



Department of Finance

Public Services Building
2051 Kaen Road, Suite 490 | Oregon City, OR 97045

July 27, 2023

BCC Agenda Date/Item: _____

Board of County Commissioners
Clackamas County

Approval of Personal Services Contracts for As Needed Interpreter Services with Oregon Translation, LLC. Contract has an annual not to exceed of \$250,000 with a contract total of \$1,250,000 for 5 years. County General funds could be involved as these contracts are for “on call” or “as-needed basis” work.

Previous Board Action/Review	Briefed at Issues – July 25, 2023		
Performance Clackamas	Build public trust through good government by providing budget responsibility and transparency		
Counsel Review	Yes	Procurement Review	Yes
Contact Person	Ryan Rice	Contact Phone	503-742-5446

EXECUTIVE SUMMARY: The intent of these contracts is to expand the current pool of licensed, qualified firms or individuals to provide a full range of interpreter and translator services. Work will be on an as-needed basis to assist the County with various interpreter needs including but not limited to in person, telephonic, transcription and video platforms. Interpreter services will include a variety of languages and communication needs.

Typical service requests may include but not limited to:

- Interpreter services in clinics, education classes working directly with adults, children, for jurors, classes for parents youth, general County business including but not limited to meetings, events, translation of documents as well as public communication material.

RECOMMENDATION: Staff recommends approval of these contracts for as needed interpreter services.

Respectfully submitted,

Elizabeth Comfort

Elizabeth Comfort
Finance Director

For Filing Use Only



**CLACKAMAS COUNTY
PERSONAL SERVICES CONTRACT
Contract #8161**

This Personal Services Contract (this “Contract”) is entered into between **Oregon Translation LLC, dba Verbio** (“Contractor”), and Clackamas County, a political subdivision of the State of Oregon (“County”).

ARTICLE I.

1. Effective Date and Duration. This Contract shall become effective upon signature of both parties. Unless earlier terminated or extended, this Contract shall expire on **June 30, 2028**

2. Scope of Work. Contractor shall provide the following personal services: Interpreter services on an on-call basis (“Work”), further described in County’s RFP 2023-39, attached hereto as **Exhibit A** and incorporated by this reference herein, and Contractor’s Response, attached hereto as **Exhibit B** and incorporated by this reference herein.

Contractor agrees to perform the Work on behalf of the County and the following entities: Water Environment Services, North Clackamas Parks and Recreation District, the Development Agency of Clackamas County, the Housing Authority of Clackamas County, and any special district or urban renewal agency that follows the County’s Local Contract Review Board rules and is approved by the County, in writing, to receive the Work under this Contract.

This Contract is on an “on-call” or “as-needed basis” for Work. When the County wishes Contractor to perform the Work, the County will submit an official County Task Order form (found at: <https://www.clackamas.us/finance/terms.html>) detailing the scope of Work, the entity on whose behalf the Work will be performed, and the total compensation, pursuant to the fee schedule set forth in this Contract. Contractor may not perform Work until the County Task Order form has been executed by the parties. In the event a project authorized under the County Task Order extends beyond the expiration of this Contract, the County Task Order shall remain in effect under the terms of this Contract until the completion or expiration of the authorized task.

No task order shall modify or amend the terms and conditions of this Contract.

The County Contract administrator for this Contract is the County Procurement and Contract Services Division. For each authorized Task Order, a project specific department representative shall be identified for coordination of the work.

3. Consideration. The maximum annual amount County may pay Contractor, from available and authorized funds, for performing the Work required by this Contract shall not exceed two hundred and fifty thousand dollars (\$250,000.00). The maximum amount County may pay Contractor, from available and authorized funds, for performing the Work during the entire five (5) year term of the Contract shall not exceed One Million Two Hundred Fifty Thousand dollars (\$1,250,000.00). Because this is an on-call or as-needed contract, and the exact amount of Work needed, if any, is unknown, nothing herein shall be construed as a promise to pay Contractor the full \$1,250,000.00 authorized herein. Consideration rates are on a time and materials basis in accordance with the rates and costs specified in **Exhibit B**. If any interim payments to Contractor are made, such payments shall be made only in accordance with the schedule and requirements in Exhibit B.

4. Invoices and Payments. Unless otherwise specified, Contractor shall submit monthly invoices for Work performed. Invoices shall describe all Work performed with particularity, by whom it was performed, and shall itemize and explain all expenses for which reimbursement is claimed. The invoices shall include the total amount billed to date by Contractor prior to the current invoice. If Contractor fails to present invoices in proper form within sixty (60) calendar days after the end of the month in which the services were rendered, Contractor waives any rights to present such invoice thereafter and to receive payment therefor. Payments shall be made in accordance with ORS 293.462

to Contractor following the County's review and approval of invoices submitted by Contractor. Contractor shall not submit invoices for, and the County will not be obligated to pay, any amount in excess of the maximum compensation amount set forth above. If this maximum compensation amount is increased by amendment of this Contract, the amendment must be fully effective before Contractor performs Work subject to the amendment.

Invoices shall reference the above Contract Number and be submitted to each department that requested services under this Contract.

- 5. Travel and Other Expense.** Authorized: Yes No

If travel expense reimbursement is authorized in this Contract, such expense shall only be reimbursed at the rates in the County Contractor Travel Reimbursement Policy, hereby incorporated by reference and found at: <https://www.clackamas.us/finance/terms.html>. Travel expense reimbursement is not in excess of the not to exceed consideration.

- 6. Contract Documents.** This Contract consists of the following documents, which are listed in descending order of precedence and are attached and incorporated by reference, this Contract, Exhibit A and Exhibit B.

7. Contractor and County Contacts.

Contractor Administrator: Virginia Joplin Phone: 503-914-1119 Email: marketing@verbiogroup.com	County Administrator: TBD Phone: Email:
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Payment information will be reported to the Internal Revenue Service ("IRS") under the name and taxpayer ID number submitted. (See I.R.S. 1099 for additional instructions regarding taxpayer ID numbers.) Information not matching IRS records will subject Contractor payments to backup withholding.

ARTICLE II.

- 1. ACCESS TO RECORDS.** Contractor shall maintain books, records, documents, and other evidence, in accordance with generally accepted accounting procedures and practices, sufficient to reflect properly all costs of whatever nature claimed to have been incurred and anticipated to be incurred in the performance of this Contract. County and their duly authorized representatives shall have access to the books, documents, papers, and records of Contractor, which are directly pertinent to this Contract for the purpose of making audit, examination, excerpts, and transcripts. Contractor shall maintain such books and records for a minimum of six (6) years, or such longer period as may be required by applicable law, following final payment and termination of this Contract, or until the conclusion of any audit, controversy or litigation arising out of or related to this Contract, whichever date is later.
- 2. AVAILABILITY OF FUTURE FUNDS.** Any continuation or extension of this Contract after the end of the fiscal period in which it is written is contingent on a new appropriation for each succeeding fiscal period sufficient to continue to make payments under this Contract, as determined by the County in its sole administrative discretion.
- 3. CAPTIONS.** The captions or headings in this Contract are for convenience only and in no way define, limit, or describe the scope or intent of any provisions of this Contract.
- 4. COMPLIANCE WITH APPLICABLE LAW.** Contractor shall comply with all applicable federal, state and local laws, regulations, executive orders, and ordinances, as such may be amended from time to time.

5. **COUNTERPARTS.** This Contract may be executed in several counterparts (electronic or otherwise), each of which shall be an original, all of which shall constitute the same instrument.
6. **GOVERNING LAW.** This Contract, and all rights, obligations, and disputes arising out of it, shall be governed and construed in accordance with the laws of the State of Oregon and the ordinances of Clackamas County without regard to principles of conflicts of law. Any claim, action, or suit between County and Contractor that arises out of or relates to the performance of this Contract shall be brought and conducted solely and exclusively within the Circuit Court for Clackamas County, for the State of Oregon. Provided, however, that if any such claim, action, or suit may be brought in a federal forum, it shall be brought and conducted solely and exclusively within the United States District Court for the District of Oregon. In no event shall this section be construed as a waiver by the County of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States or otherwise, from any claim or from the jurisdiction of any court. Contractor, by execution of this Contract, hereby consents to the personal jurisdiction of the courts referenced in this section.
7. **INDEMNITY, RESPONSIBILITY FOR DAMAGES.** Contractor shall be responsible for all damage to property, injury to persons, and loss, expense, inconvenience, and delay which may be caused by, or result from, any act, omission, or neglect of Contractor, its subcontractors, agents, or employees. The Contractor agrees to indemnify and defend the County, and its officers, elected officials, agents, and employees, from and against all claims, actions, losses, liabilities, including reasonable attorney and accounting fees, and all expenses incidental to the investigation and defense thereof, arising out of or based upon Contractor's acts or omissions in performing under this Contract.

However, neither Contractor nor any attorney engaged by Contractor shall defend the claim in the name of County, purport to act as legal representative of County, or settle any claim on behalf of County, without the approval of the Clackamas County Counsel's Office. County may assume its own defense and settlement at its election and expense.

8. **INDEPENDENT CONTRACTOR STATUS.** The service(s) to be rendered under this Contract are those of an independent contractor. Although the County reserves the right to determine (and modify) the delivery schedule for the Work to be performed and to evaluate the quality of the completed performance, County cannot and will not control the means or manner of Contractor's performance. Contractor is responsible for determining the appropriate means and manner of performing the Work. Contractor is not to be considered an agent or employee of County for any purpose, including, but not limited to: (A) The Contractor will be solely responsible for payment of any Federal or State taxes required as a result of this Contract; and (B) This Contract is not intended to entitle the Contractor to any benefits generally granted to County employees, including, but not limited to, vacation, holiday and sick leave, other leaves with pay, tenure, medical and dental coverage, life and disability insurance, overtime, Social Security, Workers' Compensation, unemployment compensation, or retirement benefits.
9. **INSURANCE.** Contractor shall secure at its own expense and keep in effect during the term of the performance under this Contract the insurance required and minimum coverage indicated below. The insurance requirement outlined below do not in any way limit the amount of scope of liability of Contractor under this Contract. Contractor shall provide proof of said insurance and name the County as an additional insured on all required liability policies. Proof of insurance and notice of any material change should be submitted to the following address: Clackamas County Procurement Division, 2051 Kaen Road, Oregon City, OR 97045 or emailed to the County Contract Analyst.

<input checked="" type="checkbox"/> Required – Commercial General Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence, with an annual aggregate limit of \$2,000,000 for Bodily Injury and Property Damage.
<input checked="" type="checkbox"/> Required – Professional Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per claim, with an annual aggregate limit of \$2,000,000 for damages caused by error, omission or negligent acts.

Required – Automobile Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per accident for Bodily Injury and Property Damage.

The policy(s) shall be primary insurance as respects to the County. Any insurance or self-insurance maintained by the County shall be excess and shall not contribute to it. Any obligation that County agree to a waiver of subrogation is hereby stricken.

- 10. LIMITATION OF LIABILITIES.** This Contract is expressly subject to the debt limitation of Oregon counties set forth in Article XI, Section 10, of the Oregon Constitution, and is contingent upon funds being appropriated therefore. Any provisions herein which would conflict with law are deemed inoperative to that extent. Except for liability arising under or related to Article II, Section 13 or Section 20 neither party shall be liable for (i) any indirect, incidental, consequential or special damages under this Contract or (ii) any damages of any sort arising solely from the termination of this Contract in accordance with its terms.
- 11. NOTICES.** Except as otherwise provided in this Contract, any required notices between the parties shall be given in writing by personal delivery, email, or mailing the same, to the Contract Administrators identified in Article 1, Section 6. If notice is sent to County, a copy shall also be sent to: Clackamas County Procurement, 2051 Kaen Road, Oregon City, OR 97045. Any communication or notice so addressed and mailed shall be deemed to be given five (5) days after mailing, and immediately upon personal delivery, or within 2 hours after the email is sent during County’s normal business hours (Monday – Thursday, 7:00 a.m. to 6:00 p.m.) (as recorded on the device from which the sender sent the email), unless the sender receives an automated message or other indication that the email has not been delivered.
- 12. OWNERSHIP OF WORK PRODUCT.** All work product of Contractor that results from this Contract (the “Work Product”) is the exclusive property of County. County and Contractor intend that such Work Product be deemed “work made for hire” of which County shall be deemed the author. If for any reason the Work Product is not deemed “work made for hire,” Contractor hereby irrevocably assigns to County all of its right, title, and interest in and to any and all of the Work Product, whether arising from copyright, patent, trademark or trade secret, or any other state or federal intellectual property law or doctrine. Contractor shall execute such further documents and instruments as County may reasonably request in order to fully vest such rights in County. Contractor forever waives any and all rights relating to the Work Product, including without limitation, any and all rights arising under 17 USC § 106A or any other rights of identification of authorship or rights of approval, restriction or limitation on use or subsequent modifications. Notwithstanding the above, County shall have no rights in any pre-existing Contractor intellectual property provided to County by Contractor in the performance of this Contract except to copy, use and re-use any such Contractor intellectual property for County use only.
- 13. REPRESENTATIONS AND WARRANTIES.** Contractor represents and warrants to County that (A) Contractor has the power and authority to enter into and perform this Contract; (B) this Contract, when executed and delivered, shall be a valid and binding obligation of Contractor enforceable in accordance with its terms; (C) Contractor shall at all times during the term of this Contract, be qualified, professionally competent, and duly licensed to perform the Work; (D) Contractor is an independent contractor as defined in ORS 670.600; and (E) the Work under this Contract shall be performed in a good and workmanlike manner and in accordance with the highest professional standards. The warranties set forth in this section are in addition to, and not in lieu of, any other warranties provided.
- 14. SURVIVAL.** All rights and obligations shall cease upon termination or expiration of this Contract, except for the rights and obligations set forth in Article II, Sections 1, 6, 7, 10, 12, 13, 14, 15, 17, 20, 21, 25, 27, 28, and 34, and all other rights and obligations which by their context are intended to survive. However, such expiration shall not extinguish or prejudice the County’s right to enforce this Contract with respect to: (a) any breach of a Contractor warranty; or (b) any default or defect in Contractor performance that has not been cured.

- 15. SEVERABILITY.** If any term or provision of this Contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Contract did not contain the particular term or provision held to be invalid.
- 16. SUBCONTRACTS AND ASSIGNMENTS.** Contractor shall not enter into any subcontracts for any of the Work required by this Contract, or assign or transfer any of its interest in this Contract by operation of law or otherwise, without obtaining prior written approval from the County, which shall be granted or denied in the County's sole discretion. In addition to any provisions the County may require, Contractor shall include in any permitted subcontract under this Contract a requirement that the subcontractor be bound by this Article II, Sections 1, 7, 8, 13, 16 and 27 as if the subcontractor were the Contractor. County's consent to any subcontract shall not relieve Contractor of any of its duties or obligations under this Contract.
- 17. SUCCESSORS IN INTEREST.** The provisions of this Contract shall be binding upon and shall inure to the benefit of the parties hereto, and their respective authorized successors and assigns.
- 18. TAX COMPLIANCE CERTIFICATION.** The Contractor shall comply with all federal, state and local laws, regulation, executive orders and ordinances applicable to this Contract. Contractor represents and warrants that it has complied, and will continue to comply throughout the duration of this Contract and any extensions, with all tax laws of this state or any political subdivision of this state, including but not limited to ORS 305.620 and ORS chapters 316, 317, and 318. Any violation of this section shall constitute a material breach of this Contract and shall entitle County to terminate this Contract, to pursue and recover any and all damages that arise from the breach and the termination of this Contract, and to pursue any or all of the remedies available under this Contract or applicable law.
- 19. TERMINATIONS.** This Contract may be terminated for the following reasons: (A) by mutual agreement of the parties or by the County (i) for convenience upon thirty (30) days written notice to Contractor, or (ii) at any time the County fails to receive funding, appropriations, or other expenditure authority as solely determined by the County; or (B) if contractor breaches any Contract provision or is declared insolvent, County may terminate after thirty (30) days written notice with an opportunity to cure.
- Upon receipt of written notice of termination from the County, Contractor shall immediately stop performance of the Work. Upon termination of this Contract, Contractor shall deliver to County all documents, Work Product, information, works-in-progress and other property that are or would be deliverables had the Contract Work been completed. Upon County's request, Contractor shall surrender to anyone County designates, all documents, research, objects or other tangible things needed to complete the Work.
- 20. REMEDIES.** If terminated by the County due to a breach by the Contractor, then the County shall have any remedy available to it in law or equity. If this Contract is terminated for any other reason, Contractor's sole remedy is payment for the goods and services delivered and accepted by the County as of the date of the notice of termination, less any setoff to which the County is entitled.
- 21. NO THIRD PARTY BENEFICIARIES.** County and Contractor are the only parties to this Contract and are the only parties entitled to enforce its terms. Nothing in this Contract gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Contract.
- 22. TIME IS OF THE ESSENCE.** Contractor agrees that time is of the essence in the performance of this Contract.

23. FOREIGN CONTRACTOR. If the Contractor is not domiciled in or registered to do business in the State of Oregon, Contractor shall promptly provide to the Oregon Department of Revenue and the Secretary of State, Corporate Division, all information required by those agencies relative to this Contract. The Contractor shall demonstrate its legal capacity to perform these services in the State of Oregon prior to entering into this Contract.

24. FORCE MAJEURE. Neither County nor Contractor shall be held responsible for delay or default caused by events outside the County or Contractor's reasonable control including, but not limited to, fire, terrorism, riot, acts of God, or war. However, Contractor shall make all reasonable efforts to remove or eliminate such a cause of delay or default and shall upon the cessation of the cause, diligently pursue performance of its obligations under this Contract.

25. WAIVER. The failure of County to enforce any provision of this Contract shall not constitute a waiver by County of that or any other provision.

26. PUBLIC CONTRACTING REQUIREMENTS. Pursuant to the public contracting requirements contained in Oregon Revised Statutes ("ORS") Chapter 279B.220 through 279B.235, Contractor shall:

- a. Make payments promptly, as due, to all persons supplying to Contractor labor or materials for the prosecution of the work provided for in the Contract.
- b. Pay all contributions or amounts due the Industrial Accident Fund from such Contractor or subcontractor incurred in the performance of the Contract.
- c. Not permit any lien or claim to be filed or prosecuted against County on account of any labor or material furnished.
- d. Pay the Department of Revenue all sums withheld from employees pursuant to ORS 316.167.
- e. As applicable, the Contractor shall pay employees for work in accordance with ORS 279B.235, which is incorporated herein by this reference. The Contractor shall comply with the prohibitions set forth in ORS 652.220, compliance of which is a material element of this Contract, and failure to comply is a breach entitling County to terminate this Contract for cause.
- f. If the Work involves lawn and landscape maintenance, Contractor shall salvage, recycle, compost, or mulch yard waste material at an approved site, if feasible and cost effective.

27. NO ATTORNEY FEES. In the event any arbitration, action or proceeding, including any bankruptcy proceeding, is instituted to enforce any term of this Contract, each party shall be responsible for its own attorneys' fees and expenses.

28. CONFIDENTIALITY. Contractor acknowledges that it and its employees and agents may, in the course of performing their obligations under this Contract, be exposed to or acquire information that the County desires or is required to maintain as confidential, including information that is protected under applicable law, including Personal Information (as "**Personal Information**" is defined in ORS 646A.602(11)).

Contractor agrees to hold any and all information that it is required by law or that the County marks as "Confidential" to be held in confidence ("**Confidential Information**"), using at least the same degree of care that Contractor uses in maintaining the confidentiality of its own confidential information, and will use the Confidential Information for no purpose other than in the performance of this Contract, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential.

Contractor agrees that, except as directed by the County, Contractor will not at any time during or after the term of this Contract, disclose, directly or indirectly, any Confidential Information to any person, and that upon termination or expiration of this Contract or the County's request, Contractor will turn over to the County all documents, papers, records and other materials in Contractor's possession which embody Confidential Information.

Contractor acknowledges that breach of this Contract, including disclosure of any Confidential Information, or disclosure of other information that, at law or in good conscience or equity, ought to remain confidential, will give rise to irreparable injury to the County that cannot adequately be compensated in damages. Accordingly, the County may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Contractor acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interests of the County and are reasonable in scope and content.

Contractor agrees to comply with all reasonable requests by the County to ensure the confidentiality and nondisclosure of the Confidential Information, including if requested and without limitation: (a) obtaining nondisclosure agreements, in a form approved by the County, from each of Contractor's employees and agents who are performing services, and providing copies of such agreements to the County; and (b) performing criminal background checks on each of Contractor's employees and agents who are performing services, and providing a copy of the results to the County.

Contractor shall report, either orally or in writing, to the County any use or disclosure of Confidential Information not authorized by this Contract or in writing by the County, including any reasonable belief that an unauthorized individual has accessed Confidential Information. Contractor shall make the report to the County immediately upon discovery of the unauthorized disclosure, but in no event more than two (2) business days after Contractor reasonably believes there has been such unauthorized use or disclosure. Contractor's report shall identify: (i) the nature of the unauthorized use or disclosure, (ii) the Confidential Information used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by the County.

Notwithstanding any other provision in this Contract, Contractor will be responsible for all damages, fines and corrective action (including credit monitoring services) arising from disclosure of such Confidential Information caused by a breach of its data security or the confidentiality provisions hereunder.

The provisions in this Section shall operate in addition to, and not as limitation of, the confidentiality and similar requirements set forth in the rest of the Contract, as it may otherwise be amended. Contractor's obligations under this Contract shall survive the expiration or termination of the Contract, as amended, and shall be perpetual.

29. CRIMINAL BACKGROUND CHECK REQUIREMENTS. Contractor shall be required to have criminal background checks (and in certain instances fingerprint background checks) performed on all employees, agents, or subcontractors that perform services under this Contract. Only those employees, agents, or subcontractors that have met the acceptability standards of the County may perform services under this Contract or be given access to Personal Information, Confidential Information or access to County facilities.

30. [RESERVED]

31. [RESERVED]

32. [RESERVED]

33. [RESERVED]

34. MERGER. THIS CONTRACT CONSTITUTES THE ENTIRE AGREEMENT BETWEEN THE PARTIES WITH RESPECT TO THE SUBJECT MATTER REFERENCED THEREIN. THERE ARE NO UNDERSTANDINGS, AGREEMENTS, OR REPRESENTATIONS, ORAL OR WRITTEN, NOT SPECIFIED HEREIN REGARDING THIS CONTRACT. NO AMENDMENT, CONSENT, OR WAIVER OF TERMS OF THIS CONTRACT SHALL BIND EITHER PARTY UNLESS IN WRITING AND SIGNED BY ALL PARTIES. ANY SUCH AMENDMENT, CONSENT, OR WAIVER SHALL BE EFFECTIVE ONLY IN THE SPECIFIC INSTANCE AND FOR THE SPECIFIC PURPOSE GIVEN. CONTRACTOR, BY THE SIGNATURE HERETO OF ITS AUTHORIZED REPRESENTATIVE, IS AN INDEPENDENT CONTRACTOR, ACKNOWLEDGES HAVING READ AND UNDERSTOOD THIS CONTRACT, AND CONTRACTOR AGREES TO BE BOUND BY ITS TERMS AND CONDITIONS.

By their signatures below, the parties to this Contract agree to the terms, conditions, and content expressed herein.

Oregon Translation, LLC
12725 SW Millikan Way
Beaverton, OR 97005

Clackamas County

Virginia Joseph 6/30/2023
Authorized Signature Date Chair

VIRGINIA JOSEPH, CEO
Name / Title (Printed) Recording Secretary

558656-96
Oregon Business Registry # Date

DLLC/OREGON
Entity Type / State of Formation Approved as to Form: 07/10/2023

Oregon Benefit LLC
County Counsel Date

EXHIBIT A
RFQ 2023-39 ON-CALL INTERPRETER SERVICES
PUBLISHED APRIL 27, 2023



REQUEST FOR PROPOSALS #2023-39

FOR

Interpreter Services

BOARD OF COUNTY COMMISSIONERS

TOOTIE SMITH, Chair
PAUL SAVAS, Commissioner
MARK SHULL, Commissioner
MARTHA SCHRADER, Commissioner
BEN WEST, Commissioner

Gary Schmidt
County Administrator

Mike Faris
Contract Analyst

PROPOSAL CLOSING DATE, TIME AND LOCATION

DATE: **May 25, 2023**

TIME: **2:00 PM, Pacific Time**

PLACE: <https://bidlocker.us/a/clackamascounty/BidLocker>

SCHEDULE

Request for Proposals Issued.....April 27, 2023
Protest of Specifications Deadline..... May 4, 2023, 5:00 PM, Pacific Time
Deadline to Submit Clarifying Questions..... May 18, 2023, 5:00 PM, Pacific Time
Request for Proposals Closing Date and Time.....May 25, 2023, 2:00 PM, Pacific Time
Deadline to Submit Protest of Award.....Seven (7) days from the Intent to Award

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Section 1 – Notice of Request for Proposals
Section 2 – Instructions to Proposers
Section 3 – Scope of Work
Section 4 – Evaluation and Selection Criteria
Section 5 – Proposal Content (Including Proposal Certification)

SECTION 1 NOTICE OF REQUEST FOR PROPOSALS

Notice is hereby given that Clackamas County through its Board of County Commissioners will receive sealed Proposals per specifications until **2:00 PM, May 25, 2023** (“Closing”), to provide Interpreter Services. No Proposals will be received or considered after that time.

Location of RFP documents: OregonBuys

RFP Documents can be downloaded from the state of Oregon procurement website (“OregonBuys”) at the following address <https://oregonbuys.gov/bsa/view/login/login.xhtml>, Document No. S-C01010-00006733.

Prospective Proposers will need to sign in to download the information and that information will be accumulated for a Plan Holder's List. Prospective Proposers are responsible for obtaining any Addenda, clarifying questions, and Notices of Award from OregonBuys.

Submitting Proposals: Bid Locker

Proposals will only be accepted electronically thru a secure online bid submission service, **Bid Locker**. *Email submissions to Clackamas County email addresses will no longer be accepted.*

- A. Completed proposal documents must arrive electronically via Bid Locker located at <https://bidlocker.us/a/clackamascountry/BidLocker>.
- B. Bid Locker will electronically document the date and time of all submissions. Completed documents must arrive by the deadline indicated in Section 1 or as modified by Addendum. **LATE PROPOSALS WILL NOT BE ACCEPTED.**
- C. Proposers must register and create a profile for their business with Bid Locker in order to submit for this project. It is free to register for Bid Locker.
- D. Proposers with further questions concerning Bid Locker may review the Vendor’s Guide located at <https://www.clackamas.us/how-to-bid-on-county-projects>.

Contact Information

Procurement Process and Technical Questions: Michael Faris , MFaris@clackamas.us

The Board of County Commissioners reserves the right to reject any and all Proposals not in compliance with all prescribed public bidding procedures and requirements, and may reject for good cause any and all Proposals upon the finding that it is in the public interest to do so and to waive any and all informalities in the public interest. In the award of the contract, the Board of County Commissioners will consider the element of time, will accept the Proposal or Proposals which in their estimation will best serve the interests of Clackamas County and will reserve the right to award the contract to the contractor whose Proposal shall be best for the public good.

Clackamas County encourages proposals from Minority, Women, Veteran and Emerging Small Businesses.

SECTION 2 INSTRUCTIONS TO PROPOSERS

Clackamas County (“County”) reserves the right to reject any and all Proposals received as a result of this RFP. County Local Contract Review Board Rules (“LCRB”) govern the procurement process for the County.

2.1 Modification or Withdrawal of Proposal: Any Proposal may be modified or withdrawn at any time prior to the Closing deadline, provided that a written request is received by the County Procurement Division Director, prior to the Closing. The withdrawal of a Proposal will not prejudice the right of a Proposer to submit a new Proposal.

2.2 Requests for Clarification and Requests for Change: Proposers may submit questions regarding the specifications of the RFP. Questions must be received in writing on or before 5:00 p.m. (Pacific Time), on the date indicated in the Schedule, at the Procurement Division address as listed in Section 1 of this RFP. Requests for changes must include the reason for the change and any proposed changes to the requirements. The purpose of this requirement is to permit County to correct, prior to the opening of Proposals, RFP terms or technical requirements that may be unlawful, improvident or which unjustifiably restrict competition. County will consider all requested changes and, if appropriate, amend the RFP. No oral or written instructions or information concerning this RFP from County managers, employees or agents to prospective Proposers shall bind County unless included in an Addendum to the RFP.

2.3 Protests of the RFP/Specifications: Protests must be in accordance with LCRB C-047-0730. Protests of Specifications must be received in writing on or before 5:00 p.m. (Pacific Time), on the date indicated in the Schedule, or within three (3) business days of issuance of any addendum, at the Procurement Division address listed in Section 1 of this RFP. Protests may not be faxed. Protests of the RFP specifications must include the reason for the protest and any proposed changes to the requirements.

2.4 Addenda: If any part of this RFP is changed, an addendum will be provided to Proposers that have provided an address to the Procurement Division for this procurement. It shall be Proposers responsibility to regularly check OregonBuys for any notices, published addenda, or response to clarifying questions.

2.5 Submission of Proposals: Proposals must be submitted in accordance with Section 5. All Proposals shall be legibly written in ink or typed and comply in all regards with the requirements of this RFP. Proposals that include orders or qualifications may be rejected as irregular. All Proposals must include a signature that affirms the Proposer’s intent to be bound by the Proposal (may be on cover letter, on the Proposal, or the Proposal Certification Form) shall be signed. If a Proposal is submitted by a firm or partnership, the name and address of the firm or partnership shall be shown, together with the names and addresses of the members. If the Proposal is submitted by a corporation, it shall be signed in the name of such corporation by an official who is authorized to bind the contractor. The Proposals will be considered by the County to be submitted in confidence and are not subject to public disclosure until the notice of intent to award has been issued.

No late Proposals will be accepted. Proposals submitted after the Closing will be considered late and will be returned unopened. Proposals may not be submitted by telephone or fax.

2.6 Post-Selection Review and Protest of Award: County will name the apparent successful Proposer in a Notice of Intent to Award published on OregonBuys. Identification of the apparent successful Proposer is procedural only and creates no right of the named Proposer to award of the contract. Competing Proposers shall be given seven (7) calendar days from the date on the Notice of Intent to Award to review the file at the Procurement Division office and file a written protest of award, pursuant to LCRB C-047-0740. Any award protest must be in writing and must be delivered by email, hand-delivery or mail to the address for the Procurement Division as listed in Section 1 of this RFP.

Only actual Proposers may protest if they believe they have been adversely affected because the Proposer would be eligible to be awarded the contract in the event the protest is successful. The basis of the written protest must be in accordance with ORS 279B.410 and shall specify the grounds upon which the protest is based. In order to be an adversely affected Proposer with a right to submit a written protest, a Proposer must be next in line for

award, i.e. the protester must claim that all higher rated Proposers are ineligible for award because they are non-responsive or non-responsible.

County will consider any protests received and:

- a. reject all protests and proceed with final evaluation of, and any allowed contract language negotiation with, the apparent successful Proposer and, pending the satisfactory outcome of this final evaluation and negotiation, enter into a contract with the named Proposer; OR
- b. sustain a meritorious protest(s) and reject the apparent successful Proposer as nonresponsive, if such Proposer is unable to demonstrate that its Proposal complied with all material requirements of the solicitation and Oregon public procurement law; thereafter, County may name a new apparent successful Proposer; OR
- c. reject all Proposals and cancel the procurement.

2.7 Acceptance of Contractual Requirements: Failure of the selected Proposer to execute a contract and deliver required insurance certificates within ten (10) calendar days after notification of an award may result in cancellation of the award. This time period may be extended at the option of County.

2.8 Public Records: Proposals are deemed confidential until the “Notice of Intent to Award” letter is issued. This RFP and one copy of each original Proposal received in response to it, together with copies of all documents pertaining to the award of a contract, will be kept and made a part of a file or record which will be open to public inspection. If a Proposal contains any information that is considered a **TRADE SECRET** under ORS 192.345(2), **SUCH INFORMATION MUST BE LISTED ON A SEPARATE SHEET CAPABLE OF SEPARATION FROM THE REMAINING PROPOSAL AND MUST BE CLEARLY MARKED WITH THE FOLLOWING LEGEND:**

“This information constitutes a trade secret under ORS 192.345(2), and shall not be disclosed except in accordance with the Oregon Public Records Law, ORS Chapter 192.”

The Oregon Public Records Law exempts from disclosure only bona fide trade secrets, and the exemption from disclosure applies only “unless the public interest requires disclosure in the particular instance” (ORS 192.345). Therefore, non-disclosure of documents, or any portion of a document submitted as part of a Proposal, may depend upon official or judicial determinations made pursuant to the Public Records Law.

2.9 Investigation of References: County reserves the right to investigate all references in addition to those supplied references and investigate past performance of any Proposer with respect to its successful performance of similar services, its compliance with specifications and contractual obligations, its completion or delivery of a project on schedule, its lawful payment of subcontractors and workers, and any other factor relevant to this RFP. County may postpone the award or the execution of the contract after the announcement of the apparent successful Proposer in order to complete its investigation.

2.10 RFP Proposal Preparation Costs and Other Costs: Proposer costs of developing the Proposal, cost of attendance at an interview (if requested by County), or any other costs are entirely the responsibility of the Proposer, and will not be reimbursed in any manner by County.

2.11 Clarification and Clarity: County reserves the right to seek clarification of each Proposal, or to make an award without further discussion of Proposals received. Therefore, it is important that each Proposal be submitted initially in the most complete, clear, and favorable manner possible.

2.12 Right to Reject Proposals: County reserves the right to reject any or all Proposals or to withdraw any item from the award, if such rejection or withdrawal would be in the public interest, as determined by County.

2.13 Cancellation: County reserves the right to cancel or postpone this RFP at any time or to award no contract.

2.14 Proposal Terms: All Proposals, including any price quotations, will be valid and firm through a period of one hundred and eighty (180) calendar days following the Closing date. County may require an

extension of this firm offer period. Proposers will be required to agree to the longer time frame in order to be further considered in the procurement process.

2.15 Oral Presentations: At County's sole option, Proposers may be required to give an oral presentation of their Proposals to County, a process which would provide an opportunity for the Proposer to clarify or elaborate on the Proposal but will in no material way change Proposer's original Proposal. If the evaluating committee requests presentations, the Procurement Division will schedule the time and location for said presentation. Any costs of participating in such presentations will be borne solely by Proposer and will not be reimbursed by County. **Note:** Oral presentations are at the discretion of the evaluating committee and may not be conducted; therefore, **written Proposals should be complete.**

2.16 Usage: It is the intention of County to utilize the services of the successful Proposer(s) to provide services as outlined in the below Scope of Work.

2.17 Review for Responsiveness: Upon receipt of all Proposals, the Procurement Division or designee will determine the responsiveness of all Proposals before submitting them to the evaluation committee. If a Proposal is incomplete or non-responsive in significant part or in whole, it will be rejected and will not be submitted to the evaluation committee. County reserves the right to determine if an inadvertent error is solely clerical or is a minor informality which may be waived, and then to determine if an error is grounds for disqualifying a Proposal. The Proposer's contact person identified on the Proposal will be notified, identifying the reason(s) the Proposal is non-responsive. One copy of the Proposal will be archived and all others discarded.

2.18 RFP Incorporated into Contract: This RFP will become part of the Contract between County and the selected contractor(s). The contractor(s) will be bound to perform according to the terms of this RFP, their Proposal(s), and the terms of the Sample Contract.

2.19 Communication Blackout Period: Except as called for in this RFP, Proposers may not communicate with members of the Evaluation Committee or other County employees or representatives about the RFP during the procurement process until the apparent successful Proposer is selected, and all protests, if any, have been resolved. Communication in violation of this restriction may result in rejection of a Proposer.

2.20 Prohibition on Commissions and Subcontractors: County will contract directly with persons/entities capable of performing the requirements of this RFP. Contractors must be represented directly. Participation by brokers or commissioned agents will not be allowed during the Proposal process. Contractor shall not use subcontractors to perform the Work unless specifically pre-authorized in writing to do so by the County. Contractor represents that any employees assigned to perform the Work, and any authorized subcontractors performing the Work, are fully qualified to perform the tasks assigned to them, and shall perform the Work in a competent and professional manner. Contractor shall not be permitted to add on any fee or charge for subcontractor Work. Contractor shall provide, if requested, any documents relating to subcontractor's qualifications to perform required Work.

2.21 Ownership of Proposals: All Proposals in response to this RFP are the sole property of County, and subject to the provisions of ORS 192.410-192.505 (Public Records Act).

2.22 Clerical Errors in Awards: County reserves the right to correct inaccurate awards resulting from its clerical errors.

2.23 Rejection of Qualified Proposals: Proposals may be rejected in whole or in part if they attempt to limit or modify any of the terms, conditions, or specifications of the RFP or the Sample Contract.

2.24 Collusion: By responding, the Proposer states that the Proposal is not made in connection with any competing Proposer submitting a separate response to the RFP, and is in all aspects fair and without collusion or fraud. Proposer also certifies that no officer, agent, elected official, or employee of County has a pecuniary interest in this Proposal.

2.25 Evaluation Committee: Proposals will be evaluated by a committee consisting of representatives from County and potentially external representatives. County reserves the right to modify the Evaluation Committee make-up in its sole discretion.

2.26 Commencement of Work: The contractor shall commence no work until all insurance requirements have been met, the Protest of Awards deadline has been passed, any protest have been decided, a contract has been fully executed, and a Notice to Proceed has been issued by County.

2.27 Best and Final Offer: County may request best and final offers from those Proposers determined by County to be reasonably viable for contract award. However, County reserves the right to award a contract on the basis of initial Proposal received. Therefore, each Proposal should contain the Proposer's best terms from a price and technical standpoint. Following evaluation of the best and final offers, County may select for final contract negotiations/execution the offers that are most advantageous to County, considering cost and the evaluation criteria in this RFP.

2.28 Nondiscrimination: The successful Proposer agrees that, in performing the work called for by this RFP and in securing and supplying materials, contractor will not discriminate against any person on the basis of race, color, religious creed, political ideas, sex, age, marital status, sexual orientation, gender identity, veteran status, physical or mental handicap, national origin or ancestry, or any other class protected by applicable law.

2.29 Intergovernmental Cooperative Procurement Statement: Pursuant to ORS 279A and LCRB, other public agencies shall have the ability to purchase the awarded goods and services from the awarded contractor(s) under terms and conditions of the resultant contract. Any such purchases shall be between the contractor and the participating public agency and shall not impact the contractor's obligation to the County. Any estimated purchase volumes listed herein do not include other public agencies and County makes no guarantee as to their participation. Any Proposer, by written notification included with their Proposal, may decline to extend the prices and terms of this solicitation to any and/or all other public agencies. County grants to any and all public serving governmental agencies, authorization to purchase equivalent services or products described herein at the same submitted unit bid price, but only with the consent of the contractor awarded the contract by the County.

SECTION 3 SCOPE OF WORK

3.1. INTRODUCTION

The County, on behalf of its Departments and special Districts (collectively referred to as “Department”), is seeking proposals for on-call contractors to provide interpreter services including but not limited to in person, telephonic, transcription and video platforms. The County wishes to contract with qualified firms for interpreter services to and from one or more languages to and from the English language on an on-call basis. The County intends to award multiple contracts as a result of this solicitation.

Please direct all Technical/Specifications or Procurement Process Questions to the indicated representative referenced in the Notice of Request for Proposals and note the communication restriction outlined in Section 2.19.

3.2 BACKGROUND

Clackamas County seeks to contract with qualified vendors to provide interpreter services to be utilized throughout the County by in-person, telephonic, video conferencing, and written translation platforms. These services are for all Clackamas County entities including but not limited to Sheriff’s Department, District Attorney’s Office, Clackamas County Service District 1, North Clackamas Parks and Recreation District, Transportation and Development, Resolution Services, Library District, Water Environment Services, Health, Housing and Human Services and other County component units.

3.3. SCOPE OF WORK

3.3.1. **Scope:**

The purpose of this Request for Proposals (“RFP”) is to contract with qualified individuals or firms (hereafter “Contractor”) to provide on-call services including but not limited to in-person, telephonic, video conferencing, and written translation services for various languages to and from the English language. The resulting contract will be an on-call contract for services needed over the contract term. The compensation for each task will be a time and material basis at the rates provided in proposal submitted with no guarantee of compensation during the contract term. The annual not to exceed for each contract will be \$250,000, with a total contract value of not-to-exceed \$1,250,000.000, for a five year contract term expiring **June 30, 2028**. It is the intent of the County to issue multiple contracts under this RFP.

Contractors may need to agree to additional terms and conditions as mandated by State, Federal or County requirements per each engagement such as HIPPA or other State mandated regulations. This includes but is not limited to additional agreements such as Business Associate Agreement and Qualified Service Organization Business Associate Agreement. Samples of these agreements can be found at: <https://www.clackamas.us/finance/terms.html>

Services will be coordinated with a Departmental representative (“County Requestor”) for each engagement. Service scheduling will be by telephone or email correspondence and all confirmations must be received to the County Requestor within 24 hours of request. The request confirmation should include the name of the County Requestor, service(s) time(s) and location requested, confirmation of services and any other pertinent information necessary. Minimum hours for billing and service requested for in-person interpreter services is one (1) hour per request, regardless of actual service time, which includes client no show. The County has the right to utilize services within the time frame specified regardless of original scope of work as long as there is no change of location unless mutually agreed upon in writing. County Requestor and Contractor must cancel a minimum of 48 hours in advance of requested services time.

County reserves the right to charge an hour for hour billing fee at their specified rates for failure to appear after a written confirmation is received.

Additional hours for in-person interpreter services or longer term engagements may be required as needed and mutually agreed upon in writing by both the County and Contractor.

Contractor to provide all labor, material, equipment and supplies necessary to provide interpreter services in-person, telephonically, video conferencing, and written translation services. The County will not accept additional ad hoc fees such as location fees, travel fees, etc. in addition to the hourly rate.

Contractor will invoice Departments directly on a monthly basis with detailed information per transaction that will include date, time, location address, language services used, platform utilized (in-person, telephonic, video, transcriber) and any other pertinent notes. If providing written translation, Contractor shall submit in writing, the original request by the Department including documents requesting translation. County Requestor may require Contractor to bill third party entities directly.

Telephonic interpretation must utilize a land line phone to maintain integrity of the connection. If mutually agreed upon, cellular devices may be utilized to perform the interpreter services either via video or telephonic interpreter services.

Contractors must have the ability to provide high-quality Video Remote Interpreting and Video Relay Service (“VRI/VRS”) available from multiple platforms – utilizing current (PC/MAC/Android/iOS) technology for the provision of on-site interpreting services and video remote “mobile” interpreting, delivering a wide array of options to meet the varied communication needs of the Sheriff’s Office, clients and Departments.

Contractor duties may include but are not limited to interpreter services, which may consist of either VRI/VRS interpretive services or on-site interpretation as the need dictates, for Departments including but not limited to the County Jail, County Courthouse (Civil Services), Community Corrections (Parole and Probation Services), and Law Enforcement Operations (Patrol Services and Criminal Investigations).

Certifications:

Contractors must be certified in American Sign Language (ASL) through the National Association of the Deaf (<https://www.nad.org/>).

Contractors who are Medically Certified must be registered and certified as a medical Interpreter as deemed by the Oregon Health Authority (<http://www.oregon.gov/oha/oei/pages/hci-certification.aspx>).

Contractors who are Legally Certified must be registered and certified as a Court Interpreter as deemed by the Oregon Judicial Department (<http://www.courts.oregon.gov/programs/interpreters/Pages/roster.aspx>).

Contractors who perform General interpreter services must be fluent in language(s) in which they provide services by oral communication and or in writing.

Firms or individuals may be required to supply certifications at the time of services being rendered at the request of the County Requestor.

Typical service requests may include but not limited to:

- Interpreter services in clinics, education classes working directly with adults, children, for jurors, classes for parents youth, general County business including but not limited to meetings, events, translation of documents as well as public communication material.

Contractor may or may not be required to meet additional guidelines as specified by both finding source and departmental needs. These may include but are not limited to:

- BAA
- QSOBAA
- Ability to record interactions (interpretations) of all parties
- Consent from all parties to recordings- Conversations may be recorded for law enforcement purposes (Oregon Law) and possibility of being subject to answering subpoenas (County Counsel/District Attorney).

3.3.2. Work Schedule:

Services will be performed on an as needed schedule with little to no notice. The schedule of services will be mutually agreed upon scope of work on a twenty four hour basis, seven days a week, and three hundred and sixty five days a year (24/7/365). Work performed will either be in-person, utilization of video or telephonic interpreter services.

Most services to be performed between the hours of 7:00 AM and 6:00 PM, Monday through Friday.

Location of Work:

All Clackamas County and component unit locations are intended to be covered under the resulting contract. The majority of service locations are in the Clackamas County Metro areas of Oregon City, Milwaukie, Gladstone, Clackamas, West Linn, Canby area. There are some service locations in outlying areas such as Sandy and Welches, however the volume is minor compared to the Metro area.

3.3.3. Term of Contract:

The term of the contract shall be from the effective date through **June 30, 2028**. Prices during the term of the contract will be fixed.

3.3.4 Sample Contract: Submission of a Proposal in response to this RFP indicates Proposer's willingness to enter into a contract containing substantially the same terms (including insurance requirements) of the sample contract identified below. No action or response to the sample contract is required under this RFP. Any objections to the sample contract terms should be raised in accordance with Paragraphs 2.2 or 2.3 of this RFP, pertaining to requests for clarification or change or protest of the RFP/specifications, and as otherwise provided for in this RFP. This RFP and all supplemental information in response to this RFP will be a binding part of the final contract.

The applicable Sample Personal Services Contract for this RFP can be found at <https://www.clackamas.us/finance/terms.html>.

Professional Services Contract (unless checked, item does not apply)

The following paragraphs of the Professional Services Contract will be applicable:

- Article I, Paragraph 5 – Travel and Other Expense is Authorized
- Article II, Paragraph 28 – Confidentiality
- Article II, Paragraph 29 – Criminal Background Check Requirements
- Article II, Paragraph 30 – Key Persons
- Article II, Paragraph 31 – Cooperative Contracting
- Article II, Paragraph 32 – Federal Contracting Requirements
- Exhibit A – On-Call Provision

Background Checks

Contractors are responsible for performing and paying for Criminal Background Checks as required, Article II, Paragraph 29 on the Professional Services Standardized Contract Terms and Conditions.

Contractors shall perform criminal background checks on all employees, agents or subcontractors that perform services before any services are rendered under established Contracts with Clackamas County from this RFP. All criminal background check requirement documentation shall be made available at the request of the County. Failure to provide or adhere to this standard will result in termination of your contract. This is applicable to all Contractors who Clackamas County establishes a contract with.

The following insurance requirements will be applicable:

- Commercial General Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence, with an annual aggregate limit of \$2,000,000 for Bodily Injury and Property Damage.
- Professional Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence, with an annual aggregate limit of \$2,000,000 for damages caused by error, omission or negligent acts.
- Automobile Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence for Bodily Injury and Property Damage.

**SECTION 4
EVALUATION PROCEDURE**

4.1 An evaluation committee will review all Proposals that are initially deemed responsive and they shall rank the Proposals in accordance with the below criteria. The evaluation committee may recommend an award based solely on the written responses or may request Proposal interviews/presentations. Interviews/presentations, if deemed beneficial by the evaluation committee, will consist of the highest scoring Proposers. The invited Proposers will be notified of the time, place, and format of the interview/presentation. Based on the interview/presentation, the evaluation committee may revise their scoring.

Written Proposals must be complete and no additions, deletions, or substitutions will be permitted during the interview/presentation (if any). The evaluation committee will recommend award of a contract to the final County decision maker based on the highest scoring Proposal. The County decision maker reserves the right to accept the recommendation, award to a different Proposer, or reject all Proposals and cancel the RFP.

Proposers are not permitted to directly communicate with any member of the evaluation committee during the evaluation process. All communication will be facilitated through the Procurement representative.

4.2 Evaluation Criteria

<u>Category</u>	<u>Points available:</u>
Proposer’s General Background and Qualifications	0-30
Scope of Work	0-45
Fees	0-25
Available points	0-100

4.3 Once a selection has been made, the County will enter into contract negotiations. During negotiation, the County may require any additional information it deems necessary to clarify the approach and understanding of the requested services. Any changes agreed upon during contract negotiations will become part of the final contract. The negotiations will identify a level of work and associated fee that best represents the efforts required. If the County is unable to come to terms with the highest scoring Proposer, discussions shall be terminated and negotiations will begin with the next highest scoring Proposer. If the resulting contract contemplates multiple phases and the County deems it is in its interest to not authorize any particular phase, it reserves the right to return to this solicitation and commence negotiations with the next highest ranked Proposer to complete the remaining phases.

SECTION 5 PROPOSAL CONTENTS

5.1. Vendors must observe submission instructions and be advised as follows:

5.1.1. Proposals will only be accepted electronically thru Equity Hub's Bid Locker. Email submissions to Clackamas County email addresses will no longer be accepted.

5.1.2. Completed proposal documents must arrive electronically via Equity Hub's Bid Locker located at <https://bidlocker.us/a/clackamascountry/BidLocker>.

5.1.3. County reserves the right to solicit additional information or Proposal clarification from the vendors, or any one vendor, should the County deem such information necessary.

5.1.4. Proposal may not exceed a total of **20 pages** (single-sided), inclusive of all exhibits, attachments, title pages, pages separations, table of contents, or other information. The Proposal Certification Page will NOT count towards the final page count.

Provide the following information in the order in which it appears below:

5.2. Proposer's General Background and Qualifications:

- Description of the firm.
- Provide Credentials (Medical and/or Legal Certifications by the State of Oregon) and experience of key individuals that would be assigned to this project.
- Description of providing similar services to public entities of similar size within the past five (5) years.
- Description of the firm's ability to meet the requirements in Section 3.
- Description of what distinguishes the firm from other firms performing a similar service.

5.3. Scope of Work

- Proposers are required to attach **Section 6 (see below)**, spreadsheet of languages spoken and written and in which mode of delivery they are able to provide whether that is in person, telephonically or written translation services.
- Provide detailed project approach to execute these services.
- Provide a timeline for your services

5.4. Fees

The quoted fees must be a time and material hourly rate for each type of service provided. The County will not accept additional ad hoc fees such as location fees, travel fees, etc. in addition to the hourly rate. Vendors may propose on a per hour (in-person), per minute (telephonic or video), or per word basis (transcription).

5.5. References

Provide three (3) references from clients your firm has served similar to the County in the past three (3) years, including one client that has newly engaged the firm in the past thirty-six (36) months and one (1) long-term client. Provide the name, address, email, and phone number of the references. Points awarded for this criteria are based on both the providing of references as well as information gleaned from the provided contacts. Evaluation Committee members may contact references at their sole discretion.

5.6. Completed Proposal Certification (see the below form)

PROPOSAL CERTIFICATION
RFP #2023-39

Submitted by: Verbio
(Must be entity's full legal name, and State of Formation)

Each Proposer must read, complete and submit a copy of this Proposal Certification with their Proposal. Failure to do so may result in rejection of the Proposal. By signature on this Proposal Certification, the undersigned certifies that they are authorized to act on behalf of the Proposer and that under penalty of perjury, the undersigned will comply with the following:

SECTION I. OREGON TAX LAWS: As required in ORS 279B.110(2)(e), the undersigned hereby certifies that, to the best of the undersigned's knowledge, the Proposer is not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means the tax laws of the state or a political subdivision of the state, including ORS 305.620 and ORS chapters 316, 317 and 318. If a contract is executed, this information will be reported to the Internal Revenue Service. Information not matching IRS records could subject Proposer to 24% backup withholding.

SECTION II. NON-DISCRIMINATION: That the Proposer has not and will not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation, gender identity, national origin, or any other protected class. Nor has Proposer or will Proposer discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a disadvantaged business enterprise, a minority-owned business, a woman-owned business, a business that a service-disabled veteran owns or an emerging small business that is certified under ORS 200.055.

SECTION III. CONFLICT OF INTEREST: The undersigned hereby certifies that no elected official, officer, agent or employee of Clackamas County is personally interested, directly or indirectly, in any resulting contract from this RFP, or the compensation to be paid under such contract, and that no representation, statements (oral or in writing), of the County, its elected officials, officers, agents, or employees had induced Proposer to submit this Proposal. In addition, the undersigned hereby certifies that this proposal is made without connection with any person, firm, or corporation submitting a proposal for the same material, and is in all respects fair and without collusion or fraud.

SECTION IV. COMPLIANCE WITH SOLICITATION: The undersigned further agrees and certifies that they:

1. Have read, understand and agree to be bound by and comply with all requirements, instructions, specifications, terms and conditions of the RFP (including any attachments); and
2. Are an authorized representative of the Proposer, that the information provided is true and accurate, and that providing incorrect or incomplete information may be cause for rejection of the Proposal or contract termination; and
3. Will furnish the designated item(s) and/or service(s) in accordance with the RFP and Proposal; and
4. Will use recyclable products to the maximum extend economically feasible in the performance of the contract work set forth in this RFP.

Name: Virginia Joplin Date: 5/25/2023
Signature: Virginia Joplin Title: CEO
Email: marketing@verbio.com Telephone: 5039141119
Oregon Business Registry Number: 558656-96 OR CCB # (if applicable): _____

Business Designation (check one):

Corporation Partnership Sole Proprietorship Non-Profit Limited Liability Company

Resident Quoter, as defined in ORS 279A.120

Non-Resident Quote. Resident State: _____

Section 6 Rate Schedule

Name of Firm/Individual: _____

Certification(s): Medical Legal General American Sign Language

Days/Hours of availability: _____

Are you willing to accept long term assignments? _____

Are you willing to perform third party billing? Yes No

Please attach all current certifications to your proposal if an individual. Firms may be required to provide certifications for their staff at the time services are rendered.

Language	Rates			
	In person	Telephonic	Video	Transcription
American Sign Language				
Acholi – <i>Uganda, Sudan</i>				
Afrikaans – <i>South Africa, Namibia</i>				
Akan – <i>Ghana, Ivory Coast</i>				
Akateko – <i>Guatemala</i>				
Albanian – <i>Albania</i>				
Algerian Arabic – <i>Algeria</i>				
Amharic – <i>Ethiopia</i>				
Arabic – <i>Widely Distributed</i>				
Armenian – <i>Armenia</i>				
Ashanti (Asante Twi) – <i>Ghana</i>				
Assyrian – <i>Iraq</i>				
Azerbaijani – <i>Azerbaijan</i>				
Azorean Portuguese – <i>Azores Islands</i>				
Bahnar – <i>Vietnam</i>				
Bahasa Indonesia (Indonesian) – <i>Indonesia</i>				
Bambara – <i>Mali</i>				
Belarusan – <i>Belarus</i>				
Bengali – <i>Bangladesh, India</i>				
Bosnian – <i>Bosnia & Herzegovina</i>				
Brazilian Portuguese – <i>Brazil</i>				
Bulgarian – <i>Bulgaria</i>				
Burmese – <i>Myanmar (former Burma)</i>				
Cambodian (Khmer) – <i>Cambodia</i>				

Language	In person	Telephonic	Video	Transcription
Cantonese – <i>China</i>				
Cape Verdean (Portuguese Creole) – <i>Cape Verde</i>				
Catalan – <i>Andorra, Spain</i>				
Cebuano – <i>Philippines</i>				
Chaldean – <i>Iraq</i>				
Chamorro – <i>Guam</i>				
Chaozhou (Teochew) – <i>China</i>				
Chin – <i>Myanmar (former Burma)</i>				
Chinese (var. languages/dialects) – <i>China</i>				
Chuukese (Trukese) – <i>Micronesia</i>				
Croatian – <i>Croatia</i>				
Czech – <i>Czech Republic</i>				
Danish – <i>Denmark</i>				
Dari (Afgan Farsi) – <i>Afghanistan</i>				
Dene – <i>Canada</i>				
Dewoin – <i>Liberia</i>				
Dinka – <i>Sudan</i>				
Duala – <i>Cameroon</i>				
Dutch – <i>Netherlands</i>				
Egyptian Arabic – <i>Egypt</i>				
Estonian – <i>Estonia</i>				
Filipino (Tagalog) – <i>Philippines</i>				
Finnish – <i>Finland</i>				
Flemish – <i>Belgium</i>				
French – <i>Africa, Canada, France, Tunisia, et al.</i>				
French Creole – <i>Caribbean</i>				
Fukienese – <i>China</i>				
Fulani (Fulfulde, Fula) – <i>Cameroon, Niger, Nigeria, Senegal</i>				
Fuzhou – <i>China</i>				
Ga – <i>Ghana</i>				
Gen (Mina) – <i>Togo, Benin</i>				
German – <i>Germany</i>				
Gokana (Khana) – <i>Nigeria</i>				
Greek – <i>Greece</i>				
Gujarati – <i>India</i>				
Haitian Creole – <i>Haiti</i>				
Haka Burmese – <i>Myanmar (former Burma)</i>				
Hmong – <i>China, Vietnam, Laos</i>				
Hungarian – <i>Hungary</i>				

Hakka – China				
Language	In person	Telephonic	Video	Transcription
Hausa – Niger, Nigeria				
Ibo (Igbo) – Nigeria				
Ilocano – Philippines				
Hebrew – Israel				
Hindi – India				
Indonesian (Bahasa Indonesia) – Indonesia				
Iraqi Arabic – Iraq				
Italian – Italy				
Japanese – Japan				
Jarai – Vietnam				
Javanese – Indonesia				
Jordanian Arabic – Jordan				
Juba Arabic – Sudan				
Kanjobal (Q’anjob’al) – Guatemala				
Kannada – India				
Kapampangan – Philippines				
Karen (Pa’o, S’gaw) – Myanmar (former Burma)				
Kayah – Myanmar (former Burma)				
Khmer (Cambodian) – Cambodia				
Kinyarwanda – Rwanda				
Kirundi – Burundi				
Koho – Vietnam				
Korean – Korea				
Kpele – Guinea, Liberia				
Kurmanji (Northern Kurdish) – Turkey				
Kuwaiti Arabic – Kuwait				
Lao – Laos				
Latvian – Latvia				
Lebanese Arabic – Lebanon				
Lingala – Congo, Republic of the				
Lithuanian – Lithuania				
Luganda – Uganda				
Luo – Kenya				
Maay (Af Maay, Rahanween, Bantu) –Somalia				
Macedonian – Macedonia				
Malay – Malaysia				
Malayalam – India				
Malinke – Senegal				
Mam – Guatemala				

Language	In person	Telephonic	Video	Transcription
Mandarin – <i>China</i>				
Mandinka (Mandingo) – <i>Senegal</i>				
Marathi – <i>India</i>				
Marshallese – <i>Marshall Islands</i>				
Mayan [Akateko, Kanjobal] – <i>Guatemala, Mexico</i>				
Mien – <i>China, Laos, Thailand</i>				
Mina (Gen) – <i>Togo, Benin</i>				
Minangkabau – <i>Indonesia</i>				
Mixteco Alto – <i>Mexico</i>				
Mixteco Bajo – <i>Mexico</i>				
Mnong – <i>Vietnam</i>				
Mongolian – <i>Mongolia</i>				
Moroccan Arabic – <i>Morocco</i>				
Nahuatl – <i>Mexico</i>				
Navajo – <i>U.S.A. (Southwest)</i>				
Nepalese – <i>Nepal, India</i>				
Nuer – <i>Sudan</i>				
Oromo – <i>Ethiopia</i>				
Palestinian Arabic – <i>Israel, Jordan</i>				
Pangasinan – <i>Philippines</i>				
Papiamentu – <i>Netherlands Antilles</i>				
Pashto (Pushto) – <i>Pakistan, Afghanistan</i>				
Portuguese Creole (Cape Verdean) – <i>Cape Verde</i>				
Persian (Farsi) – <i>Afghanistan, Iran, Iraq, Pakistan</i>				
Russian – <i>Russia</i>				
Samoan – <i>Samoa</i>				
Polish – <i>Poland</i>				
Portuguese – <i>Portugal, Brazil, et al.</i>				
San Miguel – <i>Mexico</i>				
Santa Eulalia – <i>Guatemala</i>				
Saraiki – <i>Pakistan, India</i>				
Serbian – <i>Serbia, Montenegro</i>				
Serbo-Croatian – <i>Balkans</i>				
Shanghainese – <i>China</i>				
Sichuan (Szechuan) – <i>China</i>				
Sinhalese – <i>Sri Lanka</i>				
Slovak – <i>Slovakia</i>				
Somali – <i>Somalia</i>				
Soninke (Serahule) – <i>Mali</i>				
Sorani (Central Kurdish) – <i>Iraq</i>				

Spanish – Spain, Latin America, et al.				
Language	In person	Telephonic	Video	Transcription
Sudanese Arabic – Sudan				
Susu – Guinea				
Swahili – Kenya, Somalia, Tanzania,				
Swedish – Sweden				
Syrian Arabic – Syria				
Tagalog (Filippino) – Philippines				
Tai Dam – Vietnam				
Taiwanese – Taiwan				
Tamil – India				
Telugu – India				
Teochew (Chaozhou) – China				
Thai – Thailand				
Tibetan – China				
Tigrigna (Tigrinya) – Ethiopia, Eritrea				
Toishanese – China				
Tongan – Tonga				
Trukese (Chuukese) – Micronesia				
Tunisian Arabic – Tunisia				
Turkish – Turkey				
Twi – Ghana				
Tzotzil – Mexico				
Ukrainian – Ukraine				
Urdu – Pakistan, India				
Vietnamese – Vietnam				
Wolof – Senegal				
Xhosa – South Africa				
Yemeni Arabic – Yemen				

**EXHIBIT B
CONTRACTOR'S QUOTE**



Verbio (USA)
☎ USA +1 503.914.1119 | +1 855.678.7267
📍 12725 SW Millikan Way, Suite 300
Beaverton, OR 97005 - USA
Tax ID 26-3937219

Verbio Europe
☎ FRANCE: +33 (0)9 70.01.95.00
📍 30 rue Durand
31200 Toulouse
FRANCE
SIREN 852032036

Verbio Europa S.L.
☎ ESPAÑA: +34 629 11 18 54
📍 Bloque 1, buzón 8
04610 Cuevas del Almanzora (Almería)
ESPAÑA
Tax ID ESB06888796

May 25, 2023

Clackamas County, Procurement Office
2051 Kaen Road
Oregon City, OR 97045

RE: REQUEST FOR PROPOSALS #2023-39 FOR Interpreter Services

Dear Clackamas County Procurement,

Verbio is pleased to respond to RFP #2023-39 Interpreter Services for Clackamas County. Verbio is an Oregon-based, multicultural and multilingual communications company that partners with businesses and government entities to develop public outreach campaigns and provide language services across 250 languages and all forms of media. Verbio has the experience, dedication, and commitment to providing high-quality services that thoughtfully reflect your vision and achieve your multicultural communications goals. Verbio is proposing services for Telephone and Video Remote Interpreting services, as well as Transcription and Translation services.

Advantages of working with Verbio:

- Culturally competent services for 250+ spoken language pairs plus ASL
- Certified Interpreters with professional language credentials
- Talented, multicultural in-house team offers an array of technical and production skills, foreign language expertise, and project management experience.
- Certified Quality Management under ISO 9001:2015 and ISO 17100:2015
- Strict data security and confidentiality protocols.
- COBID-certified WBE/DBE/ESB and Oregon Benefit Company

Virginia Joplin is legally authorized to represent and bind Verbio in any negotiations and sign any price agreement. She is the primary contact for discussions between Clackamas County and Verbio. We certify there are no conflicts of interest, fraud, collusion, nor litigation.

We look forward to the opportunity to work with Clackamas County. Please contact us with any questions or clarifications you may have.

Regards,

Virginia Joplin
CEO and Sworn Translator





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ABOUT VERBIO

Mission: *Verbio guides intercultural interactions by delivering premium communications, creative solutions, and customized consulting, while supporting a sustainable lifestyle for the people and planet at all levels of our supply chain.*

Since its founding in 1996, Verbio has partnered with businesses and government entities to reach your customers across 250 languages and all forms of media. Our customized linguistic and cultural consulting services are backed by decades of international experience to support your work in the global marketplace. Verbio has the experience, dedication, and commitment to providing high-quality services that thoughtfully reflect your vision and achieve your multicultural communications goals. We recognize that you should receive exactly what you *NEED* — even when you don't yet know how to ask for it. We aim to identify those needs in order to provide sage consulting that helps you learn about our industry and succeed in your communications efforts. Time and again, our customers return with additional work and referrals to new clients.

Verbio has cultivated a vast database of language professionals, voice actors, and localization specialists across 250 language pairs. Bilingualism and deep cultural familiarity are simply part of the core competency we screen for before contracting with a new language professional. Our interpreters, translators and cultural consultants must be fluent in both languages being written, signed, or spoken. For every single project, we match the specialized language of our customers' projects to those language specialists familiar with that industry or topic, a service specialty that our competitors cannot manage. Headquartered in Portland, Oregon, Verbio is constantly recruiting new and emerging professionals as new demand in language and local changes, as Verbio prioritizes vendors local to the area they're serving. As in the nature of our industry, Verbio values diversity among its vendors and its staff.

- Verbio is a certified woman-owned small business (WBE/DBE/ ESB).
- 89% of Verbio employees belong to an ethnic and/or gender minority
- 70% of our translators are women or women-owned businesses
- 70% of our translators are minorities or minority-owned businesses

Verbio core values and business practices promote and embrace positive social interactions and environmental sustainability. Verbio actively promotes linguistic, cultural and gender diversity in a respectful community. When it re-incorporated as an Oregon Benefit Company in 2014, Verbio voluntarily made a legal commitment to People, Planet and Profit, also known as the "Triple Bottom Line."



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VERBIO'S CREDENTIALS

Verbio's Interpreters and Translators represent a range of professional expertise and credentials. These are a representative sampling of Interpreters that Verbio employs: *Yasmin Alkashef (Arabic), Ken Barger (Spanish & French), Mieke Klok (French & Flemish), Nicole-Chae-Lee (Korean), John Wan (Mandarin), Elena Bogdanovich Werner (Russian), Mark Conta (Spanish), Jessica Dover (Spanish), Mychi Doan (Vietnamese), Hanna Frazier (Amharic), Safeen Ashty (Arabic & Kurdish), etc.* Most of these interpreters hold Oregon Court Certification, as well as Oregon Health Authority Registration.

Verbio also works with RID-certified Interpreters including: *Mary Bauer, Kevin Raskin, Barbara Young, Christine Stoddard, Denis Meunier.*

ISO 9001:2015 and ISO 17100:2015 QUALITY STANDARDS

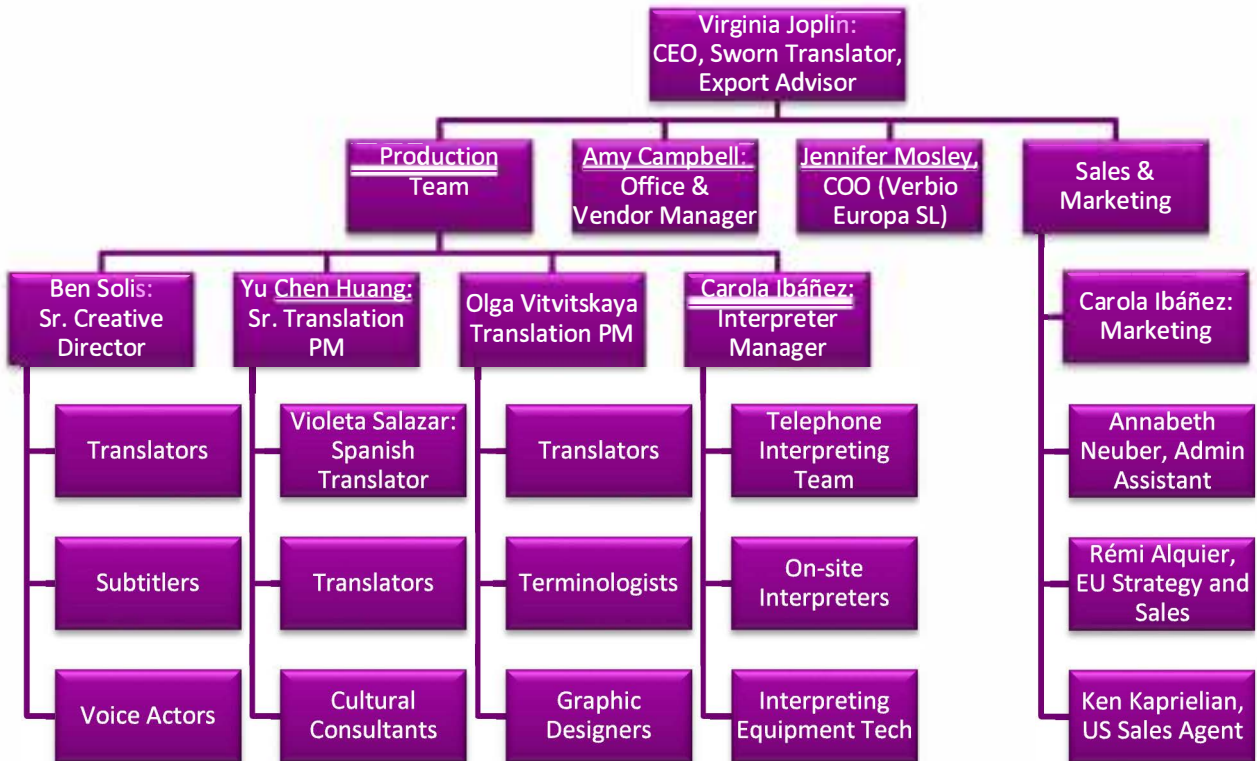
Verbio's systems, staff training, and standard operating procedures are certified under ISO 9001:2015 (Quality Management) and ISO 17100:2015 (Translation Services). We place a strong emphasis on following standard protocols and continuously improving, even while recognizing that most of the services we offer need some creative adaptability to suit your unique needs. Orion Assessment Services first audited and approved Verbio's translation processes in 2018, followed by the addition of Verbio's quality management systems in 2022. Verbio's staff take turns cross-training each other annually on quality metrics, privacy practices, and cross-disciplinary processes. All company procedures and IT systems are carefully documented and periodically reviewed for continuous improvement.

Customer Reviews: Verbio recommends enacting customer benchmarks or sign-offs after each major phase. For example, Verbio translates the audio scripts and asks for customer approval BEFORE scheduling the Voice Actors to record in our studio. It is far more efficient and cost-effective for the Customer to make a change to the written translation, then to pay us to re-record an entire script because one term preference needs to be changed throughout the recording.

DISTINGUISHING VERBIO

Verbio's highly customizable, premium services and renowned customer service and a team who is dedicated to our customers sets us far apart from the other service providers in our area. We specialize in what we call "Cultural Consulting", for local organizations in Oregon that means Verbio has the expertise to connect you to the community. We do more than just translate or interpret your words. We take care of them, to make sure your meaning is portrayed in the right tone, context, and situation. Verbio holds contracts with both the other counties in the Portland Metro area; Multnomah and Washington Counties. We hold contracts with the cities; Portland, Salem and Hillsboro. We also work very often with local universities this week alone; PSU, PCC, OSU, George Fox University and more. We are on the Oregon DAS agreement and regularly do work at the state level. With massive amounts of experience under our belt, we believe Verbio is quite a natural fit for Clackamas County.

VERBIO'S PERSONNEL & KEY INDIVIDUAL EXPERIENCE



Virginia Joplin, Chief Executive Officer, began professionally translating French, Spanish, and English in 1996. Since then, Virginia has grown Verbio from one legal translator into a full-service company addressing 250 languages and all forms of communication, plus specialty consulting. Virginia is a **Sworn Translator for the Consulates of France and Spain.** She has been an Active Member of the American Translators Association and similar professional organizations since 1998. Virginia was twice elected by her national peers as Administrator of ATA’s Translation Company Division (2012-16) and served an additional 5 years on the ATA-TCD Leadership Council. She serves on the Board for the French-American Chamber of Commerce. **Since 2018, the U.S. Secretary of Commerce appointed Ms. Joplin as a federal export advisor on the District Export Council of Oregon & SW Washington.**

Amy Campbell joined the Verbio team in 2014 as **Office Manager and Bookkeeper.** She is the primary contact for accounting matters at invoicing@verbiogroup.com. Amy studied both French and German and welcomes the daily opportunities to use these languages. She has twenty years of experience in human resources and office management. In keeping with her gung-ho attitude, Amy can usually answer a wide array of questions about Verbio’s services and help answer most questions or connect you to the right specialist on our team.

Carola Ibáñez, Interpreter Manager, joined Verbio in early 2020. She’s a **native Spanish-speaker** from Chile, fluent in English and a passionate Francophile. She has been **strongly involved in Oregon’s medical interpreting sector** as a **Spanish Interpreter, Interpreter Relations Manager, and Events & Development Manager** with the Oregon Health Care Interpreters Association, among several other local



Verbio (USA)
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 📍 12725 SW Millikan Way, Suite 300
 Beaverton, OR 97005 - USA
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Verbio Europe
 ☎ FRANCE: +33 (0)9 70.01.95.00
 📍 30 rue Durand
 31200 Toulouse
 FRANCE
 SIREN 852032036

Verbio Europa S.L.
 ☎ ESPAÑA: +34 629 11 18 54
 📍 Bloque 1, buzón 8
 04610 Cuevas del Almanzora (Almería)
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leading organizations in the NGO sector. Carola has a broad and deep understanding of the importance of diversity and inclusion and providing a voice to and for immigrant communities.

Ben Solis, Sr. Creative Director, Audio/Video and Digital Media, joined Verbio in 2010. His special talents in the fields of graphic design and audio and video engineering give Verbio a unique set of core competencies that offer a competitive advantage to our clients. **A native Spanish speaker, Ben is also fluent in English and Brazilian Portuguese.** His core areas of focus include audiovisual media, graphic design, high-tech, and multicultural marketing. Ben’s experience includes international work at Hewlett-Packard, Adobe Systems, and Yahoo – primarily serving the multilingual needs of clientele throughout Latin America.

Similar Services for Similar Entities (References)

Reference Entity: City of Hillsboro

Contact Person: Marcus Ford

Title: Community Engagement

Phone: (971) 424-8818

E-mail: marcus.ford@hillsboro-oregon.gov

Address: 150 East Main Street Hillsboro, Washington County 97123

Services: Last year, Verbio won a contract with City of Hillsboro for our full range of services, including translation and interpretation. Recently Mr. Ford has commended Verbio on our exemplary In-person and Zoom interpreting.

Reference Entity: Home Forward

Contact Person: April Soles

Title: Primary Point of Contact

Phone: 503-280-3712

E-mail: April.soles@homeforward.org

Address: 135 Southwest Ash Street Portland, Multnomah County
 97204135 Southwest Ash Street Portland, Multnomah County
 97204 United States

Services: Verbio has held a contract with Home Forward since 2015 to provide translation, in-person interpreting, and telephone interpreting. They regularly use Verbio to help them communicate with tenants across a wide array of languages.



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Reference Entity: City of Portland: Office of Community & Civic Life

Contact Person: Perla Sitcov & Daniel McArdle

Title: Strategic Communications Officers

Phone: (503) 865-6661

E-mail: Perla.sitcov@portlandoregon.gov & Daniel.mcardle-jaimmes@portlandoregon.gov

Address: 1120 SW 5th Avenue, Suite 114, Portland, Oregon 97204

Services: Verbio has held a contract with the City of Portland since 2014. Verbio offers in-person and remote interpreting services, as well as translation, transcription, subtitling and audio recording in approximately 50 languages for all Portland bureaus. Verbio has provided interpreting and translation services specifically to the Office of Community & Civic Life.

PARTIAL CUSTOMER LIST

- | | |
|-------------------------------------|---|
| A-Dec | Home Forward |
| Adidas | Insitu |
| AllCare Health Plans | Intel |
| Blue Mountain Community College | Johns Hopkins University |
| Bonneville Power Administration | Legacy Research Institute |
| BPE Global | Make-a-Wish Foundation |
| Brink Communications | Mercy Corps |
| British Standards Institute | NATO Parliamentary Assembly |
| Business Oregon | New Seasons Markets |
| C40 Cities | Nike |
| Central Oregon Community College | Oregon Department of Transportation |
| City of Hillsboro | Oregon Judicial Department |
| City of Portland | Oregon Public Broadcasting |
| City of Salem | Oregon State University |
| City of West Linn | Oregon Youth Authority |
| Coates Kokes | Portland State University |
| Columbia Helicopters Inc | Portland Community College |
| Columbia Sportswear | Présidente du Pays de la Loire (France) |
| Consulate of Mexico | Schneider Electric |
| Cross Cultural Health Care Program | Sightline Applications |
| FLIR Systems | State of Oregon (statewide contracts) |
| French-American Chamber of Commerce | Thales Alenia Space |
| George Fox University | U.S. Commercial Service |
| General Dynamics | Veris Industrie |
| Hewlett-Packard | |



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HOW VERBIO WILL MEET YOUR SCOPE OF WORK

Every customer has their own special needs, so Verbio’s Project Manager (PM) performs an initial assessment of the entire project – working with you to define your scope and goals, then offering ideas and suggestions based on our extensive knowledge. The Project Manager will then generate a project plan with cost and time estimates based on your requirements and in harmony with our ISO-certified standard operating procedures. Before starting, we’ll discuss any potential risks or adaptations, as well as steps we recommend to mitigate them. Verbio’s approach is designed to deliver your ideas to your target market with the relevant level of cultural adaptation, on-time and on-budget. The Verbio team knows that great customer service goes far beyond simply knowing two languages. It requires:

- Knowledgeable and efficient project managers
- A thoroughly vetted team of interpreters
- Experienced audio video specialists and technologists working behind the scenes
- Strict Quality Assurance standards and proven procedures
- Technology tools for tracking project status and file management

DEDICATED PROJECT MANAGER (PRIMARY POC)

Verbio will assign a dedicated Project Manager (a primary point of contact, with a backup) who listens to the Customer describe their needs, who informs the Customer about services Verbio provides, and who discusses the best practices to align with your parameters for each project. Project needs and expectations include the style preferences mentioned above, desired project timetable, language and dialect needs, subject matter specialties, pertinent credentials or regulatory issues, sensitivities to specific cultural or familial situations, etc.

Once you approve the work, our Project Manager brings in additional Verbio team members as befits the specialized service(s) you requested. Throughout the entire process, all document notification and exchange will be tracked in our Plunet Translation Management Portal. Hosted on a secure server in a Tier3 data center (not-cloud-based), Plunet offers an additional level of security and record-tracking, as well as compliance with privacy laws (e.g., GDPR and HIPAA) plus federal export controls (e.g., ITAR and EAR). The Plunet database tracks order status, file management, work in progress, and invoicing reports. Some Customers prefer to have their own access to the customer portal to request quotes, place orders, transfer files securely, and review reports on order status or invoicing. This is a simple request to fulfill.

5.3 SCOPE OF WORK

INTERPRETING: SPOKEN & SIGN LANGUAGES

Business meetings, conferences, and employee trainings are crucial occasions to convey your spoken message clearly and accurately. You can trust our experienced, professional interpreters to ensure your message is understood in any language. When placing a new request for interpreting from Verbio, it is important that we collect as much information as possible to match the interpreter and the type of service to your situational need. Verbio collects common information: date, time, duration, venue, size of the event, whether this is a presentation or a dialogue, subject matter, etc. This information helps us work with Agency to determine the best mode of interpreting to use, the most appropriate interpreter to use, and any logistical concerns (location, safety and speed of access). Verbio is offering these interpreting services to Clackamas county: **telephone interpreting hotline (OPI), using Verbio's VRI Gateway App to securely access interpreters 24/7 on-demand or for pre-scheduled meetings.**

Screening Criteria for Interpreters:

Professional interpreters receive rigorous training and testing about ethics, confidentiality, presentation skills, and cross-cultural communications on a continual basis. They study industry-specific terminology in preparation for each meeting. Interpreters in medical or legal settings must often pass government certification exams. Bilingualism and deep cultural familiarity are a baseline metric for interpreters. Here is a more detailed description of the criteria Verbio uses to select the best interpreters.

- **Fluency** in English and American Sign Language or another Spoken Language at a native or near-native level, as well as a **broad knowledge of general terminology** used in common topics, including but not limited to legal, general health care, finance, business, and insurance.
- Interpreters need to demonstrate **cultural competency**, and a deft ability to render the whole meaning of the concept, not just verbatim (word-for-word).
- **Five years** of demonstrated professional experience as an interpreter, often demonstrated by peer references and reviews.
- **Diploma or advanced studies** in linguistics, language, interpreting or translation.
- **Interpreter Certification: preferably Oregon or Washington or Federal Court systems**, but we also consider OHA-certified Health Care Interpreters, as well as medical interpreting certifications (Washington DSHS, CCHI, NCBMI), depending on the situational need. ASL interpreters satisfy the National Interpreter Certification or Certified Deaf Interpreter criteria maintained by the Registry of Interpreters for the Deaf.
- **Active membership and participation in professional associations**, including pursuing Continuing Education credits. Most Verbio interpreters are actively engaged in the American Translator's Association (ATA), Oregon Society of Translators and Interpreters (OSTI), National Association of Judiciary Interpreters and Translators (NAJIT), the International Medical Interpreters Association (IMIA), Society of Translators and Interpreters of British Columbia, etc.
- Verbio strives to match the **specialized terminology** to be discussed during each given meeting to the best qualified and available interpreter. So our initial screening and annual updates



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concurrently assess an interpreter’s technical vocabulary used in legal, medical, manufacturing, agriculture, apparel/fashion, international trade, and government.

- Adherence to the principles set forth in the **Codes of Conduct and Ethics for Professional Interpreters** set forth by RID and ATA.

Over-the-Phone Interpreting (OPI)

Verbio’s Telephone Interpreting Hotline is like having a bilingual specialist in your pocket wherever you go. Our telephonic solution is extremely user friendly and customizable: for Spanish simply press #1, and for a different language listed on the instruction card press, #2 followed by the number-code correlating to that language. After pressing the buttons to choose the needed language, the user will be connected to a live interpreter for the chosen language in under 30 seconds, with more than 94% of our Spanish calls answered in less than 22 seconds.

How it works:

Verbio envisions a possible need for OPI - Over the Phone Interpreting services within your academic institution, with possible scenarios such as:

Upon subscription to our telephonic interpreting services, we will provide a set of easy-to-use instructional cards, a toll-free number, and one or more multi-digit account numbers, depending on Agency’s custom configuration request. The Agency’s most commonly used languages will be listed on the instructional card.

Over-the-phone Interpreting

- Dial: 1-855-678-7267**
- Press 1 for Telephone Interpreting**
- Choose your language**
 For a Spanish interpreter, press 1.
 For all other languages, press 2
 then enter the 2-digit language code
- Enter the 4-digit account#: ####**
Oregon Child Support Division
- Agent will ask for:**
 Caller’s first name and last initial
 Case #
 Limited English Speaker’s first name

For 3-way calls: Ask the first person who answers (interpreter or call coordinator) to place the call.

Back-Up Interpreter Number:
 1-866-811-5746 or
 866-386-1284 (Only use if
 interpreter is unavailable at
 primary number above)



Language	code	Language	code
Albanian	47	French	26
Amharic	39	Fulani	36
Arabic	23	Georgian	82
Armenian	59	German	61
Bangla	58	Greek	68
Bengali	48	Gujarati	40
Bosnian	37	Haitian Creole	28
Bulgarian	67	Hakha-Chin	95
Burmese	21	Hakka-Chinese	87
Cambodian	51	Hebrew	90
Canadian French	55	Hindi	43
Cantonese	31	Hmong	44
Chin	32	Ibo	65
Chin-Hakha	95	Indonesian	70
Croatian	92	Italian	56
Czech	91	Japanese	63
Dari	80	Karen	34
Dutch	84	Karenni	60
Farsi	33	Kinyarwanda	94
Filipino	73	Kirundi	53

Language	code	Language	code
Korean	30	Samoan	79
Kurdish	76	Serbian	62
Laotian	50	Serbo-Croatian	64
Lithuanian	69	Somali	29
Macedonian	93	Spanish	1
Mai Mai	78	Swahili	38
Malayalam	75	Tagalog	46
Mandarin	24	Tamil	85
Mandingo	89	Teddim	86
Marshallese	81	Thai	57
Mongolian	72	Tibetan	83
Nepali	25	Tigrinya	45
Oromo	96	Tongan	97
Pashto	77	Turkish	54
Persian	74	Twi	66
Polish	42	Ukrainian	71
Portuguese	35	Urdu	41
Punjabi	49	Vietnamese	22
Romanian	52	Yoruba	88
Russian	27	All other languages	99

Verbio helps you communicate.
 Grow your business with these services:

- ✓ Cultural Consulting
- ✓ Global Marketing
- ✓ Written Translation
- ✓ On-site Interpreting
- ✓ Voice Recording
- ✓ Subtitling
- ✓ Web Localization
- ✓ App Localization
- ✓ Multilingual eLearning



503-914-1119 [Hello@HelloVerbio.com](mailto>Hello@HelloVerbio.com)
www.VerbioGroup.com

We also provide users with training and informational documents to aid with all aspects of using telephonic interpreting. We will provide language identification cards to assist Agency employees in identifying the correct language to request in order to place an interpreting call. Materials will be provided explaining best practices for utilizing telephonic interpreting, what to expect from interpreters, best ways to manage the session, and more. We also provide live support around the clock for any urgent questions.

Reporting

We capture some essential data about calls made using the hotline and customized according to client request. Should the Agency require any changes or modifications to this system, the platform is highly



Verbio (USA)
☎ USA +1 503.914.1119 | +1 855.678.7267
📍 12725 SW Millikan Way, Suite 300
Beaverton, OR 97005 - USA
✉ Tax ID 26-3937219

Verbio Europe
☎ FRANCE: +33 (0)9 70.01.95.00
📍 30 rue Durand
31200 Toulouse
FRANCE
SIREN 852032036

Verbio Europa S.L.
☎ ESPAÑA: +34 629 11 18 54
📍 Bloque 1, buzón 8
04610 Cuevas del Almanzora (Almería)
ESPAÑA
Tax ID ESB06888796

customizable. The system can track unique identifiers for each division within the Agency. Verbio shall provide monthly reports and billing based on actual usage. Collected Data includes:

- Date
- Start time
- End time
- Interpreter ID number
- Client's account and/or division number
- Language
- Caller's name
- LEP participant's name or initials
- Call length
- Charges for the call

VIDEO REMOTE INTERPRETING USING VRI GATEWAY APP

Video Remote Interpreting using VRI Gateway App is a streamlined and flexible solution to help you save time having an interpreter available on the other side of your screen when you need one. VRI Gateway is a dynamic and innovative Video Remote Interpreting (VRI) platform that allows immediate access to a global interpreting network for court hearings, trials, probation meetings, depositions and attorney-client meetings, or any other situation where language barriers impede communication. With VRI Gateway, ASL interpreters are available 24/7 on-demand or pre-scheduled basis, according to your needs. Similar to video-chat software, VRI Gateway allows for a seamless communication experience through the video feed displayed on a desktop, laptop, smartphone, tablet, and other mobile devices. It provides instantaneous access to an interpreter and allows all parties to see and hear each other, regardless of the location.

Key Features:

- User-friendly interface has the interpreter on the screen in seconds
- ASL interpreters are available 24/7 on-demand, or you can schedule meetings or hearings in advance
- Save money: on-site interpreting assignments carry a minimum of two hours, which makes them more costly and less efficient for brief conversations. With VRI Gateway, you don't pay for interpreter's downtime or travel expenses; you only pay for the minutes used.
- Convenience: Video Remote Interpreting using VRI Gateway saves you time by having an interpreter available on the other side of your screen when you need one. No waiting for interpreters to drive to your location, no parking fees
- Encrypted, secure, and stable software platform with redundancies. Interpreting platform and our Data Center provider have recorded zero downtime in the last seven years.
- HIPAA-level data security for all conversations
- Interpreters are all located in the USA
- Multiple parties can participate in a single video conference
- One-step monthly billing, can be sorted by Division or User.
- Robust reporting available whenever the Designated POC logs in
- After-the-encounter rating option to provide feedback

TRANSLATION

Our translation process is approved and defined by the American Translation Association (ATA). In addition, Verbio has a written quality management manual and has passed a certification audit for **ISO 17100:2015** for translation services. We bring to bear 25+ years of professional translation experience and deep knowledge of industry best practices. Each translation is reviewed by multiple language experts, who have been handpicked based on their technical familiarity with the subject matter, language, and culture at hand. What follows is a graphical and a narrative version of our Standard Operating Procedures. Verbio is offering these services to the County: **Translation & Transcription**.



Furthermore, we use specialized computer-assisted translation software (CAT tools) to catalog and capture all written translations that we write for you. Our human-involved process allows us to streamline work and enhance consistency by leveraging prior translations. Also known as “Translation Memory,” this tool can offer time and cost savings, depending on the nature of your documents. Translation Memory is substantially different from Machine Translation, and a human translator from Verbio thoroughly reviews every line.

Translators & Editors

1. For two decades, Verbio has cultivated and screened a vast database of language professionals with various industry specialties across 250 language pairs. Our **human translators have at least five years of professional experience and/or a university degree in language or linguistics**. ISO 17100 requires that we measure and assess translators’ competence and professional expertise along 6 vectors, and annually update our records to reflect their continuing education and qualifications:
2. Translators and editors are qualified and matched to a given project when they are native speakers of the target language, have five or more years of experience, and have deep knowledge of the project-specific subject matter.
3. Verbio’s Translators hold a recognized graduate qualification in translation or language studies and/or a minimum of five years documented professional translation experience. Verbio’s translators are also members of the American Translators Association and/or professional organizations in their country of origin. Verbio requires them to pursue Continuing Education credits. We also verify their cultural familiarity with the target audience.
4. For every single project, our professional linguists are handpicked for your project based on subject matter expertise, technical tool, and industry.



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5. All Verbio staff and contractors receive annual training and reviews in privacy issues and ethics and are asked to abide by strict company privacy policies, confidentiality agreements, the ATA Code of Ethics and the NAJIT Code of Ethics. Verbio Group conforms to GDPR data protection rules and is pursuing the Cybersecurity Maturity Model Certification to comply with NIST-800.
6. At the start of a new recurring contract, Verbio establishes a dedicated team of 2-3 qualified translators from this approved list. In this way, the translators and editors become deeply familiar with that customer's style and terminology preferences. This also ensures continuity and scalability.

Translation Quality Assurance Checklist:

Everyone involved in a translation project (Translator, Editor, Graphic Designer, Project Manager) should be familiar with these elements and check for these elements at each stage of the translation process.

- Verify the text is set to the proper language/dialect settings. Review spelling and grammar.
- Translation: mistranslations, grammar errors, syntax errors, contextual and cultural suitability.
- Translation: sentences, words, graphics, or buttons left untranslated, consistent terms used for same concept (as appropriate for target language/context).
- Font: correct choice of fonts and text direction (especially for non-Latin languages), characters display correctly, including accented characters, Arabic ligatures, text encoding.
- Word placement: translation is located in proper position on the page.
- Word-wrapping: line breaks occur in suitable locations. Widow and orphan control.
- Truncated strings: ensure words were not cut off when inserted into the layout.
- Punctuation: proper character and spacing (e.g., French non-breaking space, Chinese quotation marks and periods, comma inside/outside quotations). Use consistent capitalization and punctuation for all bullet lists and numbered lists and table/column/row headings.
- Capitalization: follows proper rules for target locale (e.g., capitalize German nouns, do/do not capitalize after a colon, do/do not capitalize keywords in a title).
- Graphics: colors, symbols, and gestures (in addition to words) are culturally appropriate (example: national flags, national landmarks, body parts).
- Data and numerical formatting are suited to target culture: numerals, dates, time, calendar (Gregorian or local), addresses, currency symbol, decimal and thousand separators, etc.
- Graphics containing text: translated text has been integrated into graphic or a legend provided, according to project specification.
- Formatting: source format is replicated in terms of bold, italics, underlining, bulleted lists, numbered lists, tables, columns, headers/footers, page numbers, paragraph breaks, BATES numbers, etc. Customers are always welcome to reach out to Verbio's CEO, Virginia Joplin, to directly discuss any concerns they have about any process step or any of Verbio's staff members. We find that most concerns can easily be resolved through a simple conversation as soon as these come to light. Larger concerns are taken seriously and logged in our Standard Operating Procedures Manual with documentation on how to avoid a recurrence. Our SOP Manual also provides for routinely collecting customer feedback – both positive comments and the uncommon negative ones that result in corrective actions or team discussions for continuous improvement.



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AUDIO VIDEO MEDIA

Verbio began adapting audio video and eLearning materials to new languages in 2008 when we recorded an audio tour of the Leonardo Da Vinci exhibit for OMSI. This service expanded a few months later with an interactive eLearning module for AT+T to communicate with their global workforce across 16 languages (with onscreen text and audio recordings). Demand for this range of services has only expanded in the ensuing 15 years. In an era when government and business frequently use audio video recordings (of meetings, of outreach materials, of trainings), Verbio frequently transcribes these media to generate written transcripts, translated transcripts, audio files in a new language, and subtitles. This is a natural expansion of our language services.

Subtitles and captions are fundamental tools to address the accessibility and the linguistic needs for video and eLearning projects. We offer a variety of flexible options for subtitling and captioning including burned-in titles, lower thirds, interstitial screens, motion graphics, SRT and VTT formats. Our team uses industry-standard, future-proof tools to create and deliver your subtitled or captioned videos in your specified format. Verbio routinely applies subtitles to videos, whether written in English or any other written language. This would be a cost-effective choice when Customer wishes to provide durable or repeatable video information to the general public or to trainees.

Picture-in-Picture (PIP) is similar in function to subtitles, it just serves the Deaf audience member who is not literate in a written language. Verbio creates a video recording of one of our ASL interpreters signing according to your script or your audio recording. We then overlay that video over the main video track. This is most appropriate for durable or repeatable trainings.

TYPICAL TURNAROUND TIMES

Verbio employs ten full-time staff. Verbio contracts specific tasks to a pool of more than 4,000 contract interpreters, translators, and voice actors. Our staffing, support, and remote interpreting services are fully available on weekdays, with email monitoring on weekends and holidays. We have a long history of successfully meeting pre-scheduled, on-demand, and emergency needs for written and spoken language access across the Pacific NW for our many varied clients.

TELEPHONE AND VIDEO REMOTE INTERPRETING: Verbio's Telephone Interpreting Hotline is available on-demand 24/7/365 for most languages. For a very common language like Spanish, an interpreter should join your call within 15 seconds. However, it may be prudent to pre-schedule calls involving rare languages, like Chuukese.

Spanish, ASL and Arabic video interpreters are available within the VRI Gateway app on-demand during expanded business hours (8am-8pm on weekdays). These prime languages can be pre-scheduled for weekends or evenings. An expanded list of languages can be pre-scheduled for Video Remote Interpreting. Usually we recommend contacting us 3+ days before your planned video meeting.

TRANSLATION: Following the standard translation process detailed above, Verbio recommends planning for our teams to complete 10,000 words per business week (translation + editing + proofreading). Any request that is more accelerated than this benchmark, or that needs to be completed in less than three (3) business days (regardless of how short), is considered a "rush" and incurs a surcharge. The turnaround time cited above is provided to give you an indication of the threshold where Rush Fees



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begin to apply, rather than an indication of our limited capacity. We have scalable teams and a proven track record of translating up to 70,000 words into one language within a business week. Multiple languages can be handled in parallel *without* incurring rush fees. For example, a 10,000-word report can be translated into Spanish and Simplified Chinese within five (5) business days without a rush fee. Your Project Manager will provide an estimated turnaround time at the outset of each project.

TRANSCRIPTION: Transcription of audio video files takes 3-6 business days – depending on the language and duration of your recording. Commonly, Verbio transcribes media as one stage in a large project that involves translation plus subtitling and/or dubbing. Verbio’s project manager adroitly coordinates your files through all of these specialist teams and project phases. You will be given an estimated turnaround time at the start of each project.

Section 6 - Rate Schedule

Name of Firm/Individual: **Verbio**

Certification(s): Medical Legal General American Sign Language

Days/Hours of availability: *Telephone interpreters are available 24/7/365 on-demand. VRI Gateway interpreters for Spanish, ASL or Arabic are available on-demand during business hours (8am-8pm on weekdays) and can be pre-scheduled for weekends or evenings. Additional VRI languages can be scheduled in advance for meetings within the VRI Gateway app. Transcription and Translation are available during business hours Pacific time.*

Are you willing to accept long term assignments? **Yes**

Are you willing to perform third party billing? Yes No

Please attach all current certifications to your proposal if an individual. Firms may be required to provide certifications for their staff at the time services are rendered.

Language	Rates				
	In person	Telephonic: rate per minute used	Video: rate per minute, with 30-minute minimum	Transcription: rate per minute of audio video recording	Translation & Editing: rate per word, \$155 minimum
American Sign Language		n/a	\$3.00	Picture-in-picture is available. English transcript \$7.00	n/a
Acholi – Uganda, Sudan		\$1.75*			
Afrikaans – South Africa, Namibia		\$1.75**		\$7.00	0.32c/word
Akan – Ghana, Ivory Coast		\$1.75**			
Akateko – Guatemala		\$1.75**		\$7.00	0.62
Albanian – Albania		\$1.75**	\$3.00**	\$7.00	0.27
Algerian Arabic – Algeria		\$1.75		\$7.00	0.28
Amharic – Ethiopia		\$1.75		\$7.00	0.32
Arabic – Widely Distributed		\$1.75	\$3.00	\$7.00	0.28
Armenian – Armenia		\$1.75	\$3.00**	\$7.00	0.27
Ashanti (Asante Twi) – Ghana		\$1.75**			
Assyrian – Iraq		\$1.75**			
Azerbaijani – Azerbaijan		\$1.75**		\$7.00	0.27
Azorean Portuguese – Azores Islands		\$1.75		\$7.00	0.28
Bahnar – Vietnam					
Bahasa Indonesia (Indonesian) –Indonesia		\$1.75**			
Bambara – Mali		\$1.75**			
Belarusan – Belarus		\$1.75**			
Bengali – Bangladesh, India		\$1.75	\$3.00**	\$7.00	0.27
Bosnian – Bosnia & Herzegovina		\$1.75	\$3.00**	\$7.00	0.29
Brazilian Portuguese – Brazil		\$1.75	\$3.00**	\$7.00	0.28

Bulgarian – <i>Bulgaria</i>	\$1.75*		\$7.00	0.29
Burmese – <i>Myanmar (former Burma)</i>	\$1.75	\$3.00**	\$7.00	0.37
Cambodian (Khmer) – <i>Cambodia</i>	\$1.75		\$7.00	0.37
Cantonese - <i>China</i>	\$1.75	\$3.00**	\$7.00	0.28
Cape Verdean (Portuguese Creole) – <i>Cape Verde</i>	\$1.75		\$7.00	
Catalan – <i>Andorra, Spain</i>	\$1.75		\$7.00	
Cebuano – <i>Philippines</i>	\$1.75		\$7.00	
Chaldean – <i>Iraq</i>	\$1.75		\$7.00	
Chamorro – <i>Guam</i>	\$1.75		\$7.00	
Chaozhou (Teochew) – <i>China</i>	\$1.75		\$7.00	0.28
Chin – <i>Myanmar (former Burma)</i>	\$1.75		\$7.00	0.37
Chinese (var. languages/dialects) – <i>China</i>	\$1.75		\$7.00	0.28
Chuukese (Trukese) – <i>Micronesia</i>	\$1.75		\$7.00	0.89
Croatian – <i>Croatia</i>	\$1.75	\$3.00**	\$7.00	0.29
Czech – <i>Czech Republic</i>	\$1.75		\$7.00	0.29
Danish – <i>Denmark</i>	\$1.75		\$7.00	0.32
Dari (Afgan Farsi) – <i>Afghanistan</i>	\$1.75		\$7.00	0.29
Dene – <i>Canada</i>				
Dewoin – <i>Liberia</i>				
Dinka – <i>Sudan</i>	\$1.75		\$7.00	0.42
Duala – <i>Cameroon</i>				
Dutch – <i>Netherlands</i>	\$1.75		\$7.00	0.42
Egyptian Arabic – <i>Egypt</i>	\$1.75		\$7.00	0.28
Estonian – <i>Estonia</i>	\$1.75		\$7.00	0.30
Filipino (Tagalog) – <i>Philippines</i>	\$1.75		\$7.00	0.27
Finnish – <i>Finland</i>	\$1.75		\$7.00	0.36
Flemish – <i>Belgium</i>	\$1.75		\$7.00	0.30
French – <i>Africa, Canada, France, Tunisia, et al.</i>	\$1.75	\$3.00**	\$7.00	0.30
French Creole – <i>Caribbean</i>	\$1.75		\$7.00	
Fukienese – <i>China</i>	\$1.75		\$7.00	0.28
Fulani (Fulfulde, Fula) – <i>Cameroon, Niger, Nigeria, Senegal</i>	\$1.75		\$7.00	0.32
Fuzhou – <i>China</i>	\$1.75		\$7.00	0.28
Ga – <i>Ghana</i>	\$1.75		\$7.00	
Gen (Mina) – <i>Togo, Benin</i>	\$1.75		\$7.00	
German – <i>Germany</i>	\$1.75		\$7.00	0.30
Gokana (Khana) – <i>Nigeria</i>				
Greek – <i>Greece</i>	\$1.75		\$7.00	0.30
Gujarati – <i>India</i>	\$1.75	\$3.00**	\$7.00	0.27
Haitian Creole – <i>Haiti</i>	\$1.75	\$3.00**	\$7.00	0.28
Haka Burmese – <i>Myanmar (former Burma)</i>	\$1.75		\$7.00	0.37
Hmong – <i>China, Vietnam, Laos</i>	\$1.75	\$3.00**	\$7.00	0.31

Hungarian – Hungary		\$1.75		\$7.00	0.29
Hakka – China					
Hausa – Niger, Nigeria		\$1.75**		\$7.00	0.32
Ibo (Igbo) – Nigeria		\$1.75*		\$7.00	0.32
Ilocano – Philippines		\$1.75		\$7.00	0.31
Hebrew – Israel		\$1.75*		\$7.00	0.37
Hindi – India		\$1.75	\$3.00**	\$7.00	0.27
Indonesian (Bahasa Indonesia) – Indonesia		\$1.75		\$7.00	0.27
Iraqi Arabic – Iraq		\$1.75		\$7.00	0.28
Italian – Italy		\$1.75	\$3.00**	\$7.00	0.28
Japanese – Japan		\$1.75	\$3.00**	\$7.00	0.33
Jarai – Vietnam		\$1.75**		\$7.00	
Javanese – Indonesia					
Jordanian Arabic – Jordan		\$1.75		\$7.00	0.28
Juba Arabic – Sudan		\$1.75		\$7.00	0.28
Kanjolal (Q’anjob’al) – Guatemala		\$1.75*		\$7.00	
Kannada – India		\$1.75**		\$7.00	0.27
Kapampangan – Philippines				\$7.00	0.82
Karen (Pa’o, S’gaw) – Myanmar (former Burma)		\$1.75		\$7.00	0.82
Kayah – Myanmar (former Burma)					
Khmer (Cambodian) – Cambodia		\$1.75**		\$7.00	
Kinyarwanda – Rwanda		\$1.75		\$7.00	0.32
Kirundi – Burundi		\$1.75		\$7.00	0.32
Koho – Vietnam					
Korean – Korea		\$1.75	\$3.00**	\$7.00	0.33
Kpele – Guinea, Liberia					
Kurmanji (Northern Kurdish) – Turkey		\$1.75		\$7.00	0.32
Kuwaiti Arabic – Kuwait		\$1.75		\$7.00	0.28
Lao – Laos		\$1.75		\$7.00	0.37
Latvian – Latvia		\$1.75**		\$7.00	0.37
Lebanese Arabic – Lebanon		\$1.75		\$7.00	0.30
Lingala – Congo, Republic of the		\$1.75		\$7.00	0.32
Lithuanian – Lithuania		\$1.75*		\$7.00	0.29
Luganda – Uganda		\$1.75**		\$7.00	0.32
Luo – Kenya					0.32
Maay (Af Maay, Rahanween, Bantu) – Somalia		\$1.75		\$7.00	0.27
Macedonian – Macedonia		\$1.75*	\$3.00**	\$7.00	0.27
Malay – Malaysia		\$1.75		\$7.00	0.27
Malayalam – India		\$1.75		\$7.00	0.27
Malinke – Senegal		\$1.75		\$7.00	0.32
Mam – Guatemala		\$1.75*		\$7.00	0.62
Mandarin – China		\$1.75	\$3.00**	\$7.00	0.28

Mandinka (Mandingo) – Senegal		\$1.75		\$7.00	0.32
Marathi – India		\$1.75**		\$7.00	0.27
Marshallese – Marshall Islands		\$1.75	\$3.00**	\$7.00	0.82
Mayan [Akateko, Kanjobal]– Guatemala, Mexico		\$1.75**		\$7.00	0.62
Mien – China, Laos, Thailand		\$1.75*		\$7.00	0.27
Mina (Gen) – Togo, Benin		\$1.75**			
Minangkabau – Indonesia					
Mixteco Alto – Mexico		\$1.75*		\$7.00	0.62
Mixteco Bajo – Mexico		\$1.75**		\$7.00	0.62
Mnong – Vietnam					
Mongolian – Mongolia		\$1.75		\$7.00	0.31
Moroccan Arabic – Morocco		\$1.75		\$7.00	0.28
Nahuatl – Mexico					
Navajo – U.S.A.(Southwest)		\$1.75*		\$7.00	0.77
Nepalese – Nepal, India		\$1.75	\$3.00**	\$7.00	0.27
Nuer – Sudan		\$1.75		\$7.00	0.32
Oromo – Ethiopia		\$1.75		\$7.00	0.32
Palestinian Arabic – Israel, Jordan		\$1.75		\$7.00	0.28
Pangasinan – Philippines					
Papiamento – Netherlands Antilles					
Pashto (Pushto) – Pakistan, Afghanistan		\$1.75		\$7.00	0.32
Portuguese Creole (Cape Verdean) – Cape Verde					
Persian (Farsi) – Afghanistan, Iran, Iraq, Pakistan		\$1.75	\$3.00**	\$7.00	0.30
Russian – Russia		\$1.75		\$7.00	0.23
Samoan – Samoa		\$1.75**		\$7.00	0.31
Polish – Poland		\$1.75	\$3.00**	\$7.00	0.27
Portuguese – Portugal, Brazil, et al.		\$1.75	\$3.00**	\$7.00	0.28
San Miguel – Mexico	This is a city name, not a language				
Santa Eulalia – Guatemala	This is a geographic region, not a language.				
Saraiki – Pakistan, India					
Serbian – Serbia, Montenegro		\$1.75	\$3.00**	\$7.00	0.29
Serbo-Croatian – Balkans		\$1.75	\$3.00**	\$7.00	0.29
Shanghainese – China		\$1.75**		\$7.00	0.28
Sichuan (Szechuan) – China		\$1.75**		\$7.00	0.28
Sinhalese – Sri Lanka		\$1.75*		\$7.00	0.32
Slovak – Slovakia		\$1.75**		\$7.00	0.29
Somali – Somalia		\$1.75	\$3.00**	\$7.00	0.32
Soninke (Serahule) – Mali		\$1.75**			
Sorani (Central Kurdish) – Iraq		\$1.75**		\$7.00	
Spanish – Spain, Latin America, et al.		\$1.75	\$3.00	\$7.00	0.22
Sudanese Arabic – Sudan		\$1.75		\$7.00	0.28
Susu – Guinea		\$1.75**			

Swahili – Kenya, Somalia, Tanzania,		\$1.75		\$7.00	0.32
Swedish – Sweden		\$1.75		\$7.00	0.30
Syrian Arabic – Syria		\$1.75		\$7.00	0.28
Tagalog (Filipino) – Philippines		\$1.75		\$7.00	0.32
Tai Dam – Vietnam					
Taiwanese – Taiwan		\$1.75**		\$7.00	0.28
Tamil – India		\$1.75*		\$7.00	0.27
Telugu – India		\$1.75		\$7.00	0.27
Teochew (Chaozhou) – China		\$1.75**		\$7.00	0.28
Thai – Thailand		\$1.75		\$7.00	0.37
Tibetan – China		\$1.75*		\$7.00	0.31
Tigrigna (Tigrinya) – Ethiopia, Eritrea		\$1.75		\$7.00	0.32
Toishanese – China		\$1.75**		\$7.00	0.28
Tongan – Tonga		\$1.75		\$7.00	0.82
Trukese (Chuukese) – Micronesia		\$1.75		\$7.00	0.89
Tunisian Arabic – Tunisia		\$1.75		\$7.00	0.28
Turkish – Turkey		\$1.75		\$7.00	0.27
Twi – Ghana		\$1.75		\$7.00	
Tzotzil – Mexico					
Ukrainian – Ukraine		\$1.75		\$7.00	0.27
Urdu – Pakistan, India		\$1.75		\$7.00	0.27
Vietnamese – Vietnam		\$1.75	\$3.00**	\$7.00	0.27
Wolof – Senegal		\$1.75**		\$7.00	0.32
Xhosa – South Africa		\$1.75**		\$7.00	0.31
Yemeni Arabic – Yemen		\$1.75		\$7.00	0.28

* Language is available on-demand, but please anticipate longer wait times to connect (5-10 minutes).

** Language is offered with limited availability. It is strongly recommended to schedule these languages in advance rather than attempting to connect on-demand.