proficient in both English and target language(s).

II. SCOPE OF WORK

- A. Selected applicants will be responsible for providing high quality, timely translated documents and interpretation services that are linguistically accurate, culturally appropriate and consistent with the original documents and spoken words. Translation services may include but not be limited to:
1. **Document translation** – Converting the text and content of one document from English into another language while maintaining the original document's format and structure as closely as possible. Documents may be of varying complexity such as brochures, reports, letters, manuals and legal documents.
 2. **Digital content translation** – Translating digital materials such as e-mails, apps, articles, blog posts, websites, social media posts, electronic documents and webpage content from English into another language.
 3. **Interpretation services** – Translating English or signed language into another language usually in interviews, meetings, or events. This includes simultaneous and consecutive translation as well as voice-overs for videos.
 4. **Translated transcription** – Converting spoken English (such as a live presentation, webinars, audio/video presentation, etc.) into written documents of another language.

B. **Languages** –Translation services are requested for the following languages:

- Spanish
- Vietnamese
- Korean
- Arabic (Egyptian)
- Persian/Farsi
- Chinese (Mandarin)
- Chinese (Cantonese)
- Tagalog

C. **Workload and Technical Equipment Knowledge** - The volume and frequency of translation work may vary. Services may be needed for regular standing meetings and/or on an “as needed” basis. The selected applicants should be able to accommodate both small and large translation projects. Meetings will be both virtual and in-person. Selected applicants should be able to navigate the zoom interpretation port and use headset equipment for in-person translation.

D. **Quality Assurance** – The chosen applicants are expected to have a quality assurance processes in place to ensure the accuracy, consistency and cultural appropriateness of translations. This may include, proofreading, editing and client feedback processes.

III. SUBMISSION REQUIREMENTS

The Proposal shall be saved as a single PDF and submitted electronically to First5OC@cfcoc.ocgov.com no later than October 30, 2023 by 3 p.m. **Submissions will not be accepted after that date and time.** The Proposal must be double-spaced with Arial 11-point font size using one-inch margins submitted in a 8.5 by 11-inch digital PDF document. All submissions received will be provided a receipt by emailed confirmation. If you do not receive an emailed confirmation, or you wish to call and verify receipt, you may contact First 5 Orange County at: (714) 834-5310 or First5OC@cfcoc.ocgov.com.

The complete Proposal submittal package must include:

A. **Cover Letter** (Limited to 1 page)

Provide a cover letter, signed by the Applicant, briefly summarizing Applicant’s qualifications, language(s) and translation services being offered.

Organizations applying must have the cover letter signed by the corporate officer who has the authority to act on behalf of the agency. Include the requested hourly rate, or rate of compensation if the services are deliverable based and your availability (*please note, successful applicants are expected to provide a minimum 48-hour notice if unable to provide contracted services*).

Include any concerns. For example, if your current insurance coverage does not meet First 5 Orange County’s standard insurance requirements as described in Section V below, and you will seek a waiver for the difference, please specify what the difference is and what you

will be requesting to be waived. Or, if you are aware of, or are concerned about, a possible conflict of interest, please disclose it in your application submission.

B. Qualifications (Limited to 7 pages)

Applicants should provide:

- A resume or a curriculum vitae outlining languages served, relevant work, prior projects, etc. (*Limited 2 pages*)
- Qualifications should include individual/organization translation services were provided for, language(s), the length of time, the type of language translation service provided (i.e., Document Translation, Digital Content Translation, Interpretation Services, Translated Transcription, or other types of translation services), and any other pertinent experience. Include any relevant certifications or licenses (limited to 5 pages). Also include your ability to translate documents directly in a PDF. (*Limited to 5 pages*)

C. Sample translations (Limited to 3 pages)

Applicants must provide three (3) sample translations. Applicant should provide the English source document and the final document it was translated into. Applicants who are proposing Interpretation Services (Item A3 Section II above) may be requested to have an in-person or virtual interview to demonstrate translation ability.

D. Quality Assurance Processes (Limited to 1 page)

Briefly describe quality assurance processes you use to check for spelling, grammar, terminology, style, cultural appropriateness and nuances and overall translation errors. It is expected that successful applicants will perform multiple reviews of work product including proofreading, editing and revising various iterations of translated work prior to finalization.

E. Timeframe (Limited to 1 page)

Describe your average turnaround time for translating documents (written, digital, oral). If the turnaround time dependent upon the type of material being translated provide the turnaround time for each type. Include your response time to requests for services.

F. References

Include three references (**Attachment 1**) familiar with the quality and reliability of Applicant's work in language translation services over the past two years. Include the organization's name, mailing address, contact person and title, phone number, email and a general description of services provided for each reference.

IV. RFQ EVALUATION CRITERIA

Proposals will be reviewed against the following criteria which may include but not be limited to:

- A. Qualifications
- B. Sample translations
- C. Hourly rate
- D. References
- E. Availability

V. GENERAL REQUIREMENTS

- A. **Contract** - First 5 Orange County will develop a contract based on its usual and customary terms and conditions incorporating the requirements outlined in the RFQ document and the responses of the qualified applicant(s).
- B. **Non-Resident Tax Withholding** – Please note that First 5 Orange County is required to comply with all State laws and regulations related to non-resident withholding pursuant to California Revenue and Taxation Code Section 18662 which requires 7% of all payments exceeding applicable amount in a calendar year to be withheld and sent to the California Franchise Tax Board. Nonresident payees include corporations, limited liability companies, partnerships, and individuals that do not have a permanent place of business in California.
- C. **Personnel** - Project partners, managers, other supervisory staff and specialists may be changed if those personnel leave the firm, are promoted, or are assigned to another office. The personnel may also be changed for other reasons with the expressed prior written permission of First 5 Orange County. However, in either case, First 5 Orange County reserves the right to accept or reject any or all replacements.

Firm specialists identified in response to the RFQ can only be changed with the express prior written permission of First 5 Orange County, which reserves the right to approve or reject any or all replacements.

Other staff personnel may be changed at the discretion of firms provided that such replacements have substantially the same or better applications or experience.

- D. **RFQ Interpretations and Addenda** - Any change to or interpretation of the RFQ by First 5 Orange County will be posted on First 5 Orange County's website, and any such changes or interpretations shall become a part of the RFQ for incorporation into any contract awarded pursuant to the RFQ.
- E. **Public Record** - All applications submitted in response to this RFQ will become the property of First 5 Orange County and a matter of public record.
- F. **Additional Services** - The general service requirements outlined above describe the minimum work to be accomplished. During initial contract negotiations and any subsequent negotiations for contract renewals, the scope of service may be modified and refined based on the needs of First 5 Orange County.
- G. **Undue Influence** – The firm declares and warrants that no undue influence or pressure is used against or in concert with any officer or employee of First 5 Orange County in connection with the award or terms of any contract that will be executed as a result of award of this RFQ, including any method of coercion, confidential financial arrangement, or financial inducement. No officer or employee of First 5 Orange County will receive compensation, directly or indirectly, from Applicant, or from any officer, employee or agent of the firm, in connection with the award of any contract or any work to be conducted as a result of an ensuing contract. A violation of this provision shall be a material breach of any contract entered into, entitling First 5 Orange County to any and all remedies at law or in equity.

H. **Submittal Preparation Expenses** – First 5 Orange County shall not be liable for any expenses incurred by the Applicant in the preparation or submission of its applications, and such expenses shall not be reimbursed under a resulting contract.

I. **Insurance Requirements** – The insurance requirements for standard First 5 Orange County contracts are set forth below, including coverage amounts, types of coverage, and policy requirements. The insurance requirements for specific contracts may be adjusted at time of contract negotiations based on the scope of services to be provided.

- Comprehensive General Liability Insurance for bodily injury (including death) and property damage which provides not less than \$1,000,000 combined single limit per occurrence and not less than \$2,000,000 annual aggregate.
- Comprehensive Automobile Liability Insurance for bodily injury (including death) and property damage which provides total limits of not less than \$1,000,000 combined single limit per occurrence applicable to all owned, non-owned and hired vehicles/watercraft, \$1,000,000 annual aggregate.
- Workers' Compensation Insurance for all employees engaged in project services with the California statutory amount of \$1,000,000 per accident (only if the Applicant is a firm with employees).
- Employers' Liability Coverage of not less than \$1,000,000 per occurrence for all employees engaged in project services or operations (only if the Applicant is a firm with employees).
- Professional Liability of not less than \$1,000,000 for professional licensed staff engaged in project services or operations (only if the Applicant will provide a service which requires a professional license).

J. **Conflict of Interest**

A conflict of interest exists when a consultant has the opportunity to advance or protect his/her own interest, or the interests of others with whom he/she has a relationship, in a way that is detrimental or potentially harmful for the integrity or fundamental mission of First 5 Orange County or renders the Consultant unable, or potentially unable, to provide impartial assistance or advice. Consultants will be required to disclose potential conflicts of interest as soon as it becomes known to him/her, or prior to engaging in any services to a First 5 Orange County-funded organization, whichever comes first. Even the perception of a conflict of interest must be avoided and may require the restriction of the consultant's scope of work or may give rise to the disqualification of a consultant from providing further services on behalf of First 5 Orange County in a particular area of expertise. First 5 Orange County staff shall consult with legal counsel regarding potential conflicts of interest at the earliest opportunity. Remedies may include, but not be limited to, removing the consultant from any decision making, limiting the consultant's exposure to the decision-making process, and other means as available to avoid the conflict of interest.

K. **Cancellation of RFQ** – First 5 Orange County may cancel or withdraw this RFQ at any time without prior notice.

- L. **Compliance with Laws** - All Proposals submitted in response to this RFQ shall comply with current federal, state, and other applicable laws related thereto.
- M. **Severability** - If any provisions or portion of any provision of this RFQ are held invalid, illegal or unenforceable, they shall be severed from the RFQ and the remaining provisions shall be valid and enforceable.

VI. RFQ KEY ACTIVITIES AND DATES

A. Timeline of Activities

- Release of RFQ and instructions for submittal will be available on First 5 Orange County's website: <https://first5oc.org> – October 9, 2023
- Final date to submit questions on the RFQ to First5OC@cfcoc.ocgov.com – October 13, 2023 by 3 p.m.
- Responses to RFQ questions posted on First 5 Orange County's website – October 17, 2023
- **DUE DATE FOR SUBMISSION OF RFQ – November 6, 2023 by 3 p.m. Submissions will not be accepted after that date and time**
- Notification of next steps – on or before November 20, 2023

Attachment 1: Reference Table

Include three references familiar with the quality and reliability of respondent's work in language translation services over the last two years. Include the organization's name, mailing address, contact person, phone number, email and a general description of services provided to each reference.

Organization Name:
Contact Person and Title:
Mailing Address:
Phone and Email:
General Description of Services Provided:

Organization Name:
Contact Person and Title:
Mailing Address:
Phone and Email:
General Description of Services Provided:

Organization Name:
Contact Person and Title:
Mailing Address:
Phone and Email:
General Description of Services Provided: