



**PROCUREMENT AND SUPPLY
COMMONWEALTH HEALTHCARE CORPORATION
REQUEST FOR PROPOSAL (RFP)**

RFP24-CHCC/WIC-003

SUBMISSION DEADLINE: JAN. 5TH, 2024 TIME: 10:00AM (CHST)

PROFESSIONAL SERVICES – BANGLADESHI INTERPRETER

INTERESTED PARTIES CAN DOWNLOAD THIS REQUEST FOR PROPOSAL FROM THE CHCC WEBSITE [WWW.CHCC.HEALTH]. ONCE AT THE SITE, NAVIGATE TO **REQUEST FOR PROPOSALS** TAB ON THE LEFT NAVIGATION BAR. CLICK ON THE URL FOR THIS RFP. YOU WILL BE REQUIRED TO ENTER DATA TO ALLOW US TO TRACK ALL REQUESTS FOR THIS OPPORTUNITY.

THE CHCC RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSAL AND TO WAIVE ANY IMPERFECTIONS IN ANY PROPOSAL, IF TO DO SO SHALL BE IN THE INTEREST OF THE CHCC. ALL PROPOSALS SHALL BECOME THE EXCLUSIVE PROPERTY OF THE COMMONWEALTH HEALTHCARE CORPORATION.

/S/ ESTHER L. MUNA
CHCC CHIEF EXECUTIVE OFFICER

/S/ CORA P. ADA
DIRECTOR OF PROCUREMENT & SUPPLY



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



REQUEST FOR PROPOSAL (RFP)

RFP24-CHCC/WIC-003

“PROFESSIONAL SERVICES – BANGLADESHI INTERPRETER”

I. BACKGROUND INFORMATION

The Commonwealth Healthcare Corporation thru Women, Infants & Children Program (WIC) is seeking a Professional Services of a Bangladeshi Interpreter to assist with their communication on their Clinical Services.

The Program’s Mission is to promote the health and well-being of the women, infants and children of the CNMI thru nutrition education and services, breastfeeding promotion and support supplemental nutritious foods and referrals to appropriate health services delivered with the highest level of efficiency.

II. NATURE OF WORK

In accordance with the terms and conditions of the Indefinite Delivery/Indefinite Quantity (IDIQ) Concept, the Contractor shall perform the work of this task order for the Commonwealth Healthcare Corporation (CHCC) and will work closely with the CHCC Population Health unit leaders and CHA/CHIP Steering Committee.

III. LOCATION OF WORK

Commonwealth Healthcare Corporation
1 Lower Navy Hill, Navy Hill
Saipan, MP 96950

IV. DETAILED SCOPE OF WORK

Bangladeshi Interpreter/ Translation Scope of Work and Service Specification:

Requirement Qualifications:

- Fluent in English and Bangladeshi languages in both oral and written.
- College degree related to the language and culture or Certification in Translating or Interpreting
- Minimum of 2 years' experience as a professional interpreter for the above language.
- Basic Computer skills including MS Word, Internet and Keyboarding.
- Able to travel to Tinian and Rota

- **Confidentiality**

The Interpreter/translator agrees to treat all information learned during The interpretation/translation as confidential, divulging nothing without the full approval of the client and the patient attendant. Failure to maintain confidentiality will result in the Interpreter being barred from working at Commonwealth Healthcare Corporation (CHCC)\as well as any other civil penalties.

- **Accuracy**

The Interpreter/translator must transmit the message in a thorough and faithful manner, giving consideration to linguistic variations in both languages and conveying the tone and spirit of the original message. A word-for-word interpretation may not convey the intended idea. The Interpreter/translator must determine the relevant concept and say it in language that is readily understandable and culturally appropriate to the listener. In addition, the Interpreter/translator will make every effort to ensure that the participant has understood questions, instructions and other information transmitted by the Nutrition Technician/Assistant.

- **Completeness**

The Interpreter/translator must interpret everything that is said by all people in the interaction, without omitting, adding, condensing or changing anything. If the content to be interpreted might be perceived as offensive, insensitive or otherwise harmful to the dignity and well-being of the participant, the interpreter should advise the Nutrition Technician/Assistant of this before interpreting.

- **Cultural Frameworks**

The Interpreter/translator shall explain cultural differences or practices to Clinic Staff and participants when appropriate.

- **Non-judgmental Attitude ‘**

An Interpreter/translator function is to facilitate communication. The Interpreter is not responsible for what is said by anyone for whom they are interpreting. Even if the interpreter disagrees with what is said, thinks it is wrong, a lie or even immoral, the Interpreter must suspend judgement, make no comment, and interpret everything accurately.

- **Client Self-determination**

The Interpreter/translator may be asked by the participant for his or her opinion. When this happens, the Interpreter may provide or restate information that will assist the client in making his or her own decision. The Interpreter/translator will NOT influence the opinion of participants or clients by telling them what action to take.

- **Attitude**

The Interpreter/translator should strive to develop a relationship of trust and respect at all times with the participant by adopting a caring, attentive, yet discreet and impartial attitude toward the participant and his or her concerns and needs.

The Interpreter/translator shall treat each participant equally with dignity and respect regardless of race, color, gender, religion, nationality, political persuasion or life-style choice.

- **Acceptance of Assignments**

If the level of competency or personnel sentiments makes it difficult to abide by any of the above conditions, the Interpreter/translator shall decline or withdraw from the assignment.

The Interpreter/translator should disclose any real or perceived conflict of interest that could affect his or her objectivity.

- **Compensation**

The fee agreed upon by the Commonwealth Healthcare Corporation/WIC and the Interpreter is the only compensation that the Interpreter/translator may accept for the interpreter/translation services. The Interpreter shall not accept any gratuities, gifts, or payment from the patient or his or her representative. The Interpreter shall not accept additional money, considerations or favors for services reimbursed by the Commonwealth Healthcare Corporation/WIC. The

Interpreter will not use the Commonwealth Healthcare Corporation/WIC time, facilities, equipment or supplies for private gain, nor will he or she use his or her position to secure privileges or exemptions.

- **Ethical Violation**

The Interpreter/translator shall withdraw immediately from encounters that he or she perceives to be in violation of this Agreement.

- **Professionalism**

The Interpreter/translator is a professional who maintains professional behavior at all times while assisting participants. The Interpreter/translator shall be punctual, possess evenness of temper, have unquestionable integrity, be prepared and dressed in an appropriate manner. The Interpreter/translator shall demonstrate empathy and a spirit of cooperation toward the Nutrition Technician/Assistant role.

Additional Required Documents:

- Copy of a valid CNMI Driver's License and Passport
- Copy of Education Certificates and Experiences

V. INFORMATION AND FORMAT REQUIRED IN THE PROPOSAL

All proposals submitted by the prospective vendors must contain the following information:

1. Brief history and description of the company (including the date the company was founded and date of operation in the CNMI).
2. Statement of the company's capabilities and experience.
3. Overall service/work plan and approach to project, including estimated timeline for completion and itemized costs.
4. Proposed fee for the scope of work (refer to Section III)
5. List of a minimum of three (3) references (arrange references from most recent projects).
6. Listing of Board of Directors or Officer, if applicable, and number of employees in the last three (3) years.
7. Listing and type of equipment to be used in this project, if applicable.
8. The name of the authorized personnel to negotiate the proposal and contract (should also be the contact personnel).

9. Copy of valid CNMI Business License.
10. Proof of insurance coverage for the contractor and property liability insurance in at least \$100,000.00.
11. Other information that may be helpful to the evaluation team.

CHCC reserves the right to request for additional information or documents that it may consider necessary and relevant to assist it in evaluating a proposal.

VI. GENERAL AND ADMINISTRATIVE INFORMATION

a. Submission of Proposal

Interested parties can download this Request for Proposal (RFP) from the CHCC Website [www.chcc.health]. Once at the site, navigate to the RFP tab on the left navigation bar. Click on the URL for this You will be required to enter the date to allow us to track all requests for this opportunity.

b. General Provision

Until the selection process is completed, the content of the proposal will be held in strictest confidence and no details of any proposal will be discussed outside the Evaluation Team created by the Corporation. This RFP does not constitute an offer and does not obligate the Corporation in any way. The Corporation reserves the right to reject any or all proposals for any reason and waive any defect in said proposals, negotiate with any qualified offers, or cancel in part or its entirety this RFP, if it is in the best interest of the Corporation.

CHCC will enter a contract(s) with the successful vendor pursuant to the terms of the standard government independent contract. Additional terms and conditions will be attached as exhibits to the standard independent contract.

c. Place, Date, and Time of Submission

Proposers shall submit proposals and all supporting documents to **Corazon P. Ada, Director, CHCC Division of Procurement and Supply, procurement@chcc.health no later than: 1000hrs (10am) Chamorro Standard Time on January 5th, 2024.**

Please note submission instructions:

- All submissions must include the **RFP24-CHCC/WIC-003** and Project Title in the email subject.

- All documents must be submitted in Adobe PDF Format.
- All pages of your proposal must include the RFP/ITB # and Project Title in the header, plus page number in the footer.

Proposers may opt to submit out (4) hard copies in addition to the original proposal (5 in total) to the CHCC Division of Procurement and Supply, CHCC Main Office, Saipan.

Failure to follow the instructions regarding the submission of RFP/ITB responses may result in the CHCC's choice to disqualify such proposals.

d. Cost of Preparation

All costs incurred by the vendor in preparing a response to this RFP and subsequent inquiries shall be borne by the vendor. All proposals and accompanying documentation will become the property of CHCC and will not be returned. The Commonwealth Healthcare Corporation reserves the right to reject any or all bids for any reason and to waive any defects in said bid, if in its sole opinion, to do so would be in the best interest of CHCC.

e. Questions, clarifications, or inquiries

All questions or requests for clarification must be made in writing through email.

All emails **MUST** contain the RFP/ITB # and Project Title in the email subject.

Submit questions:

- **Corazon P. Ada**

Director, CHCC Division of Procurement & Medical Supply Office

Email: cora.ada@chcc.health

f. Assurances of our Contract Agreement

Contractor certifies compliance with CMS QSO-22-07 Guidance for the Interim Final Rule-Medicare and Medicaid Programs; Omnibus Covid-19 Healthcare Staff Vaccination. This rule establishes requirements regarding COVID-19 vaccine immunization of staff among Medicare- and Medicaid-certified Providers and Suppliers. Proposers **MUST** fill out the attached COVID-19 Compliance Form marked as "Appendix A".

VII. EVALUATION CRITERIA

After the evaluation process, CHCC plans to make an award(s) to the vendor(s) whose proposal is most advantageous to the Corporation considering the evaluation factors set forth below:

a. Technical criteria

i. 75% Experience and Qualifications in similar or related projects

ii. 25% Cost Proposal

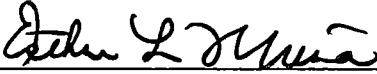
Total 100%

b. Cost Criteria


Price is also a factor for consideration and price will be evaluated in comparison with the overall merit of the proposals. Technical merit is more important than price and the Corporation reserves the right to award the contract other than the lowest priced proposal. As proposals become more equal in technical merit, the importance of price will increase.

VIII. SUCCESSFUL VENDOR NOTIFICATION PROCESS

Upon the selection, the successful service provider will be advised to negotiate the contract with CHCC. Should the negotiations fail to result in an agreement, CHCC reserves the right to cancel the negotiations and select the next recommended service provider, which in CHCC's opinion, is the most qualified proposer. If the contract is not agreed to with any of the proposers, the RFP/ITB will be cancelled and re-advertised.

Approved By:  Date: 10/1/23

Esther L. Muna, PhD, FACHE, MHA
Chief Executive Officer

Approved By:  Date: 10/4/23

Corazon P. Ada
Director of Procurement & Supply



COVID COMPLIANCE

This applies to Bidders/Proposers

(Attachment A)

Compliance Requirements. COVID-19 PROOF OF VACCINATION

Pursuant to CMS QSO-22-07 Guidance for the Interim Final Rule – Medicare and Medicaid Programs; Omnibus Covid-19 Healthcare Staff Vaccination – this rule establishes requirements regarding COVID-19 vaccine immunization of staff among Medicare and Medicaid certified Providers and “Suppliers”.

Contractor/Vendor’s Certification and Signature:

The undersigned certifies that it gives its assurances to comply with the foregoing provisions and its representations are accurate, complete and current.

(Signature)

Date: _____

(Typed or Printed Name)

(Title)