

# RFQ ATTACHMENT V: RESPONSE TEMPLATE

*Instructions are provided in blue and may be deleted. Please complete your response in the template provided, and indicate clearly where separate documents are provided.*

## Executive Summary

### 1. ***Applicant Information***

**Company Name**

**Company Address**

**Location of Office to  
Perform Services  
under this RFQ**

**City Vendor ID**

*Note: Possession of this number serves as partial verification that the Applicant has completed the City's administrative requirements (see Attachment III for more details).*

### 2. ***RFQ Contact***

*Clearly identify the person that will serve as the overall RFQ contact.*

**Name**

**Title**

**Email**

**Phone**

**Fax**

**Address**

### 3. ***How did you find out about this RFQ Opportunity?***

*Insert Response Here.*

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### 4. *Applicant Overview*

**Applicant Firm Ownership and History.** Briefly describe your firm, including history, organizational structure, ownership structure, and names of principals. Include any information that may be of value to the City in evaluating your firm's qualifications for the Service Areas your firm is interested in providing to the City.

*[Insert Response Here.](#)*

**Number of years in business.** How long has your firm provided Telephonic Interpretation Services, Community Interpreter Training or Other Language Services, for California cities and counties with populations of 250,000 and over?

*[Insert Response Here.](#)*

**Total Staff Size.** Statement of your firm's total staff size, as well as the staff size of the local or regional office that will perform services described in your firm's response, percentage of total employees and total contractors.

*[Insert Response Here.](#)*

### **Healthcare Insurance Portability and Accountability Act (HIPAA) Compliance.**

Explain how your firm is prepared to comply with the HIPPA privacy rules and other government mandates.

1. What are your requirements and safeguards to ensure HIPAA compliance and how is this managed and reinforced?

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2. Explain how your firm provides training on HIPAA to your interpreters/translators.

**Insurance Coverage.** *Indicate all business insurance coverage that you provide, i.e., including specifically but not limited to: Errors and Omissions for Professional Services with Extended Coverage for Bodily Injury and Property Damage, Disclosure of Confidential Information, Crime Bond coverage including theft of third party information.*

**Pending Litigation.** Briefly describe any pending litigation or litigation related to the language services this RFQ is intending to solicit including criminal proceedings, investigations by federal or state agency, and any civil litigation, provided by your firm within past three years of this RFQ issue date. Also indicate if you have ever been suspended or debarred from any Federal Agency. If none, state "None."

[\*Insert Response Here.\*](#)

**Clients Relationships Severed for Reasons Other than Convenience.** Provide a list of your clients where the contractual relationship was not completed and was severed for reasons other than convenience. A brief description of why the relationship was severed and the name of the client and the client's project manager are also required. If none, state "None."

[\*Insert Response Here.\*](#)

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### Qualifications

#### 1. *Minimum Qualifications*

Applicants not meeting these minimum qualifications, as demonstrated through the Prior Projects information provided, will not be considered and their RFQ responses will be deemed non-responsive and not be evaluated. Be sure to complete this section, including subsections 1-14 as described.

The Applicant certifies that it:

- A) **RFQ ATTACHMENTS:** Has completed the requirements and submitted the forms described in RFQ Attachments I, II, III, IV, V, and VI as part of RFQ response, as applicable.

☐ Yes ☐ No

- B) **EXPERIENCE:** Has demonstrated successful completion of at least three (3) projects within the past five (5) years in or substantially similar to each Service Area marked by the Applicant in Attachment V in the Prior Projects section below. The lead staff proposed to be assigned to the City's project(s) must individually have had a substantially similar lead role in at least two (2) of the projects described in the Prior Projects section below.

☐ Yes ☐ No

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### 2. **Service Areas Checklist (“Checklist”)**

Please indicate the Service Areas for which your firm meets or exceeds the Experience Minimum Qualifications. Indicate experience providing the deliverables noted.

Service Area	Deliverables Provided
<b>1. Telephonic Interpretation Requirements</b>	
<div style="margin-bottom: 10px;"> <input type="checkbox"/> My firm has successfully completed at least three (3) Telephonic Interpretation projects for entities comparable to City and County of San Francisco (or over 250,000 population) within the past five (5) years including, but not limited to the following deliverable examples checked to the right </div> <div> <input type="checkbox"/> The lead staff my firm is proposing to be part of the City's team are the same lead staff that worked on at least two (2) of the Prior Projects provided as part of my response. </div>	<div style="margin-bottom: 10px;"> <input type="checkbox"/> A single, toll-free 800 number for all participating City departments, agencies, divisions, commissions and task forces to access Telephonic Language Interpretation Services in identified Core Languages, available 24 hours a day, 365 days of the year on an as-needed basis for the life of the contract, including any contract extensions. Interpreters must respond to calls within an average of 30 seconds of completing a request for services, achieving an overall response success rate of 95% or greater. </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Conference-calling and video interpretation services and capabilities. </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> All language interpretation services for Core Languages, additional languages requested by City agencies that enroll at a later date and any additional languages the City may choose to include in addition to Core Languages. </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> OCEIA will determine the prioritization of calls, such as hotline, bail hearings, or other emergency or time-critical calls, during contract negotiations. </div> <div style="margin-bottom: 10px;"> <b>In addition, Contractors shall:</b> </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Not require any Requesting City Agency to purchase or obtain a specific type of equipment to access language interpretation services; and, </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Ensure that reservations for language interpretation services are accessible at specific times and continuously available to all participating City agencies, 24-hours a day, seven days a week and 365 days a year, including holidays, in the core languages within thirty (30) minutes of any participating City agency's request. </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Provide 24/7/365, as-needed telephonic language interpretation services with a documented 95 percent or better satisfaction rate by city agencies. </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Provide telephonic interpretation services in Cantonese (Chinese), Mandarin (Chinese), Spanish, Russian, Tagalog, Vietnamese and other languages. </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Utilize trained interpreters from a community of social service, with a minimum of 40 hours of training and 40 hours of community interpreting experience for social services, community interpreting or certified by the State of California and/or American Standards for Testing and Materials or other nationally recognized organization. </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Utilize highly trained medical interpreters with a minimum of 40 hours training and 60 hours of medical interpreting experience or certified by the National Board of Certification by Medical Examiners, or a recognized university or college certificate, or certified by the State of California or any nationally recognized certification. </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> Provide interpretation quality that meets the highest legal standards in California, at minimum, 95 percent accuracy with quality, speed and consistency. </div> <div> <input type="checkbox"/> Other _____ </div>

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<b>2. Other Language Services</b>	
<p><input type="checkbox"/> My firm has successfully completed at least three (3) of translation service projects as described in this RFQ for entities comparable to City and County of San Francisco (or over 250,000 population) within the past five (5) years including, but not limited to the following deliverable examples checked to the right</p> <p><input type="checkbox"/> The lead staff my firm is proposing to be part of the City's team are the same lead staff that worked on at least two (2) of the Prior Projects provided as part of my response.</p>	<p><b>Document Translation:</b></p> <p><input type="checkbox"/> High quality document translation in five core languages: Chinese (Traditional and Simplified), Spanish, Russian, Vietnamese and Tagalog. Translations must be conducted by qualified, trained translators and tested with native speakers.</p> <p><input type="checkbox"/> Technical expertise in public law, government affairs and administration, low income housing, social services, law enforcement, medical terminology, immigration and other areas in connection with the administration of public services.</p> <p><input type="checkbox"/> Translators must have been tested and qualified / certified for language proficiency in both English and the language(s) of service.</p> <p><input type="checkbox"/> Website Translation.</p> <p><input type="checkbox"/> Language Transcription (studio and/or video).</p> <p><b>Additional Language Services:</b></p> <p><input type="checkbox"/> In-Person Services (consecutive interpretation encounters).</p> <p><input type="checkbox"/> In-Person Simultaneous (conference or large meeting capability).</p> <p><input type="checkbox"/> Provide interpretation equipment.</p> <p><input type="checkbox"/> American Sign Language (ASL) Interpretation.</p> <p><input type="checkbox"/> Video Interpretation Services</p> <p><input type="checkbox"/> Provided interpretation/translation quality that meets the highest legal standards in California, at minimum, 95 percent accuracy with quality, speed and consistency.</p> <p><input type="checkbox"/> Provided translation/interpretation services in Cantonese (Chinese), Mandarin (Chinese), Spanish, Russian, Tagalog, Vietnamese and other languages.</p> <p><input type="checkbox"/> Utilized trained interpreters from a community of social service interpreters, with a minimum of 40 hours of training and 40 hours of community interpreting experience for social services, community interpreting or certified by the State of California and/or American Standards for Testing and Materials or Registry for Interpreters for the Deaf or any other nationally recognized organization.</p> <p><input type="checkbox"/> Provide interpreter/translation quotes and availability within 24 hours.</p> <p><input type="checkbox"/> Other _____</p>
<b>3. Community Interpreter Training &amp; Certification</b>	

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<p><input type="checkbox"/> My firm has successfully completed at least three (3) projects in the community interpreter training and certification project area as described in this RFQ for entities comparable to City and County of San Francisco (or over 250,000 population) within the past five (5) years including, but not limited to the following deliverable examples checked to the right</p> <p><input type="checkbox"/> The lead staff my firm is proposing to be part of the City's team are the same lead staff that worked on at least two (2) of the Prior Projects provided as part of my response.</p>	<p><input type="checkbox"/> Nationally recognized community interpreting certification program.</p> <p><input type="checkbox"/> Offers Community interpreter training.</p> <p><input type="checkbox"/> Minimum 40 hours of interpreter training (including, ethics, social services terminology, and professional standards).</p> <p><input type="checkbox"/> Language access compliance training.</p> <p><input type="checkbox"/> Language compliance assessment consulting services.</p> <p><input type="checkbox"/> Cultural sensitivity training.</p> <p><input type="checkbox"/> To be pre-qualified in this language service area, firms must demonstrate experience on at least three successfully completed training projects for entities comparable to the City and County of San Francisco (or with a population of over 250,000) within the past five years.</p>
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### **3.     *Client List***

Attach or insert a client list that illustrates the breadth and depth of your firm's experience in Telephonic or Other Language Services (i.e. medical centers, 911 emergency services etc).

[\*Insert Response Here.\*](#)

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### **4. Training**

*Please answer the questions that apply to your firm's expertise.*

1. Describe firm's screening process for its interpreters/translators and the general requirements for experience, education, language proficiency.
  
  
  
  
  
  
  
  
  
  
2. Does the firm require training for its interpreters/translators? If so, please describe your training including hours and topics covered.
  
  
  
  
  
  
  
  
  
  
3. Please describe how the processes used for training your contract vs. non-contract interpreters/translators differ (if any).
  
  
  
  
  
  
  
  
  
  
4. Do you have a training program specifically designed on how to handle 911 calls, including 911 call protocol and terminology?
  
  
  
  
  
  
  
  
  
  
5. Do you have a process to support interpreters and call agents on dealing with 911 related stresses?



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6. Clarify whether or not your firm's training program meets or exceeds State and National standards.
7. Include a description of the confidentiality and non-disclosure training that employees and contractors receive. Provide sample confidentiality and/or disclosure forms that employees and contractors sign upon their employment.
8. Please provide a copy of your firm's code of ethics. (*Please submit as part of your RFQ response.*)
9. How is the code of ethics distributed to the interpreters/translators?
10. How are the interpreter/translators services monitored?

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11. Describe your quality assurance program (i.e. random call monitoring, or random peer review of translations).
12. Do you test the proficiency of your interpreters/translators to ensure quality? If so, please provide a short-description of the process.
13. Do you test and provide ongoing training on cultural competency and/or interpretation skills to your interpreters/translators?
14. How do your translators/interpreters check for accuracy and cultural sensitivity in translations/interpretations?

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### 5. *Project Staff*

Describe proposed staff's direct experience working with *large clients and cities with populations over 250,000* in the Telephonic or Other Translation field related to the Scope of Work described in this RFQ.

[Insert Response Here.](#)

Use the following table or alternative format to indicate firm principals and key staff members, including Local Business Enterprise and other subconsultant staff proposed to perform Telephonic, Community Interpreter Training & Certification, or Other Language Services for the City. Include years of experience for the proposed individuals in Telephonic or Other Language Services (or related services for subconsultants). Applicants are encouraged to include resumes or curriculum vitae ("CV") in lieu of providing a narrative. Include as many rows as necessary.

Name and Title	Experience and Qualifications
Name <i>Title and/or Role</i>	Insert narrative here, or indicate if resume or CV is attached.
Name <i>Title and/or Role</i>	Insert narrative here, or indicate if resume or CV is attached.
Name <i>Title and/or Role</i>	Insert narrative here, or indicate if resume or CV is attached.
Name <i>Title and/or Role</i>	Insert narrative here, or indicate if resume or CV is attached.
Name <i>Title and/or Role</i>	Insert narrative here, or indicate if resume or CV is attached.

What percentage of your: 1) medical interpreters; 2) legal interpreters; 3) ASL interpreters; and 4) translators have nationally recognized certifications? Please list the types of certifications held by your staff.

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## 6. Telephonic Infrastructure

1. What type of redundancy capability is built into your service platform from both a telephony, database backup and server perspective?
2. Please describe your firm's capability to incorporate a diversity provision to allow for processing of calls from fully redundant alternate locations?
3. Please describe your firm's disaster recovery plan, which would provide, during an isolated system failure, that our interpretation service is not interrupted.
4. What is the maximum capacity of your telephonic interpreting service?
5. Describe your firm's volume surge plan to insure safeguards are in place to scale-up in the event of a demand surge? Provide documentation of protocols and assigned individuals in your firm to assure our operational metrics will be unaffected by a volume surge.

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6. What is the average cost and pricing structure for the core languages: Cantonese, Mandarin, Spanish, Russian, Tagalog and Vietnamese?
  
  
  
  
  
  
  
  
  
  
7. Please provide a breakdown of interpreters/translators for all your languages?

### **7. *Medical and Court Terminology Training***

1. How does your firm validate competency of translators'/interpreters' language knowledge, medical terminology, legal terminology, and verbal/listening skills?
  
  
  
  
  
  
  
  
  
  
2. How many hours of medical and legal terminology does your organization require of its interpreters/translators?
  
  
  
  
  
  
  
  
  
  
3. Are all interpreters/translators required to take a basic medical knowledge course, i.e. medical terminology and anatomy, etc.? Provide a short description of your training.

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4. Are all interpreters/translators required to take a court course, i.e. court system and proceedings, legal terms, etc.? Provide a short description of your training.
5. Provide credentials of the Medical and Legal trainer(s).
6. Please detail your firm's continuing education program?

### **8. *Interpreter Planning***

1. Please provide a detailed list of all currently supported languages/dialects. Do not include languages/dialects for which you currently do not have available staff.
2. What percentage of language assisted phone interpretations/document translations are handled by (a) employees and (b) contract interpreters/translators?
3. What is the number of interpreters/translators employed by your organization? How many are contract, permanent benefited staff, seasonal or temporary staff and for which languages?

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4. How many interpreters/translators does your firm have actively available on a daily basis in the Core Languages: Cantonese, Mandarin, Spanish, Tagalog Russian and Vietnamese?
5. What is the average connect time, from the time client information is provided to your staff, to be connected to an interpreter across all languages offered?
6. What is the average drop-call rate experienced by existing clients?

## 9. Translation Services

1. Describe your translation process.
2. What is the volume of translations completed by your firm on a monthly basis?

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3. What is the average cost and pricing structure for the core languages: Cantonese, Mandarin, Spanish, Russian, Tagalog and Vietnamese?
4. List all the languages that you are able to provide translations.
5. Describe your firm's average turn-around time for various types of documents?
6. How do you generate a quote?
7. What is your process for processing requests for translations (800-number, email or dedicated account manager)?



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### **10. *In-Person Interpreter Services***

1. How much time is needed to request an interpreter?
2. Describe your simultaneous interpretation process?
3. Describe your pricing and quote request process?
4. How many interpreters do you employ in the core languages: Cantonese, Mandarin, Spanish, Russian, Tagalog and Vietnamese?
5. What is the average cost and pricing structure for the core languages: Cantonese, Mandarin, Spanish, Russian, Tagalog and Vietnamese?

### **11. *Community Interpreter Training Curriculum***

1. Describe firm's approach to community interpreting, social services interpreting.

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2. Describe your current curriculum.
  - a. Ethics
  - b. Professional Conduct
  - c. Social services terminology
  - d. Language Testing
  - e. Other
3. Provide a copy of your curriculum. (*Please submit as part of your RFQ response.*)
4. Describe your certification process?
5. How do you determine certification levels?

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6. Describe your approach and curriculum to offering cultural sensitivity training and consulting services.

### **12. *Client Service and Support***

1. Describe and document the process for Issue resolution/escalation.
2. Describe your firm's ability to collect and report on a monthly basis, basic data such as call date, language, identification of the specific interpreter used for the call, call start and end times, number of translated documents, and type of translated documents.
3. Describe your firm's ability to collect and report, on a monthly basis, language demographic trends, average interpreter search (connection) times, etc.
4. What are your service goals and how do you measure them?
5. What are the standard service level agreements (SLAs) offered to your customers?

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6. What financial penalties will you incur if SLAs are not met and how are they determined?
  
7. Does your firm offer the following:
  - a. Specialized telephones with one-touch access and dual handsets for face-to-face 3-way interpretation calls? Provide product specifications.
  
  - b. Customized Access Methods - the option of customized access methods, including direct dial to particular languages, and language menus representing our core language mix?
  
  - c. Direct Access to an Interpreter - the option to service Limited English Proficient (LEP) customers directly in language, and then conference in a customer care representative from our organization?
  
8. What is the ability of your firm to provide video interpreting capabilities?
  
  
  
  
  
  
  
  
  
9. Can you provide video services in: Spanish, Cantonese, Mandarin, Tagalog, Russian, Vietnamese, and American Sign Language?

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10. What is your experience providing video service to a comparable City like San Francisco?

11. List and describe any translation software used by your translators.

### **13. *Additional Services***

1. Please describe what services you can provide to our hard-of-hearing or deaf customers.
  
  
  
  
  
  
  
  
  
  
2. Provide information regarding services available that would help our organization screen and assess bilingual employees?
  
  
  
  
  
  
  
  
  
  
3. Does your firm offer training programs for our staff interpreters/translators?
  
  
  
  
  
  
  
  
  
  
4. Describe services available that would allow your interpreters to greet LEP patients in their language.

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5. Explain your procedure for conducting a facility compliance review and audit.
  
6. Please describe the multiple channels available free of charge for the training of our staff on how to use the interpretation/translation services to ensure complete understanding of all applications?
  
7. Describe the tools, programs and in-service training sessions available for the following:
  - Cultural Sensitivity Training
  
  - Use of Interpreter Services: Staff and LEP Patient (hospital setting)
  
  - On-line Tutorials
  
  - Risk Management and Compliance programs

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### **14. *Prior Projects***

Using the following template, provide detailed information on a **minimum of three (3), maximum of four (4) successfully completed projects** (100% completed) that demonstrate the Applicant's qualifications for EACH Service Area marked in the Checklist above (see Section 2).

**Select the projects that best demonstrate your experience for each Service Area and that are the most applicable to the City's needs described in the RFQ Scope of Work.** Projects may be no more than five (5) years old, and should demonstrate that the Applicant meets the Experience Minimum Qualifications.

Contacts for each project are required, and may serve as references for the Applicant. The City will not inform Applicants when references will be contacted. The Applicant should ensure that client contact information listed in the response is up-to-date and should notify clients that the City may be contacting them. See Attachment I, Section 14.

Please include the name, contact and short description of representative project of five (5) references.

Feel free to add more projects to the template (if your firm is submitting up to four projects).

Failure to provide the information requested will result in a lower evaluation score.

## RFQ ATTACHMENT V: RESPONSE TEMPLATE

### PROJECT 1 TO DEMONSTRATE EXPERIENCE FOR

Check one

- ☐ Telephonic Interpretation Services  
☐ Community Interpreter Training  
☐ Other Language Services

Project	<u>Project Name</u>
Client	<u>Client Name (City, County, etc.)</u>
Client Unit	<u>Client Agency, Department, or Unit Name</u>
Client Contact Name and Title	<u></u>
Client Contact Phone	<u></u>
Client Contact E-mail	<u></u>
Timeline	<u>Month/Year to Month/Year; Length of project beginning to end</u>
Consultant Lead(s)	<u>Staff Lead Name(s) – same as lead proposed to City?</u>
Fee	<u>\$00,000.00</u>
Number of Hours	<u>XX hours</u>

**Project Background** Include background information regarding the client and/or program, as applicable. What were the project goals and desired outcomes? If different, what were the goals and desired outcomes of your services?

*Insert Response Here.*

**Project Scope** What were the project tasks your firm completed? Provide sufficient information to give the City insight into the size/complexity and scope of the project.

*Insert Response Here.*

**Project Approach** How did you approach the project? What methodologies were used, and how did those address the project goals? Describe any challenges you may have faced, including strategies you used to address them.

*Insert Response Here.*

**Project Staffing** Identify each key person on the project team with titles and roles and hourly rate, including all subcontractors. Include brief narrative descriptions of the responsibilities each person had on the project.



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*Insert Response Here.*

**Involvement of Client and/or Stakeholders** Discuss how client and any stakeholders were involved in project, major opportunities for input, client staff contributions, etc.

*Insert Response Here.*

**Project Outcomes** What, if any, measurable service deliverables or outcomes can be attributed to your services? How did you add value to the client? Examples include but are not limited to the amount of cost savings as a result of services provided, legislative or policy changes, organizational changes, or other measurable indicators of successful implementation of findings from your services.

*Insert Response Here.*

## RFQ ATTACHMENT V: RESPONSE TEMPLATE

### PROJECT 2 TO DEMONSTRATE EXPERIENCE FOR

Check one

- ☐ Telephonic Interpretation Services  
☐ Community Interpreter Training  
☐ Other Language Services

Project	<u>Project Name</u>
Client	<u>Client Name (City, County, etc.)</u>
Client Unit	<u>Client Agency, Department, or Unit Name</u>
Client Contact Name and Title	<u></u>
Client Contact Phone	<u></u>
Client Contact E-mail	<u></u>
Timeline	<u>Month/Year to Month/Year; Length of project beginning to end</u>
Consultant Lead(s)	<u>Staff Lead Name(s) – same as lead proposed to City?</u>
Fee	<u>\$00,000.00</u>
Number of Hours	<u>XX hours</u>

**Project Background** Include background information regarding the client and/or program, as applicable. What were the project goals and desired outcomes? If different, what were the goals and desired outcomes of your services?

*Insert Response Here.*

**Project Scope** What were the project tasks your firm completed? Provide sufficient information to give the City insight into the size/complexity and scope of the project.

*Insert Response Here.*

**Project Approach** How did you approach the project? What methodologies were used, and how did those address the project goals? Describe any challenges you may have faced, including strategies you used to address them.

*Insert Response Here.*

**Project Staffing** Identify each key person on the project team with titles and roles and hourly rate, including all subcontractors. Include brief narrative descriptions of the responsibilities each person had on the project.

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*Insert Response Here.*

**Involvement of Client and/or Stakeholders** Discuss how client and any stakeholders were involved in project, major opportunities for input, client staff contributions, etc.

*Insert Response Here.*

**Project Outcomes** What, if any, measurable service deliverables or outcomes can be attributed to your services? How did you add value to the client? Examples include but are not limited to the amount of cost savings as a result of services provided, legislative or policy changes, organizational changes, or other measurable indicators of successful implementation of findings from your services.

*Insert Response Here.*

## RFQ ATTACHMENT V: RESPONSE TEMPLATE

### PROJECT 3 TO DEMONSTRATE EXPERIENCE FOR

Check one

- ☐ Telephonic Interpretation Services  
☐ Community Interpreter Training  
☐ Other Language Services

Project	<u>Project Name</u>
Client	<u>Client Name (City, County, etc.)</u>
Client Unit	<u>Client Agency, Department, or Unit Name</u>
Client Contact Name and Title	<u></u>
Client Contact Phone	<u></u>
Client Contact E-mail	<u></u>
Timeline	<u>Month/Year to Month/Year; Length of project beginning to end</u>
Consultant Lead(s)	<u>Staff Lead Name(s) – same as lead proposed to City?</u>
Fee	<u>\$00,000.00</u>
Number of Hours	<u>XX hours</u>

**Project Background** Include background information regarding the client and/or program as applicable. What were the project goals and desired outcomes? If different, what were the goals and desired outcomes of your services?

*[Insert Response Here.](#)*

**Project Scope** What were the project tasks your firm completed? Provide sufficient information to give the City insight into the size/complexity and scope of the project.

*[Insert Response Here.](#)*

**Project Approach** How did you approach the project? What methodologies were used, and how did those address the project goals? Describe any challenges you may have faced, including strategies you used to address them.

*[Insert Response Here.](#)*

**Project Staffing** Identify each key person on the project team with titles and roles and hourly rate, including all subcontractors. Include brief narrative descriptions of the responsibilities each person had on the project.

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*Insert Response Here.*

**Involvement of Client and/or Stakeholders** Discuss how client and any stakeholders were involved in project, major opportunities for input, client staff contributions, etc.

*Insert Response Here.*

**Project Outcomes** What, if any, measurable service deliverables or outcomes can be attributed to your services? How did you add value to the client? Examples include but are not limited to the amount of cost savings as a result of services provided, legislative or policy changes, organizational changes, or other measurable indicators of successful implementation of findings from your services.

*Insert Response Here.*

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### PROJECT 4 TO DEMONSTRATE EXPERIENCE FOR

Check one

- ☐ Telephonic Interpretation Services  
☐ Community Interpreter Training  
☐ Other Language Services

Project	<u>Project Name</u>
Client	<u>Client Name (City, County, etc.)</u>
Client Unit	<u>Client Agency, Department, or Unit Name</u>
Client Contact Name and Title	<u></u>
Client Contact Phone	<u></u>
Client Contact E-mail	<u></u>
Timeline	<u>Month/Year to Month/Year; Length of project beginning to end</u>
Consultant Lead(s)	<u>Staff Lead Name(s) – same as lead proposed to City?</u>
Fee	<u>\$00,000.00</u>
Number of Hours	<u>XX hours</u>

**Project Background** Include background information regarding the client and/or program as applicable. What were the project goals and desired outcomes? If different, what were the goals and desired outcomes of your services?

[Insert Response Here.](#)

**Project Scope** What were the project tasks your firm completed? Provide sufficient information to give the City insight into the size/complexity and scope of the project.

[Insert Response Here.](#)

**Project Approach** How did you approach the project? What methodologies were used, and how did those address the project goals? Describe any challenges you may have faced, including strategies you used to address them.

[Insert Response Here.](#)

**Project Staffing** Identify each key person on the project team with titles and roles and hourly rate, including all subcontractors. Include brief narrative descriptions of the responsibilities each person had on the project.

## RFQ ATTACHMENT V: RESPONSE TEMPLATE

*Insert Response Here.*

**Involvement of Client and/or Stakeholders** Discuss how client and any stakeholders were involved in project, major opportunities for input, client staff contributions, etc.

*Insert Response Here.*

**Project Outcomes** What, if any, measurable service deliverables or outcomes can be attributed to your services? How did you add value to the client? Examples include but are not limited to the amount of cost savings as a result of services provided, legislative or policy changes, organizational changes, or other measurable indicators of successful implementation of findings from your services.

*Insert Response Here.*

## RFQ ATTACHMENT V: RESPONSE TEMPLATE

### Approach

**1. Describe your firm's proposed approach to services and activities described in Section 2, Scope of Work of the RFQ.**

*[Insert Response Here.](#)*

**2. What makes your firm's approach to providing Telephonic Interpretation, Interpreter Training and Certification or Other Language Services different or more effective than other firms providing the same services? Include differences in methodology, staff roles and responsibilities, and documentation processes, as applicable.**

*[Insert Response Here.](#)*

**3. Describe your firm's approach to Telephonic Interpretation, Interpreter Training and Certification or Other Language Services, including data used and how department staffs are involved in the process.**

*[Insert Response Here.](#)*

**4. What can your firm do to ensure a successful engagement with the City? What project performance outcomes do you expect to provide to the City?**

*[Insert Response Here.](#)*

**5. Describe any other asset, expertise, experience, data or technology that provides your firm with a competitive edge or advantage.**

*[Insert Response Here.](#)*



## RFQ ATTACHMENT V: RESPONSE TEMPLATE

### Sample Products

To demonstrate your experience providing the deliverables specified or similar to those listed under Telephonic Interpretation Services, Community Interpreter Training and Certification and Other Language services for which your firm would like to be pre-qualified please attach up to two representative product samples.

To demonstrate your experience providing the deliverables specified or similar to those listed under the Other Language Services (translation services) for which your firm would like to be pre-qualified please attach the sample document in Attachment VI translated into: Cantonese, Spanish, Vietnamese, Russian and Tagalog. In addition to Attachment VI, you may also attach up to two representative sample product translations (not to exceed two pages) relevant to the work of a public entity such as the City and County of San Francisco.

Note that all documents under this RFQ process are subject to public disclosure. Please redact confidential or proprietary information as appropriate.

Provide five (5) copies of each sample product to accompany the copies of this Attachment V as part of your RFQ response.

### Sample Translation Document

Please see Attachment VI.