



SECTION 1 – OVERVIEW AND SCHEDULE

A. EXECUTIVE SUMMARY

ROC USA® is seeking proposals from qualified vendors to perform translation, interpretation, and/or transcription services to conduct key informant interviews. There is an immediate need to provide services in the month of October 2022.

It is anticipated that services will be provided under contracted service arrangements, upon approval through September 2023, with the option to renew for up to one (1) additional one-year term if services are determined to be satisfactory and after submission and acceptance of a summary of activities completed during the previous year. Our efforts to be more inclusive and to hear all residents' voices leads us to seek out professionals that reflect the diverse cultural and linguistic backgrounds of the communities we serve.

B. SCHEDULE

The following table provides a Schedule of Events for this RFP through contract finalization and approval. ROC USA reserves the right to amend this Schedule at its sole discretion and at any time through a published Addendum posted on our Careers web site that contains this RFP. ROC USA will not attempt to contact bidders regarding the posting of schedule changes. It is the responsibility of each bidder to visit the Careers page regularly to obtain any alterations.

Event	Date
RFP Released to Proposers (Advertisement)	September 26, 2022
Submit Proposals	October 3, 2022
Estimated Notification of Selection and Begin Contract Negotiations	October 10, 2022

SECTION 2. BACKGROUND

ROC USA is a non-profit social venture scaling resident ownership of manufactured home communities since 2008. Together, with a network of Certified Technical Assistance Providers, a group of regional non-profit affiliates, and ROC USA Capital, a Community Development Financial Institution lending subsidiary, we work with more than 300 resident-owned communities nationwide.

ROC USA is seeking proposals from qualified and experienced vendors in providing translation, interpretation, translated transcription and conduct interviews in Spanish for English translation and transcription.

Vendors may be expected to provide these services in Spanish. Language assistance services are needed in the following categories:

- Document Translation
- Interpretation (In-person and remote on-demand)
- Translated Transcription

DEFINITIONS

Document Translation is defined as expressing written words from English into written words of Spanish, providing the proper cultural context of language. Translation from a video or audio file may also be required. General awareness of how language when translated can lose meaning and/or does not have a strong direct translation. Example: The phrase “resident owned community” translated to Spanish is “cooperativas de propiedad de residente.” This translation “one resident can be the owner” loses the strength of what we achieve, when it should be “cooperativas de propiedad de residents.”

Interpretation is defined as the facilitating of oral communication, either simultaneously or consecutively, between users of different languages. The interpreter’s function is to convey every semantic element and intention of the message from the source-language speaker to target-language recipients.

Translated transcription is defined as the act of making a written, printed, or typed copy of the words that have been spoken and translation from source-language to target-language.

Voice-Over Interpretation is defined as the act of orally interpreting and recording a piece of narration from an audio or video file from source-language to target-language.

Conduct Informant Interviews is defined as the act of scheduling and conducting key informant interviews in the target-language. These qualitative in-depth interviews will be with residents in resident-owned communities. A short guide will be provided to the interviewer where they will then be asked to take adequate notes and analyze the interview data.

Vendor is defined as an individual or company.

SECTION 3. PROPOSED SCOPE OF WORK

The purpose of this RFP is to select one or more qualified language assistance service vendors with the goal of conducting key informant interviews with resident-owned community members with limited English proficiency.

The following describes the scope of services and performance standards that selected vendors will be expected to meet.

Experience and demonstrated success in providing the full scope of language assistance services within the community development context is a plus.

1. General Expectations
 - a. Flexible hours are required, depending on the request. In addition to providing service during normal business hours, some evening and weekend assignments may

be required. Proposals should include a stated commitment to meeting on-demand requests.

- b. Services may be required anywhere in the country, meaning being available to connect with residents in different time zones.
 - c. Vendors must be trained and certified according to professional and ethical standards and must be experienced in working with community leaders and residents from diverse backgrounds. Proposals should include a description of their training and/or professional development.
 - d. Vendor must require criminal background checks of all service providers and any subcontractors. Proposals should include a description of the internal process for meeting this standard.
 - e. Vendor must provide scheduling, notification, billing, and other administrative services through a central contact. Name, email, and business phone number of this contact shall be provided in the proposal.
2. Document Translation: (including Translated Transcription)
- a. Vendor must provide high quality translation of a variety of documents in Spanish. Proposals should include a summary of the types of documents that the vendor has experience in translating.
 - b. Vendor must have the capacity to meet deadlines with less than 72 hours' notice. Proposals should indicate how the service provider will meet this expectation.
 - c. Vendor must have the ability to access multiple document management platforms to provide exact duplicates of documents into target-language. Proposals may include any related descriptions and must disclose any subcontractors that may be used to meet these requirements. Coordination with a representative from ROC USA and/or Certified Technical Assistance Provider may be required.
3. Interpretation: (including Voice-Over Interpretation)
- a. A menu of interpretation services must be provided. Proposals should include a description of the scope of language assistance services available and a summary of prior proven performance.
 - b. Vendor must provide accurate, high-quality interpreter(s) for Spanish. Proposals should indicate how the service providers will meet this expectation.
 - c. Vendor must have the flexibility to provide in-person or on-demand video and/or three-way audio calls. Proposals should include a description of the technological capacity available to meet this requirement.
 - d. Vendor could have the ability to access multiple media platforms to convert and relay both audio and video files. Proposals should include a description of the technological capacity available to meet this and must disclose any subcontractors that may be used to meet these requirements. Coordination with a representative from ROC USA and/or Certified Technical Assistance Provider may be required.
4. Informant Interviews:

- a. Vendor must have the ability to reach out to the identified interviewees to schedule the interview. Coordination with a representative from ROC USA, ROC USA Movement, and/or a Certified Technical Assistance Provider may be required. Proposals should include a description of their capacity to meet this requirement.
- b. Vendor must be able to adequately take notes, transcribe the information collected during the interview, and provide the results of the interview in English and Spanish. Proposals should include a description of their experience to meet this requirement.

Section 4. Description of Scope of Work

ROC Association, a community-leader led movement supported by ROC USA Network affiliates, is seeking Vendors to support key informant interviews with Spanish-speaking residents to collect feedback on our strategic planning efforts.

Ideally, ROC Association would like to conduct twenty (20) to twenty-five (25) key informant interviews. Each interview will be one hour. The Vendor(s) would be responsible for the following:

- Schedule interview with the resident which would include time, date, and vehicle for communication (Zoom or other platforms).
- Use the script provided by ROC Association to conduct the interview (see Appendix A. Script).
- Take adequate notes and transcribe the discussion to English.
- Provide a summary of the discussion that outlines and supports our strategic planning process.

This is the minimum requirement being asked of a Vendor at this time. At any point, there may be a request to fulfill the other requirements proposed in Section 3. Proposed Scope of Work. For the Proposal, the Vendor should provide a section dedicated to the minimum requirement Section 4. Description of Scope of Work which would include experience and costs associated with the activity.

Section 5. Process for Submitting a Proposal.

1. Proposal Submission and Deadline

Proposals submitted in response to this RFP must be received by ROC USA no later than the date specified in the Schedule section.

Proposals should be submitted via email to Nicholas Salerno at Nsalerno@rocusa.org

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be submitted via email to the following RFP designated Point of Contact: Nicholas Salerno, Nsalerno@rocusa.org.

Inquiries submitted will be reviewed and posted with the original RFP. ROC USA intends to issue official responses to submitted inquiries throughout the solicitation process. ROC USA may

consolidate and/or paraphrase questions for sufficiency and clarity. ROC USA may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate.

Section 6. Content and Requirements for Proposal

A proposal shall consist of the following parts, and the vendor's proposal shall be organized in the following order, with each section clearly indexed into one single PDF:

Attachment A. Executive Summary

Attachment B. Summary of Experience and Demonstrated Success

Attachment C. Proposal Response to Scope of Services and Requirements

Attachment D. Cost Summary

Attachment E. References

Attachment F. Additional Documents

Attachment A. Executive Summary

The vendor must provide an executive Summary of more than one page, which gives a brief summation of the proposal. Please include business name, address, point of contact, and contact information.

Attachment B. Summary of Experience

This section shall contain a summary of the vendor's business experience and individual experience for personnel who will provide this service. Additionally, provide overall experience to the immediate request of key informant interviews.

Attachment C. Proposal Response to Scope of Services and Requirements

The vendor must provide a description of services and capabilities as outlined in the "Scope of Services and Requirements" section of this RFP. Clearly state any exceptions taken to the specifications outlined in the RFP. The proposal shall be clear and concise and not lengthy. If the Vendor does not have a response to a requirement, the Vendor shall state, "unable to perform."

Attachment D. Cost Summary

The vendor shall provide information on any costs that ROC USA may incur for "as needed" services. Proposals must include the Vendor's pricing structure and any related policies. The Vendor must specify all costs (i.e., administrative fees, processing fees, rush fees, etc.) associated with providing the services herein. The Vendor must provide a complete fee and cost detail supporting all elements of the Proposal.

Attachment E—References

The Vendor shall submit a minimum of three (3) verifiable references. It is recommended that if the vendor has performed related services previously, those references be listed.

Attachment F. Additional Documents

The Vendor shall submit a minimum of three (3) examples of deliverables provided in any one of the services being requested.

Section 7. Terms and Conditions Related to the RFP Process

A. RFP Addendum

ROC USA reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an addendum to this RFP, ROC USA, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

B. Non-Collusion

The Proposer's signature on a Proposal submitted in response to this RFP guarantees that the prices, terms, and conditions, and work quoted have been established without collusion with other Proposers and without effort to preclude ROC USA from obtaining the best possible competitive Proposal.

C. Property of the Agency

All material received in response to this RFP shall become the property of ROC USA and will not be returned to the proposer. Upon Contract award, ROC USA reserves the right to use any information presented in any Proposal.

D. Confidentiality of a Proposal

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the Effective Date of any Contract resulting from this RFP. A Proposer's disclosure or distribution of Proposals other than to the Agency will be grounds for disqualification.

E. Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit ROC USA to award a Contract. ROC USA reserves the right, at its sole discretion, to reject all Proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new Proposals under a new acquisition process.

F. Proposal Preparation Cost

By submitting a Proposal, a Proposer agrees that in no event shall ROC USA be either responsible for or held liable for any costs incurred by a Proposer in the preparation of or in connection with the Proposal, or for Work performed prior to the Effective Date of a resulting Contract.

G. Challenges on Form or Process of the RFP

Any challenges regarding the validity or legality of the form and procedures of this RFP, including but not limited to the evaluation and scoring of Proposals, shall be brought to the attention of ROC USA at least ten (10) business days prior to the Proposal Submission Deadline. By submitting a proposal, the Proposer is deemed to have waived any challenges to the agency's authority to conduct this procurement and the form and procedures of this RFP.

Section 8. Contract Terms and Award

A. Non-Exclusive Contract

Any resulting Contract from this RFP will be a non-exclusive Contract. ROC USA reserves the right, at its discretion, to retain other Contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal.

B. Standard Contract Terms

ROC USA will require the successful bidder to execute an indefinite delivery contract. The contract term may be extended by an additional term of one (1) year at the sole option, subject to the parties' prior written agreement on terms and applicable fees for each extended term contingent upon satisfactory vendor performance.