



CITY AND COUNTY OF SAN FRANCISCO

OFFICE OF CIVIC ENGAGEMENT & IMMIGRANT AFFAIRS

Edwin M. Lee, Mayor Adrienne Pon, Executive Director
Naomi Kelly, City Administrator

**NOTICE OF AVAILABILITY OF REQUEST FOR QUALIFICATIONS:
TELEPHONIC INTERPRETATION AND OTHER LANGUAGE SERVICES**

RFQ#2014-04

Date Issued: March 25, 2014
Proposals Due: April 16, 2014 by 3:00 p.m. PST

The Office of Civic Engagement & Immigrant Affairs (OCEIA) is pleased to announce the availability of a Request for Qualifications (RFQ) under the following program: Telephonic Interpretation and Other Language Services. The RFQ will be available electronically on OCEIA's website at www.sfgov.org/ocea on **Tuesday, March 25, 2014 by 5:00 p.m. PST**. Alternative formats for persons with disabilities will be available upon request to Danielle Lam, at (415) 581-2357 or email civic.engagement@sfgov.org. **All proposals must be submitted electronically and received by 3:00 p.m. PST on Wednesday, April 16, 2014.**

LANGUAGE SERVICES PRIORITIES

The City seeks contractor/contractors to provide an array of as-needed, culturally and linguistically competent language services, including toll-free 800 telephone number(s) or other means for participating city departments to access language interpretation services that are available 24 hours a day, 365 days of the year. These services must be available in the following Core Languages: Cantonese (Chinese), Mandarin (Chinese), Spanish, Russian, Tagalog, and Vietnamese. Additionally, contractor/contractors must provide a minimum of 20 additional languages and/or dialects which shall be approved in writing at the time of contract negotiations by OCEIA prior to commencement of work. Other services may include telephone interpretation, in-person consecutive and simultaneous interpretation, document translation services, American Sign Language and other related language services, and Community Interpreter Training to assist the City in meeting the language access needs of residents and visitors.

It is the intent of the Office of Civic Engagement & Immigrant Affairs (OCEIA) to create a pre-qualified list of consultant firms from which it or city departments may choose prospective contractors on an as-needed basis for language services as outlined in this RFQ. Selected Respondents may remain eligible for consideration and contract negotiation on an as-needed basis through June 30, 2016, pending an annual quality service and customer satisfaction survey of departments conducted by OCEIA. Selected Respondents are not guaranteed contracts. Selected Respondents may be placed on a 6-month rotation schedule. In no way does being placed on the rotation list guarantee a contract.

HOW TO CONTACT OCEIA

If you have any questions regarding the RFP, please send an email to civic.engagement@sfgov.org with **the subject line: Telephonic Interpretation and Other Language Services**, or call the OCEIA main number at 415.581.2360 and your call will be directed to the appropriate staff person.