

QSP 2023-8019;
Translation and Interpreter Services
ATTACHMENT A: SCOPE OF WORK



1.0 REQUEST FOR QUOTATIONS

CMHA hereby solicits and requests quotes from qualified contractors (Offeror) to provide translation and/or interpreter services. This request for price quotation is not an offer to buy and should not be assumed as such.

2.0 SCOPE OF WORK (SOW); TECHNICAL SPECIFICATIONS (T/S):

The Cincinnati Metropolitan Housing Authority (CMHA) is seeking proposals from one or more qualified, licensed and insured firms to provide oral interpretation, sign language interpretation and written translation services on an as-needed basis.

2.1 Technical Requirements: The selected vendor(s) shall provide services for one or any combination of the following:

Foreign Language Interpretation/Translation

The Contractor will provide language interpreter services including oral interpretation from the source language into the target language (and vice versa) and may also include translation of written materials from the source language into the target language (and vice versa).

The Contractor must have, or must employ individual interpreters/translators who have, a bachelor's degree from an accredited institution, preferably a bachelor's degree in languages or linguistics. In lieu of a degree, native speakers or those with substantial experience as an interpreter/translator will be considered. It is preferred, but not required, that the Contractor is certified as a State Court Interpreter. The Contractor must possess native or near native-level fluency in the foreign language, as well as fluency in English. The Contractor must also possess at least one year of specialized experience in interpreting, translating, or other work requiring the use of English and the foreign language of which the interpretation/translation is being provided. The Contractor must also possess superior communication, written, and customer service skills.

Sign Language Interpretation

The Contractor will provide language interpreter services. Services include sign language interpretation. Interpreters must adhere to the National Registry of Interpreters for the Deaf (RID) Code of Ethics.

The Contractor must have, or must employ sign language interpreters who have, a bachelor's degree from an accredited institution, preferably a bachelor's degree in Humanities or related field. The Contractor must be certified with the Registry of Interpreters for the Deaf (RID) or assessed by the National Association for the Deaf



QSP 2023-8019; Translation and Interpreter Services

(NAD). The Contractor must also possess at least one year of experience working with deaf and hearing impaired individuals.

2.2 General Requirements: The selected vendor(s) shall:

- 2.2.1** Maintain confidentiality about the information being interpreted/translated. The vendor must convey information faithfully, using the language most readily understood by resident or potential resident. The vendor must agree not to counsel, advise, or interject personal opinion into the interpretation/translation.
- 2.2.2** Ensure that all employees of the selected Vendor(s) are properly dressed, neat and clean in appearance while on CMHA properties.
- 2.2.3** Comply with CMHA's drug-free workplace requirements. The Vendor(s) and or its employees shall not engage in the use of illegal drugs, including the illegal use of prescription drugs, and/or alcoholic beverages on the job, at the workplace, on CMHA properties or reporting to work for CMHA under the influence of any of the above.
- 2.2.4** Perform all work under the contract during normal business hours (i.e. 8:00 AM to 4:30 PM, Monday through Friday). No work shall be performed on weekends or holidays unless previously approved by Property Manager.
- 2.2.5** Provide proof of insurance must be provided to the Procurement Department upon notification of award. Failure to maintain the required insurance may lead up to and including termination.
- 2.2.6** Contract must be available to provide emergency translation services within one (1) hour of notification.
- 2.2.7** Furnish all tools, equipment and transportation to and from the work location to perform the work in a safe and orderly manner.

3.0 COVID-19 Requirements for Work

Vendors entering CMHA-occupied offices or properties must wear PPE (if requested by the resident, if not vaccinated, and/or per CDC guidelines), including but not limited to a mask that covers their mouth and nose. The mask should be worn throughout the entire period of service delivery.

Contractor is to practice social distancing while on site. In addition, Contractor personnel shall be neat and wear uniforms with the company name and an ID



QSP 2023-8019; Translation and Interpreter Services

badge. This standard of neatness means Contractor staff must appear at the job site in freshly laundered clothing.

CMHA will issue badges to individual Contractor employees with their picture.

4.0 Performance Standards

- 4.1 Failure to comply with all of the requirements in the resulting contract and/or the requirements in the purchase order may result in a reduction of the consultant’s fee by 10% for that service
- 4.2 Failure to complete services within the agreed-upon timeframe will result in a penalty of \$25 per day in which the service is not completed.
- 4.3 Contractor must be available to provide translation services within 1 hour of notification. Failure to do so will result in a \$25 deduction of the invoice.
- 4.4 Invoices are to be submitted within two weeks after completion of the service (see *Invoicing* in the General Terms and Conditions). If invoices are submitted late, the amount to be paid shall be reduced:

Number of days to submit invoice to CMHA after completion of work or receipt by CMHA in Yardi (whichever is later)	Performance Deduction from Invoice
<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

- 4.5 CMHA may waive the fee reductions at their discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service and may be considered by CMHA in the award of future work under this contract and award of future contracts.

4.0 The Authority’s Motto and Gold Performance Standards

In 2012, the Authority implemented its motto “Being an Asset to Hamilton County” in addition to establishing Gold Performance Standards which consist of the principles and values by which the Agency performs and how our partners, vendors, contractors and consultants are measured. The Gold Performance Standards are:



**QSP 2023-8019;
Translation and Interpreter Services**

<i>Respect</i>	<i>Timely</i>	<i>Exceptional</i>	<i>Initiative</i>
<i>Excellent</i>	<i>Quality</i>	<i>Accurate</i>	<i>Integrity</i>
<i>Value</i>	<i>Creativity</i>	<i>Accountability</i>	<i>Professionalism</i>

It is the Authority's intent that the contractor will also adhere to these standards.