

Department of Environmental Protection
NYC Housing Recovery Operations
Request for Language Services
Translation

07/01/2015

Contents

- 1. Statement of Work2
- 2. Period of Performance2
- 3. Project Organization2
- 4. Services Required of Contractor3
- 5. Contractor Proposals3
- 6. Contractor Selection4
- 7. Attachment A – COST PROPOSAL TEMPLATE (separate attachment)
- 8. Attachment B - Contractor Not to Exceed Pricing (separate attachment)

This template is to be used when requesting services against the Language Services contract. It should be completed by the User Agency and submitted to the vendors under contract in the Translation Services Category.

1. Statement of Work

The contractor shall provide document translation services to the Department of Environmental Protection for the NYC Mayor's Office of Housing Recovery for various documents which include but are not limited to: 1) Program documents; 2) Public Notices; 3) Miscellaneous Content documents 4) Forms and 5) Guidebooks. OMB will provide text in English to be translated into but not limited to Tier 1 – Executive Order 120 Languages. Documents will range in length and level of technical content. The categories of documents are outlined below.

1. Program Documents – technical text documents with charts/graphics.

Estimated # of Pages: 5 to 100. Estimated Qty: 15. Normal Turnaround time: 5 - 10 working days. These can be translated using a machine translation.

2. Public Notices – Public Notices are documents that will appear in newspapers and other media outlets. Estimated # of Pages: 1 to 4 .4. Estimated Qty: 25. Normal Turnaround time: 3 to 5 working days. These will need to be translated manually.

3. Miscellaneous Content documents – are various outreach and communications materials. This may include translating instructional or marketing content for a website, brochure, or other communications material. Estimated # of Page: 1 to 2. Estimated Qty:25.Normal Turnaround time: These jobs will likely be short (1-2 pages of text) and will need to be manually translated

4. Forms – various applicant facing documents. Estimated # of Pages: 1 to 3. Estimated Qty: 25. Normal Turnaround time 5-10 working days. These can be translated using a machine translation or may need manual translations.

5. Guidebooks – various applicant facing documents. Estimated # of Pages: 5 to 100. Estimated Qty: 15. Normal Turnaround time: 5 working days. These can be translated using a machine translation.

The contractor is expected to provide document translation services (including localization) in accordance with the specifications detailed in Master Agreement and the RFP document

2. Period of Performance

- 07/01/2015 to 4/30/2017

3. Project Organization

3.1 Agency Contact(s) Name

- *Name, Title, Address, Telephone Number, E-mail Address.*

Saba Jote
Assistant General Counsel
Mayor's Office of Housing Recovery Operations
250 Broadway, 24th Floor
212-615-8340
sjote@recovery.nyc.gov

HaeSun Nam
Senior Program Manager
Mayor's Office of Housing Recovery Operations
250 Broadway, 24th Floor
212-615-8034
hnam@recovery.nyc.gov

3.2 Key Roles and Responsibilities

The NYC Mayor's Office of Housing Recovery Operations administers the NYC Build it Back program to rebuild and repair homes that were damaged by Hurricane Sandy in New York City. Duties include document analysis and eligibility determination; damage assessment and inspection; and construction services. The stake holders include homeowners and renters affected by the storm as well as the City and the U.S. Department of Housing and Urban Development ("HUD").

The Build it Back program is funded by the HUD's Community Development Block Grant - Disaster Recovery ("CDBG-DR"). CDBG-DR provides communities with resources to address a wide range of community development needs to support recovery from Hurricane Sandy. CDBG-DR provides long-term recovery and restoration of infrastructure, housing, and economic revitalization in NYC's most impacted and distressed areas. CDBG-DR makes certain public published documents accessible to limited English proficient speakers in US Spanish, Russian and Simplified Chinese.

4. Services Required of Contractor

4.1 Contractor Roles and Responsibilities

The vendor shall provide document translation services as described in the Master Agreement, RFP document and the addenda issued to the RFP document. The document translation shall be provided for all language pairs involving English and any language spoken by residents of the City of New York including but not limited to the 175 languages as specified in Appendix B (List of Languages) of the Master Agreement. Contractor will translate documents provided to them by DEP and may be required to provide both normal turnaround time and rush documents at the City's request. Contractor may also have to provide formatting (text and graphic) or desktop publishing if requested. These services are funded through the US Department of Housing and Urban Development's (HUD) Community Development Block Grant-Disaster Recovery, and the contractor must comply with regulations associated with these funds.

The requirements of CDBG-DR funding are attached to this solicitation.

5. Contractor Proposals

5.1 Content and Format

Contractors should submit pricing in accordance with the Attachment A – Cost Proposal Template. The pricing quoted by the Contractor shall not exceed the pricing listed for that Contractor in Attachment B – Contractor Not to Exceed Pricing.

6. Contractor Selection

The Task Order will be awarded to the Contractor with the lowest overall price indicated in the completed Attachment A – Cost Proposal Template.