

**CITY OF ORANGE TOWNSHIP
REQUEST FOR PROPOSALS FOR
LANGUAGE INTERPRETING SERVICES**

SUBMISSION DEADLINE

4:00 p.m.

October 26, 2017

ADDRESS ALL PROPOSALS STATEMENTS TO:

**Adrian Mapp
Qualified Purchasing Agent
The City of Orange Township
29 North Day Street
Orange, New Jersey 07050
(973) 266-4158**

SECTION 1: GENERAL INFORMATION & SUMMARY

1.1 Organization Requesting Proposal-City of Orange Township, Municipal Court

Freddie Polhill Law & Justice Complex
29 Park Street
Orange, N.J. 07050

1.2 Contact Person

Adrian Mapp
Qualified Purchasing Agent
Department of Finance
29 N. Day Street
Orange, N.J. 07050
(973) 266-4011 or (973) 266-4021
Email: Amapp@ci.orange.nj.us

1.3 Procurement Process

This contract will be awarded using the competitive contracting provision of the Local Public Contracts Law (N.J.S.A. 40A:11-4.1 et seq.) which is considered a “fair and open” process under the "New Jersey Local Unit Pay-to-Play" Law, N.J.S.A. 19:44A-20.4 et seq.

Proposals will be evaluated in accordance with the criteria set forth in this Request for Proposals (RFP). The governing body will approve a resolution awarding a contract to the consultant for a sum not to exceed a specified amount.

1.4 Contract Form

If selected to provide services, it is agreed and understood that the successful Respondent shall be bound by the requirements and terms contained in this RFP with regard to services performed, payments, indemnification, insurance, termination, and applicable licensing provisions.

It is also agreed and understood that the acceptance of the final payment by Contractor shall be considered a release in full of all claims against the City arising out of, or by reason of, the work done and materials furnished under this Contract.

1.5 Informational meeting

There will not be an informational meeting for this.

1.6 Submission deadline

Proposals must be submitted to and be received by the Department of Finance, via mail or hand delivery, by 4:00 PM prevailing time on the date as indicated on the cover of the RFP. Proposals will not be accepted by facsimile transmission or e-mail.

1.7 Opening of proposals

Proposals shall be opened in public at 4:00PM prevailing time on the date as indicated on the cover of the RFP in the Department of Finance, located on the second floor, Room 206 of 29 N. Day Street, Orange, N.J. 07050.

1.8 Definitions

The following definitions shall apply to and are used in this Request for Proposal (RFP): "City" - refers to the City of Orange Township.

"RFP" - refers to this Request for Proposals, including any amendments thereof or supplements thereto.

"Respondent" or "Respondents" - refers to the interested persons and/or firm(s) that submit a Proposal.

"Competitive Contracting" - refers to the process by which proposals are evaluated and contracts awarded, pursuant to N.J.S.A. 40A:11-4.1 et seq.

"Consultant" or "Consultants" - refers to the interested persons and/or firm(s) that submit a Proposal.

"Proposal" - refers to Consultants' responses to this RFP

1.9 Submission

address All proposals should be sent to: Adrian Mapp
Director of Finance
Qualified Purchasing Agent
29 N. Day Street, Orange, N.J. 07050

SECTION 2: INTRODUCTION AND GENERAL INFORMATION

2.1 Introduction and Purpose

The City is seeking proposals from qualified Consultants for services as described herein. The term of the contract shall be for one year, and the City reserves the right to renew the contract for an additional two one year terms. If the City exercises the option to renew the contract no price increase will be allowed.

2.2 Competitive Contracting

This contract will be awarded using the competitive contracting provision of the Local Public Contracts Law (N.J.S.A. 40A:11-4.1 et seq.) which is considered a "fair and open" process under the "New Jersey Local Unit Pay-to-Play" Law, N.J.S.A. 19:44A-20.4 et seq.

The City has structured a procurement process that seeks to obtain the desired services, while establishing a competitive environment to assure that each person and/or firm is provided an equal opportunity to submit a proposal in response to the RFP. Proposals will be evaluated in accordance with the criteria set forth in Section 7 of this RFP, which will be applied in the same manner to each proposal received.

2.3 Evaluation Committee

Proposals will be reviewed and evaluated by a committee appointed by the City's Business Administrator. The proposals will be reviewed to determine if the Respondent has met the professional, administrative and subject area requirements described in this RFP. Pursuant to N.J.A.C. 5:34-4.3, "the names of the individuals who serve as committee members shall not be publicly disclosed until the evaluation report is presented to the governing body".

2.4 Procurement Schedule

The City intends to award a contract within 60 days of the date of submission.

2.5 Addenda or Amendments to RFP

During the period provided for the preparation of responses to the RFP, the City may issue addenda, amendments or answers to written inquiries. Those addenda will be noticed by the City and will constitute a part of the RFP. Each Respondent is required to acknowledge receipt of all addenda by executing and submitting with its Proposal the Acknowledgement of Receipt of Addenda. All responses to the RFP shall be prepared with full consideration of the addenda issued prior to the proposal submission date.

All communications concerning this RFP or the RFP process shall be directed to the City's Purchasing Agent, in writing, via fax, or via e-mail. Responses to all questions will be forwarded as addenda to all prospective respondents who have provided accurate and current contact information (mailing address, fax number, e-mail address) to the Division of Purchasing.

Subsequent to issuance of this RFP, the City (through the issuance of addenda to all persons and/or firms that have received a copy of the RFP) may modify, supplement or amend the provisions of this RFP in order to respond to inquiries received from prospective Respondents or as otherwise deemed necessary or appropriate by (and in the sole judgment of) the City.

2.6 Rights of the City

The City reserves, holds and may exercise, at its sole discretion, the following rights and options with regard to this RFP and the procurement process in accordance with the provisions of applicable law:

- To conduct investigations of any or all of the Respondents, as the City deems necessary or convenient, to clarify the information provided as part of the Proposal and to request additional information to support the information included in any Proposal.
- To suspend or terminate the procurement process described in this RFP at any time (in its sole discretion.) If terminated, the City may determine to commence a new

Procurement process or exercise any other rights provided under applicable law without any obligation to the Respondents.

2.7 Cost of Proposal Preparation

Each Proposal and all information required to be submitted pursuant to the RFP shall be prepared at the sole cost and expense of the Respondent. There shall be no claims whatsoever against the City, its officers, officials or employees for reimbursement for the payment of costs or expenses incurred in the preparation of the Proposal or other information required by the RFP.

2.8 Written Proposal

Prospective consultants must submit a written proposal in a format specified by the City. The required format is detailed in Section 3.

2.9 Equal Employment Opportunity/Affirmative Action Requirements

Consultant is required to comply with requirements of N.J.S.A. 10:5-31 *et seq.* the Law Against Discrimination and with N.J.A.C 17:27-1.1 *et seq.* Affirmative Action Rules.

A party responding to this RFP must indicate what type of business organization it is e.g., corporation, partnership, sole proprietorship, or non-profit organization. If a party is a subsidiary or direct or indirect affiliate of any other organization, it must indicate in its proposal the name of the related organization and the relationship. If a party responding to this RFP is a corporation it shall list the names of those stockholders holding 10% or more of the outstanding stock.

Section 8 of this document describes general terms and conditions. Section 9 of this document contains required administrative forms which must accompany all proposals. Exclusion of any required form is grounds for rejection of proposals.

2.10 Business Registration Requirements

P.L. 2004, c.57 (Chapter 57) amends and supplements the business registration provisions of N.J.S.A. 52:32-44 which impose certain requirements upon a business competing for, or entering into a contract with a local contracting agency whose contracting activities are subject to the requirements of the Local Public Contracts Law (N.J.S.A. 40A:11-1 *et seq.*).

2.11 Disposition of RFP

Upon submission of a Proposal in response to this RFP, the Respondent acknowledges and consents to the following conditions relative to the submission and review and consideration of its Proposal:

- All Proposals shall become the property of the City and will not be returned.
- All Proposals will become public information at the appropriate time, as determined by the City (in the exercise of its sole discretion) in accordance with law.

2.12 Hardcopy version of RFP

Prospective respondents may obtain printed copies of this RFP from the Department of Finance located at 29 N. Day Street, 2nd floor, Orange, NJ 07050.

SECTION 3: WRITTEN PROPOSAL FORMAT

Proposals must address all information requested in this RFP. Proposals which in the judgment of the City fail to meet the requirements of the RFP or which are in any way conditional, incomplete, obscure, contain additions or deletions from requested information, or contain errors may be rejected.

3.1 Mandatory content

Each proposal submitted must contain the ten (10) sections described below:

- Title Page
- Table of Contents
- Executive Summary
- Background
- Scope
- The City of Orange Responsibilities
- Staffing
- Assumptions
- Timing & Fees
- Appendices/Other

The information requested by the sectional format described above is further defined.

3.2 Title Page

The Proposal should include a title page, which identifies the project; the Respondent's Firm, name of the Respondent's primary contact, address, telephone number, fax number and email address.

3.3 Table of Contents

The Respondent's Proposal should include a Table of Contents, which lists the titles and page numbers for each major topic and sub-topic contained in the proposal.

3.4 Executive Summary

This section should include a summary of the key points and highlights of the Respondent's response and should discuss the pricing contained in the Proposal.

3.5 Background

In this section of the proposal, the Respondent should review its understanding of the business drivers behind the City of Orange Township's strategy.

3.1 Scope

In this section of the proposal, the Respondent should confirm its ability to provide interpreting services to the City. It should state what it believes to be the scope of the intended strategy within the City.

3.2 City of Orange Responsibilities

In this section, the Respondent should clearly describe any assumptions relating to the responsibilities and/or commitments the Respondent is expecting of the City throughout the life of this project.

3.3 Staffing

A discussion of the Interpreters that will be utilized should be contained in this section. The City requests that as part of the discussion here, the Respondent should provide a list of languages it is prepared to interpret and the number of Interpreters for each language on staff. The Respondent should also produce qualifications/certifications of each Interpreter.

3.4 Assumptions

In this section, Respondents should state any assumptions being made relating to any part of the proposal.

3.5 Timing and Fees

In this section, please describe the timing and associated fees the Respondent is proposing for the implementation. Respondents should be sure to include all associated expenses, in addition to professional fees. Respondents are to provide the hourly rate per a language and also include if there is an hourly minimum for each language. The Respondent should also provide a session rate for each language for this section. The City of Orange Township Municipal Court is comprised of four sessions a week: sessions are defined as morning session (9:00AM – 12:00 PM), afternoon session (1:00PM – 4:00PM) and evening session (4:30PM – 7:30PM). There is currently no more than one session scheduled per day. Morning sessions are scheduled for Tuesdays and Thursdays, afternoon sessions are scheduled for Mondays, and evening sessions are scheduled for Wednesdays. The scheduled sessions, days and times are subject to change or amendment as may be required by case scheduling and/or court order.

It is important to note that pursuant to N.J.S.A. 40A:5-16, the City is prohibited from paying for goods or services before they have been provided. Therefore, any proposals which specify payment upon contract signing will be deemed unresponsive and rejected.

3.6 Appendices/Other

This section should include at a minimum: Consultant qualifications, references and resumes. If respondents feel that other materials are necessary (such as promotional literature, white papers, etc) they should provide them in a separate document clearly labeled “Additional Materials” in order to adhere to the 30 page maximum guideline for proposal length. Note that these materials may or may not be reviewed by all evaluators and will not be part of the official evaluation. Finally, any out-of-scope services not covered in other sections should be included here. A

description of the personnel likely to be involved, and the resources brought to bear (including costs and/or hourly rates) must be provided.

SECTION 4: PROJECT OBJECTIVES

The Mayor and the Administration of the City seek to address the following related to Municipal Court operations:

4.1 Overall goal

Provide interpreting services in a variety of languages to non-English speaking persons participating in Municipal Court hearings.

4.2 City of Orange Township demographics

Appendix A contains selected demographic data highlighting the diversity of City of Orange Township's population.

SECTION 5: SCOPE OF SERVICES

- When required by the court, Respondent shall provide qualified, competent, and experienced AOC (Administrative Office of the Courts) certified court interpreters to the City of Orange Municipal Court on an as needed basis for all of its scheduled day and evening sessions.

The City of Orange Township Municipal Court is comprised of four sessions a week: sessions are defined as morning session (9:00AM – 12:00 PM), afternoon session (1:00PM – 4:00PM) and evening session (4:30PM – 7:30PM). There is currently no more than one session scheduled per day. Morning sessions are scheduled for Tuesdays and Thursdays, afternoon sessions are scheduled for Mondays, and evening sessions are scheduled for Wednesdays. Respondent should note that the following holidays are observed: New Year's Day, Martin Luther King, Jr. Birthday, Lincoln's Birthday, President's Day, Good Friday, Memorial Day, Independence Day, Columbus Day, Election Day, Veteran's Day, Thanksgiving, Friday after Thanksgiving, Christmas Day. The scheduled sessions, days and times are subject to change or amendment as may be required by case scheduling and/or court order.

- The Respondent shall be solely responsible for the recruitment, screening, qualifying and scheduling of all interpreters assigned to the court. Interpreters may be required to interpret any language especially those listed below. The interpreters are to comply with all applicable New Jersey Administrative Office of the court directives, job specifications, requirements, approvals and qualifications for interpreters.

- The Respondent shall provide interpreting services for all the languages subscribed below but not limited to the following languages:

- Arabic
- Cantonese
- Chinese
- Czech
- French
- Greek
- Gujarati

- Hebrew
 - Hindi
 - Japanese
 - Korean
 - Mandarin
 - Persian
 - Polish
 - Serbo-Croatian
 - Sign - Language
 - Spanish *
 - Tagalog
 - Urdu
 - Yiddish
 - American Sign Language
- Respondent will be required to provide interpreting services “as needed” during normally scheduled court sessions when required by the court. Respondent will be notified in advance. The court reserves the right to request interpreters on short notice when necessary, for instance twenty-four (24) hours in advance.

SECTION 6: PROPOSAL SUBMISSION REQUIREMENTS

To be responsive, Proposals must provide all requested information, and must be in strict conformance with the instructions set forth herein. Proposals and all related information must be bound, and signed and acknowledged by the Respondent.

6.1 Number of copies

Respondents must submit one signed original and at least 3 copies of their proposal of which 1 must be unbound (for photocopying purposes).

6.2 Proposal media

Proposals forwarded by facsimile or e-mail will not be accepted, however respondents may alternately submit one signed original and 1 softcopy version (PDF preferred) on CD.

Please note that the City will not be responsible for CDs or softcopy files which cannot be opened, and that this may be grounds for rejection.

6.3 Proposal format

To facilitate a timely and comprehensive evaluation of all submitted Proposals, it is essential that all Respondents adhere to the required response format. The City of Orange Township requires a standard format for all Proposals submitted to ensure that clear, concise and complete statements are available from each Respondent in response to requirements. The required format is detailed in Section 3.

The City is not under any obligation to search for clarification through additional or unformatted information submitted as a supplement to the formatted response. Where a proposal contains

conflicting information, the City of Orange Township at its option may either request clarification or may consider the information unresponsive.

6.4 Proposal length

The exact presentation and layout format of Proposals is up to the discretion of the Respondent; however a maximum length of 30 pages is strongly suggested.

6.5 Submission deadline

Proposals must be received by the City no later than 4:00 PM prevailing time on the date as indicated on the cover of the RFP, and must be mailed or hand-delivered.

SECTION 7: PROPOSAL EVALUATION

The City's objective in soliciting Proposals is to enable it to select a Respondent that will provide high quality and cost effective services to the citizens of the City of Orange Township. The City will consider Proposals only from Respondents that, in the City's sole judgment, have demonstrated the capability and willingness to provide high quality services to the citizens of the City in the manner described in this RFP.

7.1 Evaluation methodology

Proposals will be evaluated on using a written response to the evaluation committee. Each evaluator will score the written proposals and rank the Respondents.

7.2 Written response evaluation

There will be 7 criteria by which proposals will be evaluated. Each criterion will bear a certain weight, and the extent to which the criterion is met or exceeded will be determined by the committee.

a. Required Format: 10 points

The committee will determine the extent to which the proposal includes the required sections (Title page, Table of contents, etc). One (1) point will be awarded for each section; there are ten sections in total.

b. Ability to conform to City's scheduling demands: 15 points

The City endeavors to provide adequate notice when scheduling interpreters. The Respondent should provide in detail how they will acquire an interpreter on short notice, in addition to showing how they will be responsive to the City's and the Court's needs.

c. Administrative Office of the Courts (AOC) Registry of Interpreters and Interpretation/Translation Agencies: 25 points

According to the AOC website (<http://www.judiciary.state.nj.us/interpreters/reg1.htm>), "This Registry constitutes the approved vendor list for contracting interpreters, whether directly with individual private contractors or agencies, whether for services to be delivered on site or by telephone. Vicinage Coordinators of Interpreting Services and their assistants should contract only the interpreters and agencies listed herein.

Vendors must document their inclusion in the AOC Registry.

a. Prior experience: 5 points

Proposals which include documentation including references of successful engagements in municipalities of similar size (population 240,000 and diversity will be viewed more favorably. This section should include client references (including contact information) and details of the engagement.

b. Personnel assigned: 10 points

Through this project, the City will be reinforcing its reputation as a world class city, and is therefore entitled to expect world class credentials and experience from the consultants which it employs. Resumes of consultant personnel will be scrutinized to ensure this requirement is met. Proposals which provide detailed accounts of team Interpreting and applicable experience will be viewed more favorably.

c. Cost: 30 points

The winning proposal will not necessarily be that with the lowest cost, but that which provides the greatest value to the City. Proposals should provide detailed breakdowns on the cost components, including out-of-scope services which are not covered in the main sections of the document.

- Detailed breakdown provided (15 points)
- Pricing appropriate to project (15 points)

COST PROPOSAL MATRIX

Language	Number of Interpreters available per Language	Hourly Rate per Interpreter	Rate per Session Per Interpreter	Administrative / Travel Fees Per Interpreter/ Agency
Arabic				
Cantonese				
Chinese				
Czech				
French				
Greek				
Gujarati				
Hebrew				
Hindi				
Japanese				
Korean				
Mandarin				
Persian				
Polish				
Sero-Croatian				
Sign-Language				
Spanish				
Tagalog				
Urdu				

***Respondent please include all other languages, rates and related fees.**

d. Commitment to diversity: 5 points

Support of, and utilization of Minority and Women Owned Business Enterprises (MBE/WBE), and/or Locally Owned Business Enterprises (LBE) consistent with the City’s policies, should be described.

7.3 Response weights

For each of the above written response criteria, the committee will determine the extent to which the requirements are fulfilled. This will be scored from 0 to 2, as follows:

- 0 No requirements met
- 1 Some or most requirements met
- 2 All requirements met or exceeded

Each criterion will be weighted by the extent to which the requirements are met and the resultant scores totaled, with 200 being the highest possible score. Each evaluator will then rank the Respondents by total score and the top three Respondents identified.

7.5 Final evaluation and report of committee

Based on the written response each evaluator will rank the finalists. The Respondent whose proposal is ranked highest among the greatest number of evaluators will be selected for the project. The highest possible score is 200.

The Committee will prepare a report listing the names of all Consultants who submitted proposals, summarizing each proposal, ranking Consultants in order of evaluation, and recommending the selection of a Consultant, indicating the reasons why the Consultant was selected and detailing the terms, conditions, scope of services, fees and other matters to be incorporated into the contract.

7.6 Contract award

A contract will be awarded pursuant to N.J.S.A. 40A:11-4.1 et seq. and N.J.A.C. 5:34-4.1 et seq. (Competitive Contracting Law and Regulations). The Municipal Council will vote to accept the proposal of a Consultant within **60 days** of the receipt of proposals, except that the proposals of any Consultants who consent thereto, may, at the request of the City, be held for consideration for such longer period as may be agreed.

SECTION 8: GENERAL TERMS AND CONDITIONS

The following are general terms and conditions which may or may not be explained elsewhere in this RFP.

8.1 City's right to reject

The City reserves the right to reject any or all Proposals, if necessary, or to waive any informalities in the Proposals, and, unless otherwise specified by the Respondent, to accept any item, items or services in the Proposal should it be deemed in the best interest of the City.

8.2 Original/Authorized signatures

Each proposal and all required forms must be signed in ink by a person authorized to do so and/or notarized as indicated.

8.3 Delivery of proposals

Proposals may be hand delivered or mailed consistent with the provisions of the legal notice to Respondents. In the case of mailed Proposals, the City assumes no responsibility for Proposals received after the designated date and time and will return late Proposals unopened. Proposals will not be accepted by facsimile or e-mail.

8.4 Equal Employment Opportunity/Affirmative Action requirements

Consultants are required to comply with the provisions of N.J.S.A. 10:5-31 and N.J.A.C. 17:27 et seq. No firm may be issued a contract unless it complies with these affirmative action provisions. The Mandatory Equal Employment Opportunity/Affirmative Action Language for Goods, Professional Services and General Service Contracts, Exhibit A summarizes the full required regulatory text.

Goods and Services (including professional services) consultants/contractors shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

- a. A photocopy of a valid letter that the contractor is operating under an existing Federally approved or sanctioned affirmative action programs (good for one year from the date of the letter); or
- b. A photocopy of a Certificate of Employee Information Report approval, issued in accordance with N.J.A.C. 17:27-4; or A photocopy of an Employee Information Report (Form AA302) provided by the Division and distributed to the public agency to be completed by the contractor, in accordance with N.J.A.C 17:27-4.

The Consultant's attention is also called to Section 9 of this document which contains the required information and forms. For information on EEO/AA requirements and forms only, please contact:

Christopher Hartwyk
EEO/AA Officer, P.A.C.O.
Department of Administration
Office of EEO/AA
29 N. Day Street
Orange, NJ 07050
Tel. (973-266-4010
Fax #973-672-2383
E-Mail Address: chartwyk@ci.orange.nj.us

8.5 Business Registration Certificate

P.L. 2004, c. 57 (Chapter 57) amends and supplements the business registration provisions of N.J.S.A. 52:32-44 which impose certain requirements upon a business competing for or entering into a contract with a local contracting agency whose contracting activities are subject to the requirements of the Local Public Contracts Law (N.J.S.A. 40A:11-1 et seq.).

Consultants are required to comply with the requirements of P.L. 2004, c. 57 (Chapter 57) which include submitting a copy of their Business Registration Certificate (BRC), issued by the NJ Department of the Treasury. If the Consultant's BRC is not submitted with the Consultant's proposal, it must be submitted prior to the award of the contract.

For more information on obtaining a BRC, see Section 9.

8.6 Clarification of RFP

8.7 Should any difference arise as to the meaning or intent of this RFP, the City's Business Administrator's decision shall be final and conclusive. Indemnification

The Respondent, if awarded the contract, agrees to protect, defend and save harmless the City

against damage for payment for the use of any patented material process, article or devise that may enter into the manufacture, construction or form a part of the work covered by either order or contract, and further agrees to indemnify and save harmless the City from suits or actions of every nature and description brought against it for, or on account of, any injuries or damages received or sustained by any party or parties by, or from, any of the acts of the contractor, its servants or agents.

8.8 Insurance requirements

The Consultant shall maintain sufficient insurance to protect against all claims under Workmen's Compensation, General and Automobile Liability, and shall be subject to approval for adequacy of protection. Certificates of such insurance shall be provided the City when required. Insurance requirements are as follows:

- Comprehensive General Liability in the amount of \$1,000,000
- Workers Compensation in the statutory amount
- Automobile Liability in the amount of \$1,000,000
- Professional Liability in the amount of \$1,000,000

8.9 Termination

Should a dispute arise, and if, after a good faith effort at resolution, the dispute is not resolved, the City reserves an unrestricted right to cancel the contract without cause by providing 30 days written notice to the Respondent.