

APPENDIX A – FORMS

PHONE LANGUAGE TRANSLATION SERVICES

MINIMUM QUALIFICATION INFORMATION

GENERAL

The minimum qualifications shall be submitted in the format attached. The report shall be presented in the order described below. In order to be considered a qualified supplier by JEA you must meet all the criteria listed and be able to provide all the services listed in this specification.

TITLE: REQUEST FOR QUALIFICATIONS FOR JEA PHONE LANGUAGE TRANSLATION SERVICES

PROPOSER INFORMATION

COMPANY NAME: _____

BUSINESS ADDRESS: _____

CITY, STATE, ZIP CODE: _____

TELEPHONE: _____

FAX: _____

E-MAIL: _____

1. Bidder must have successfully completed three similar contracts in the last five years. A similar project is defined as providing over the phone language translation services to a company with at least 2,000 of calls per month.

1. **Client** _____

Location _____

Reference Name _____

Reference Phone Number _____

Email Address _____

Duration of Contract _____

Why was contract terminated _____

Description of Project including languages translated _____

2. **Client**_____

Location_____

Reference Name_____

Reference Phone Number_____

Email Address_____

Duration of Contract_____

Why was contract terminated_____

Description of Project including languages translated_____

3. **Client**_____

Location_____

Reference Name_____

Reference Phone Number_____

Email Address_____

Duration of Contract_____

Why was contract terminated_____

Description of Project including languages translated_____

PROPOSAL FORM

TITLE: _____

PROPOSER INFORMATION:

COMPANY NAME: _____

BUSINESS ADDRESS: _____

CITY, STATE, ZIP CODE: _____

TELEPHONE: _____

FAX: _____

EMAIL ADDRESS: _____

PROPOSER MUST COMPLETE OR PROVIDE ONE ORIGINAL AND THREE DUPLICATES (COPIES) OF THE FOLLOWING INFORMATION:

QUOTATION OF RATES

Company shall provide a schedule of rates for the Contract by completing the enclosed Proposal Form. These rates shall include all profit, taxes, benefits, travel, and all other overhead items. ANY MODIFICATIONS, EXCEPTIONS, OR OBJECTIONS CONTAINED WITHIN THE BID FORM SHALL SUBJECT THE BID TO DISQUALIFICATION.

Contract will be based on a cost per minute for actual minutes connected with a translator and any monthly costs, if any, for telephony and other non-minute based costs. If costs per minute vary by language, please include cost by language in other Monthly Cost.

Cost per Minute \$ _____

Other Monthly Cost \$ _____

FINANCIAL RESPONSIBILITY

At minimum, Company shall provide the following information:

- o Form of business (i.e., proprietorship, partnership, corporation);
- o Years in business;
- o Changes in ownership;
- o Bank reference; and
- o Revenues of the Company in the last two years.

PROFESSIONAL EXPERIENCE

Company shall provide a maximum of ONE (1) resume of the account manager to be assigned to the JEA engagement. At a minimum, the resume shall present the employee's name, title, years of service with the Company, applicable professional registrations, education, and work experience. The resume must identify the experience managing over the phone language translation services and the key duties provided by the account manager.

A. Employee Name: _____

Employee Title: _____

Years of Service with Proposer: _____

Years of experience:_____

Education:_____

Professional registration(s):_____

PAST PERFORMANCE / COMPANY EXPERIENCE

The Company shall provide three references from companies or individuals for projects similar to the services sought under this RFP. Projects should be active and have been active for a minimum of 12 months. JEA will contact the references listed. Include at a minimum:

- o Name and contact information of the client
- o Description of project scope
- o Beginning and ending dates of the contract
- o Number of calls translated over the previous 12 months by language

Client_____

Location_____

Reference Name_____

Reference Phone Number_____

Email Address_____

Duration of Contract_____

Why was contract terminated_____

Description of Project_____

Number of calls translated over the previous 12 months by language_____

Client_____

Location_____

Reference Name_____

Reference Phone Number_____

Email Address_____

Duration of Contract_____

Why was contract terminated_____

Description of Project _____

Number of calls translated over the previous 12 months by language_____

Client _____

Location_____

Reference Name_____

Reference Phone Number_____

Email Address_____

Duration of Contract_____

Why was contract terminated_____

Description of Project _____

Number of calls translated over the previous 12 months by language_____

ABILITY TO DESIGN AN APPROACH AND WORK PLAN TO MEET THE PROJECT REQUIREMENTS

Describe your firm's approach in providing the services described in this RFP. Describe in detail the following:

Business Summary

Provide the company profile and summary of business.

Do you serve any utility (electric or water utilities) customers? If so, list utility type and # of calls last 12 months for each utility serviced (if more than ten, include the ten largest only)

Provide your interpreter code of ethics or confidentiality and non-disclosure agreements.

What percent of your language services are subcontracted?

What percent of employees are contracted vs full time (Spanish / Non-Spanish)?

What percent of your Spanish language interpreters are based in the United States?
How do you comply with applicable HIPPA, FACTA and other applicable rules?
What percent of the calls are you able to provide an interpreter and how do you measure this?
Total calls translated each of the last 2 years.
Total minutes translated each of the last 2 years.
Total number of translators under contract.

Telephony

Provide the performance over the last 12 months of the minutes the telephony system was unavailable.
What infrastructure do you have in place in case of phone system issues at your major site?
What is the outage frequency for routine maintenance?
Is there a business continuity contingency and a disaster recovery plan?

Billing

How do you ensure calls are correctly billed to the right client?
Describe the dispute process for calls that are questionable.
Please describe any web based real time monitoring tools available for billing and monitoring performance
Please provide a sample bill that is sent to clients

Employees

What percent of Spanish interpreters are certified by a translation certifying agency (list certifying agency and % certified):
What is the average interpretation experience of Spanish language interpreters in years?
How do you certify that your interpreters are fluent?
Describe your quality monitoring program.
How many calls per month per agent are measured and monitored for quality?

Connection Times

For each language listed in Section 2. Scope of Services, provide the following for the past twelve months, by month:

- Average connection time
- Number of Interpreters
- Number of calls handled

Bidder's Certification

By submitting this bid, the bidder certifies that the bidder has read and reviewed all of the documents pertaining to this solicitation and agrees to abide by the terms and conditions set forth therein, that the person signing below is an authorized representative of the company, that the company is legally authorized to do business in the State of Florida, and that the company maintains in active status an appropriate contractor's license for the work.

We acknowledge receipt of addenda numbered _____ through _____

SIGNATURE: _____ DATE: _____

NAME OF CERTIFYING OFFICIAL (typed): _____

TITLE OR POSITION: _____