

Request for Information:

Translation and Interpretation Services for VHA Home HealthCare

VHA Home HealthCare (VHA) – a not-for-profit, charitable organization provides home health care services to people of all ages and cultural backgrounds to help them live more independently. Our clients all reside in Ontario. We currently serve clients in: the GTA, the Champlain region (i.e. Ottawa area), London, Sarnia, Chatham, Kent, Lambton, and Durham regions.

We are seeking to create a list of preferred providers of translation and interpretation services to our clients as the need arises. The deadline for consideration is April 20th, 2012. **Please send submissions to Pamela Stoikopoulos, Communications Manager, VHA Home HealthCare at pstoik@vha.ca with “Translation RFI” in the subject line.**

Please ensure all questions are answered. **Incomplete or late RFIs will not be considered.**

About VHA Home HealthCare:

Founded in 1925, VHA has grown over the years to incorporate a wide range of health and home support services. Today, more than 1,500 caring professionals provide a range of services including: nursing, rehabilitation, personal support and home support. We assist Ontario seniors, families, new parents, people with disabilities and those who are terminally ill and offer high-quality, multi-lingual care to help clients continue to live with independence, comfort and dignity.

VHA proudly meets the rigorous criteria set out by Accreditation Canada and is a member agency of the United Way Toronto. It is also a contracted provider for eight Community Care Access Centres in Ontario. For more information, please visit www.vha.ca.

Required Information:

Please answer the following questions below in order to be considered for our preferred provider list. Please limit the entire response for this Request for Information to a maximum of five pages.

1. Please provide a brief history of your business. Include year company was founded, any criteria you use to determine fluency/suitability of employees, any areas of specialization.
2. Demonstrate your organization’s ability to provide immediate, over-the-phone interpretation services for any of the 100+ languages spoken in Canada via conference call.



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3. Demonstrate your organization's ability to provide an interpreter that can speak with a non-English speaker and determine which language the person is most proficient speaking, to ensure the correct interpreter is brought onto the line.
4. Please describe your monthly reporting process in relation to the usage of the over-the-phone interpretation services.
5. Please describe your ability to provide document translation with a short turnaround time (within 24 hours). Primarily, these will be in some of the most common languages including: traditional Chinese, simplified Chinese, French, Italian, Portuguese, Punjabi, Polish, Tamil and Urdu, however, services may be necessary for any of the languages spoken in Canada.
6. Does your company have any experience with translation and interpretation of health information to patients? If so, please describe.
7. VHA Home HealthCare adheres to stringent policies to protect the privacy of its clients' information. Please describe any privacy protocols your organization has in place to ensure any translated health information is protected.
8. Please provide a menu of services and costing for both interpretation (hourly rate) and translation (cost per word) and include rates for rush turnaround times (i.e. less than 24 hours notice). Please also stipulate whether there are minimum charges for translation or minimum times billed for interpretation assignments.