Mississippi State Department of Health

June 2, 2017

NOTICE OF REQUEST FOR QUOTES

GENERAL CONDITIONS AND INSTRUCTIONS TO OFFERORS

FOR

TRANSLATION SERVICES

Mississippi State Department of Health
570 East Woodrow Wilson
Jackson, Mississippi  39215
Main Phone:  601-576-7428
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About the Mississippi State Department of Health
The Mississippi State Department of Health (MSDH) is a statewide, centralized public health agency governed by a statutorily described Board of Health. MSDH Central Office provides administrative and financial support, as well as many of the statewide services such as vital records and disease surveillance, plus program direction and oversight. Within MSDH are Public Health District Offices that provides services, such as outbreak investigation and tuberculosis follow-up and administrative oversight for 87 public health clinics across 82 counties. The mission of the MSDH is to promote and protect the health of the citizens of Mississippi.

Programs and Services offered by MSDH
The MSDH executes a broad scope of work including health protection, health promotion, and health planning. Mississippi’s population is becoming more diverse, requiring for interventions and communications to be provided in a culturally and linguistically appropriate manner. MSDH offers many services and programs; the following is not an exclusive list:

- Disease Surveillance
- Environmental Protection
- Licensing, Regulation, and Permits
- Immunizations
- Emergency Preparedness
- Women’s Health
- Women, Infants, and Children (WIC) Nutritional Program
- Disease and Injury Prevention
- Reproductive Health
- Data and Research
Purpose
The MSDH is issuing this Request for Quotes to solicit vendors for providing translations services to the programs and services of the MSDH at the Central Offices and the Public Health Districts. Interested vendors must submit a quote containing the information requested.

The MSDH will select a minimum of two vendors to be contracted by MSDH to perform the required services. The vendors will provide services as set forth in the contract.

The MSDH is seeking vendors with expertise in providing translations for public health and health related materials such as brochures, handouts, HIPAA forms, patient intake forms, and consent forms that may contain medical terminology. In addition, other documents that may need translation are press releases for public health emergencies, flyers for population specific events, health promotion materials and occasionally curriculums that are not available in the desired language for the targeted population. Therefore, the bidders will need the capacity to be familiar with medical terminology.

The contract time frame is based on the Mississippi State Fiscal Year of July 1, 2017 – June 30, 2018. In addition, documents to be translated turnaround time will vary depending on the type of document. Translations services will be requested on an as-need basis by the MSDH Language Access Coordinator. Some documents requested to be translated will be considered as “Rush Translation Services,” due to the responsibility of MSDH to promote and protect the health of the public. In the instances of a request for rush translation services, the documents will be flagged for a quick turnaround of the product. In public health emergencies this turnaround time could be as little as an hour for Spanish and Vietnamese, or any other desired target language. The chosen vendor must assure it can produce this service any time of the day including weekends. The delivery scheduled for the rush translation services will be decided upon between MSDH and the contractor on a case-by-case basis. Other requests for translation will be based on the vendors’ standard delivery time but not to exceed five to seven business days for public health education items such as brochures, flyers, and posters. Considerations will be given for adjustments in the delivery time depending on the complexity of the language, feedback from MSDH, and any issue that arises from time to time during the translation and proofing process.

MSDH will follow the industry standard for translation services and use a price per word methodology. Because every document is different, the number of words per page can vary significantly. In addition, each document may vary in text complexity, editing and proof reading process, delivery time, or rush services. Therefore, bidders are asked to provide their going rate for translation services price per word, and with the additional considerations in providing services. The MSDH Language Access Coordinator will work with the vendor to determine the pricing rates that are more appropriate for each new translation project.

Mississippi has seen an increase in its limited English proficient population. The top five English language learners in Mississippi are those who speak Spanish, Vietnamese, Arabic, Chinese, and Gujarati. While these are the emerging languages in Mississippi that require language assistant services, Bidders will need to be able to offer a variety of translation services for languages that maybe identified in the field.
Solicitation Terms and Conditions

The following terms and conditions apply to the submission of quotes:

a. Name of the vendor, address, and phone number
b. Name, address, phone and fax number, and e-mail address of the contact person for the quote
c. Brief Description of the qualifications and experience of the vendor

I. Proposal Timeline

<table>
<thead>
<tr>
<th>Release of Request for Quotes</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Quotes due to MSDH (no exceptions)</td>
<td>June 2, 2017</td>
</tr>
<tr>
<td>Notification to Selected Vendor(s) for contracting</td>
<td>June 16, 2017</td>
</tr>
<tr>
<td>Contract Time Frame</td>
<td>July 1, 2017-June 30, 2018*</td>
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*MSDH reserves the right to change the date

II. Submission of Quotes

Quotes shall be submitted to MSDH, as follows. An electronic copy shall be submitted as a PDF file to:

Attention: Victoria Walker
Email: Victoria.Walker@msdh.ms.gov

III. Withdrawals of Quote

A Bidder may withdraw its quote in writing on Bidder’s letterhead or by email, signed by an authorized representative, to:

Attention: Victoria Walker
Email: Victoria.Walker@msdh.ms.gov

The notice of withdrawal must be received by MSDH before the due date June 16, 2017.

IV. Late Responses and Noncompliance

Quotes are due by June 16, 2017 by 5:00 pm central time. Quotes received after June 16, 2017, or any quotes that are not submitted in accordance with the instructions MSDH provided, the MSDH may in its sole determination, disqualify such proposals from further consideration.

V. Contact with MSDH Personnel

All contact regarding this request for quotes or any matter relating thereto must be in writing and e-mailed to:

Attention: Victoria Walker
Email: Victoria.Walker@msdh.ms.gov
Vendor Submission Requirements

A. Organization Overview
B. How do you qualify and test your translators
   - What baseline qualifications do your require your linguists to have?
   - How do you address client complaints?
C. Process for document translation
D. Time frame for finish project
E. Human Resource Capacity (Include)
   - What type of software is used?
   - What are the limitations of the software?
   - Do proofreaders verify the quality of the original translation?
   - Is there some other standardization process of final quality control check?
   - What is your process if an organization runs across an uncommon language or dialect, how do you go about assisting the organization in translating materials for this population?
F. Cost for Services
G. Quality assurance procedures
H. Client references two to three