



REQUEST FOR INFORMATION (RFI)

Language Translation and Interpretation Services

RFI Issue Date: Friday, September 1, 2017

Proposal Due Date: Friday, September 29, 2017 by 3 PM ET

GOAL OF THE RFI

The Urban Redevelopment Authority of Pittsburgh (the “URA”) requests Information from a consulting firm or consulting team (“the Consultant”) to provide translation and interpretation services, including guidance for establishing the necessary processes and procedures for written and for verbal translation.

BACKGROUND

The URA is the City of Pittsburgh's (“the City”) economic development agency, committed to creating jobs, expanding the City's tax base and improving the vitality of businesses and neighborhoods. Incorporated in 1946 as one of the first redevelopment authorities in the United States, the URA achieves this mission by assembling, preparing and conveying sites for major mixed-use developments; and by providing a portfolio of programs that include financing for business location, relocation and expansion, housing construction and rehabilitation, and home purchases and improvements. The URA conducts these activities using unique powers granted by the Commonwealth of Pennsylvania’s Urban Redevelopment Law to deploy and attach conditions to the use of public subsidy and the disposition of publicly-owned land.

Due to the URA’s mandate and a city-wide push to expand economic opportunity throughout the City, the URA works extensively in communities-of-color and with historically disadvantaged populations. According to the United States Census Bureau, as of July 1, 2015, the population of Pittsburgh is estimated to be at 304,000 people. Twenty-six percent (26%) of the population is African American, 2.5% is Latino, 4.4% is Asian and over 50% of the population is female. As such, the URA recognizes the vital importance of conducting all operations with a commitment to the principles of equity and inclusion, and that language could be a barrier preventing some of the City’s residents from taking advantage of the URA’s various programs including grants, business and housing related loans.

OBJECTIVES

The URA seeks to establish a culture of inclusion as the basis for all decision-making, and to create a welcoming environment for all City residents, including those who consider English as their second language.

GENERAL INFORMATION

The respondent should consider the following when completing the proposal:

1. Experience, training and a high proficiency of translating and interpreting various languages including any or all of the following – Spanish, Arabic, Nepali, Swahili and Russian, the most used languages identified within Pittsburgh Public Schools
2. Staffing –
 - a. Personnel: The Consultant shall, at its own expense, employ all personnel required to complete the project; the consultant shall retain all subcontractors and/or subconsultants; the Consultant shall be solely responsible for the work, compensation and direction and conduct of personnel and subcontractors during the term of the contract.
 - i. The respondent shall submit with its proposal: (1) resumes of its senior management, its leadership and the proposed relationship lead; and (2) representative resumes of its personnel and the subcontractors who will perform the services.
 - ii. The respondent, if requested to provide services by the URA, will be expected to use substantially the same personnel and subcontractors identified in the proposal to perform the services.
 - iii. All personnel furnished by the Consultant shall be employees, or approved subcontractors of the Consultant, and not of the URA or of the City.

SCOPE OF SERVICES

The URA anticipates needing the following services in the near future:

- In-person and virtual interpretation of audio and translation of written materials
- Language services for the following audiences:
 - URA staff including project managers, loan officers, etc.
 - General public for whom English is not the primary language

FEES/RATES

The respondent must describe the assessment of project costs to the URA as well as current rates/fees (including hourly translation and transcription, etc.).

SUBMISSION REQUIREMENTS

1. Number of sets of proposals to be submitted: One (1) electronic copy and one (1) hard copy
2. Limit total submission to 10 pages or less
3. Title Page – include the Consultant’s name, contact person and contact information
4. Table of Contents
 - a. Experience
 - i. Briefly describe similar consulting work your firm or team has completed
 - ii. Describe your firm’s or team’s experience working with economically disadvantaged neighborhoods and/or communities-of-color.
 - b. Organization Profile

Provide a brief profile of your firm using the format below:

- i. Number of total employees; and
- ii. Number and names of employees who will be dedicated to the work

The respondent shall submit with its proposal:

- i. Resumes of Consultant's senior management, its leadership and the proposed consulting team; and
 - ii. Representative resumes of the subcontractors who may be engaged on the project
- c. Biography of Principal Personnel - Identify the staff within the organization who would provide services to the URA. Please include the individuals' relevant experience and their work location.
 - d. References - Provide three (3) references from city or state governments or other entities that have worked with your firm on similar projects. Provide only references who have directly worked with one or more members of the firm's proposed team. Include the reference's name, title, address, direct telephone number, and email address.
 - e. Primary Qualification - Provide a brief narrative that explains why your firm is best qualified.
 - f. Writing Sample – Please provide a writing sample including the English text and the translated text of no more than 500 words. If submitting for multiple languages, please provide translations for each.
 - g. MWBE Participation - State as succinctly as possible what specifically your firm is doing to promote opportunities for minority and women professionals within your organization. MWBE participation can be satisfied by:
 - Ownership/Partnership of firm;
 - Employment levels of minorities and/or women in the organization;
 - Use of minorities and/or women as part of consultant team;
 - Firm's use of minority- or women-owned businesses as vendors for legal, printing, office supplies, travel, etc.; and
 - Subcontracting with organizations owned and controlled by minorities and/or women. If this is to be done, that fact, and the name of the proposed subcontracting organizations, must be clearly identified in the proposal. Following the award of the audit contract, no additional subcontracting will be allowed without the express prior written consent of the URA. The URA has a long history of diversity and inclusion within all of its programs and other activities. The URA encourages the full participation of minority and women business owners and professionals in this effort.

INQUIRIES

All inquiries related to this RFI are to be directed, in writing, to:

Ellen Bateman
ebateman@ura.org

SUBMISSION DEADLINE: Friday, September 29, 2017 by 3 PM ET

The respondent should submit one (1) electronic copy in a bookmarked PDF format and one (1) hard copy of the package (printed on both sides) delivered by hand or Express Mail or other nationally-known overnight courier to:

Ellen Bateman
Innovation and Entrepreneurship Specialist
Urban Redevelopment Authority of Pittsburgh
200 Ross Street, 11th Floor
Pittsburgh, PA 15219
ebateman@ura.org

REVIEW OF RFI

The proposal review committee will consist of the members of the URA Language Translation & Interpretation Sub-Committee, working under the guidance of the URA Social Equity Working Group (10 URA staff and 2 URA board members), and relevant City staff.

Finalists selected by the review committee will be interviewed.

Mandatory Elements

1. The respondent, including any and all team members, must not have any conflict of interest with regard to any other work performed by the respondent for the URA or related entity.
2. The respondent must adhere to the instructions contained in this RFI in preparing the submitted proposal.

LEGAL INFORMATION

The URA may select one or more proposers to provide services to the URA based upon information in the response to the RFI submitted by the proposer, performance in previous undertakings and other pertinent factors.

The URA reserves the right, in its sole discretion, to solicit specific proposals from one or more respondents, to retain any respondent based on their response to this request, to waive any submission requirements contained within this RFI, and to waive any irregularities in any submitted proposal.

The URA reserves the right to verify the accuracy of all information submitted.