



REQUEST FOR PROPOSALS #2017-87

FOR

Interpreter Services

BOARD OF COUNTY COMMISSIONERS

JIM BERNARD, Chair

SONYA FISCHER, Commissioner

KEN HUMBERSTON, Commissioner

PAUL SAVAS, Commissioner

MARTHA SCHRADER, Commissioner

**Donald Krupp
County Administrator**

**George Marlton
Procurement Division Director**

**Abigail Churchill
Analyst**

PROPOSAL CLOSING DATE, TIME AND LOCATION

DATE: May 16, 2018

TIME: 2:00 PM, Pacific Time

**PLACE: Clackamas County Procurement Division
Clackamas County Public Services Building
2051 Kaen Road, Oregon City, OR 97045**

SCHEDULE

| | |
|--|--|
| Request for Proposals Issued..... | April 24, 2018 |
| Protest of Specifications Deadline..... | May 1, 2018, 5:00 PM, Pacific Time |
| Deadline to Submit Clarifying Questions..... | May 8, 2018, 5:00 PM, Pacific Time |
| Request for Proposals Closing Date and Time..... | May 16, 2018, 2:00 PM, Pacific Time |
| Deadline to Submit Protest of Award..... | Five (5) days from the Intent to Award |

TABLE OF CONTENTS

| | Page |
|--|------|
| Section 1 – Notice of Request for Proposals | 1 |
| Section 2 – Instructions to Proposers..... | 2 |
| Section 3 – Scope of Work | 7 |
| Section 4 – Evaluation and Selection Criteria | 11 |
| Section 5 – Proposal Content (Including Proposal Certification)..... | 12 |
| Section 6 – Rate Schedule..... | 14 |

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 16, 2018** (“Closing”), to provide Interpreter Services. No Proposals will be received or considered after that time.

Proposal packets are available from 7:00 AM to 6:00 PM Monday through Thursday at Clackamas County Procurement Division, Clackamas County Public Services Building, 2051 Kaen Road, Oregon City, OR 97045, telephone (503) 742-5444 or may be obtained at <http://www.clackamas.us/bids/>. Sealed Proposals are to be sent to Clackamas County Procurement Services – Attention George Marlton, Director at the above Kaen Road address. Sealed Proposals may be emailed to procurement@clackamas.us or sent to Clackamas County at the above Kaen Road address.

It is the intent of Clackamas County to award to multiple vendors that meet the specifications of this Request for Proposals.

Contact Information

Procurement Process and Technical Questions: Abigail Churchill, 503-742-5449, Churchill@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 bids from Minority, Women, 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. County will provide reasonable notice of its decision to all Proposers that have provided an address to the Procurement Division for this procurement. 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 the Bids and Contract Information page at <http://www.clackamas.us/bids/> for any published Addenda or response to clarifying questions.

2.5 Submission of Proposals: All Proposals must be submitted in a sealed envelope bearing on the outside, the name and address of the Proposer, the project title, and Closing date/time. 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 Response 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” letter. Identification of the apparent successful Proposer is procedural only and creates no right of the named Proposer to award of the contract. Competing Proposers will be notified in writing of the selection of the apparent successful Proposer(s) and shall be given five (5) calendar days from the date on the “Notice of Intent to Award” letter 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 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 192.501(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 192.501(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 192.500(1). 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 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, 2023**. 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: <http://www.clackamas.us/bids/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 form 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, 2023**. 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 Professional Services Contract for this RFP can be found at <http://www.clackamas.us/bids/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 4 – Travel and Other Expense is Authorized
- ☒ Article II, Paragraph 29 – Confidentiality
- ☒ Article II, Paragraph 29 – Criminal Background Check Requirements

- ☐ Article II, Paragraph 30 – Key Persons
- ☐ Exhibit A – On-Call Provision

The following insurance requirements will be applicable:

- ☒ 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.
- ☒ 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.
- ☒ Automobile Liability: combined single limit, or the equivalent, of not less than \$500,000 per occurrence for Bodily Injury and Property Damage.

SECTION 4 EVALUATION PROCEDURE

- 4.1** An evaluation committee will review all Proposals that are initial 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. Complete Proposals may be mailed to the below address or emailed to Procurement@clackamas.us. The subject line of the email must identify the RFP title. Proposers are encouraged to contact Procurement to confirm receipt of the Proposal. If the Proposal is mailed, an original copy and an electronic copy (on compact disk or jump drive) must be included. The Proposal (hardcopy or email) must be received by the Closing Date and time indicated in Section 1 of the RFP.

5.1.2. Mailing address including Hand Delivery, UPS and FEDEX:

Clackamas County Procurement Division – Attention George Marlton, Director
Clackamas County Public Services Building
2051 Kaen Road
Oregon City, OR 97045

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.

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 **Exhibit D**, 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 – Complete the attached Fee Schedule, Exhibit D

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.

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.

5.6. Completed Proposal Certification (see the below form)

PROPOSAL CERTIFICATION
RFP #2017-87 Interpreter Services

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

The undersigned, through the formal submittal of this Proposal response, declares that he/she has examined all related documents and read the instruction and conditions, and hereby proposes to provide the services as specified in accordance with the RFP, for the price set forth in the Proposal documents.

Contractor, by signature below, hereby represents as follows:

- (a) That no County elected official, officer, agent or employee of the County is personally interested directly or indirectly in this contract or the compensation to be paid hereunder, and that no representation, statement or statements, oral or in writing, of the County, its elected officials, officers, agents, or employees had induced it to enter into this contract and the papers made a part hereof by its terms;
- (b) The Proposer, and each person signing on behalf of any Proposer certifies, in the case of a joint Proposal, each party thereto, certifies as to its own organization, under penalty of perjury, that to the best of their knowledge and belief:
1. The prices in the Proposal have been arrived at independently, without collusion, consultation, communication, or agreement for the purpose of restraining competition as to any matter relating to such prices with any other Proposer or with any competitor;
 2. Unless otherwise required by law, the prices which have been quoted in the Proposal have not been knowingly disclosed by the Proposer prior to the Proposal deadline, either directly or indirectly, to any other Proposer or competitor;
 3. No attempt has been made nor will be made by the Proposer to induce any other person, partnership or corporation to submit or not to submit a Proposal for the purpose of restraining trade;
- (c) The Proposer fully understands and submits its Proposal with the specific knowledge that:
1. The selected Proposal must be approved by the Board of Commissioners.
 2. This offer to provide services will remain in effect at the prices proposed for a period of not less than ninety (90) calendar days from the date that Proposals are due, and that this offer may not be withdrawn or modified during that time.
- (d) That this Proposal is made without connection with any person, firm or corporation making a bid for the same material, and is in all respects, fair and without collusion or fraud.
- (e) That the Proposer shall use recyclable products to the maximum extent economically feasible in the performance of the contract work set forth in this document.
- (f) That the Proposer accepts all terms and conditions contained in this RFP and that the RFP and the Proposal, and any modifications, will be made part of the contract documents. It is understood that all Proposals will become part of the public file on this matter. The County reserves the right to reject any or all Proposals.
- (g) That the Proposer holds current licenses that businesses or services professionals operating in this state must hold in order to undertake or perform the work specified in these contract documents.
- (h) That the Proposer is covered by liability insurance and other insurance in the amount(s) required by the solicitation and in addition that the Proposer qualifies as a carrier insured employer or a self-insured employer under ORS 656.407 or has elected coverage under ORS 656.128.
- (i) That the Proposer is legally qualified to contract with the County.
- (j) 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.

(k) The Proposer agrees to accept as full payment for the services specified herein, the amount as shown in the Proposal.

☐ Resident Bidder, as defined in ORS 279A.120

☐ Non-Resident Proposer, Resident State _____
Oregon Business Registry Number _____

Contractor's Authorized Representative

Signature: _____ Date: _____

Name: _____ Title: _____

Firm: _____

Address: _____

City/State/Zip: _____ Phone: () _____

e-mail: _____ Fax: _____

Contract Manager:

Name _____ Title: _____

Phone number: _____

Email Address: _____

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.

| | Rates | | | |
|---|-----------|------------|-------|---------------|
| | In person | Telephonic | Video | Transcription |
| Language | | | | |
| 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> | | | | |
| Cantonese – <i>China</i> | | | | |

| Language | In person | Telephonic | Video | Transcription |
|---|------------------|-------------------|--------------|----------------------|
| 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 – <i>China</i> | | | | |

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

| Language | In person | Telephonic | Video | Transcription |
|---|------------------|-------------------|--------------|----------------------|
| 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> | | | | |
| Papiamento – <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 – <i>Spain, Latin America, et al.</i> | | | | |

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