



Department of Finance

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

July 20, 2023

BCC Agenda Date/Item: _____

Board of County Commissioners
Clackamas County

Approval of a Personal Services Contract with Language Line Services, Inc. for As Needed Interpreter Services. Contract value not to exceed \$1.5MM over 5 years. Funding is through Beginning Fund Balance, Taxes, Federal and State Funds, Charges, Fees, Fines, and Assessments, Revenue from Bonds & Other Debts, other revenues, and budgeted County General Funds.

Previous Board Action/Review	Briefed at Issues – July 18, 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 #8154

This Personal Services Contract (this “Contract”) is entered into between **Language Line Services, Inc.** (“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 Five Hundred Thousand dollars (\$1,500,000.00). 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 \$1,500,000.00 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: Bonaventura Cavaliere Phone: 800-752-6096 Email: cfo@languageline.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.

<input checked="" type="checkbox"/> 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.

Language Line Services, Inc.
1 Lower Ragsdale Drive, Bldg. 2
Monterey, CA 93940

Clackamas County

DocuSigned by:
Bonaventura Cavaliere July 7, 2023
376092BB068A4BB...
Authorized Signature Date

Chair

Bonaventura A. Cavaliere Chief Financial Officer

Name / Title (Printed)

Recording Secretary

226912-99
Oregon Business Registry #

Date

FBC/DELAWARE
Entity Type / State of Formation

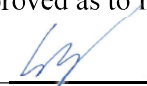
Approved as to Form:
 07/10/2023
County Counsel Date

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
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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/bsv/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/clackamascounty/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

Category	Points available:
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/clackamacounty/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: Language Line Services, Inc - Delaware
(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:

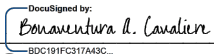
SECTION I. OREGON TAX LAWS: As required in ORS 279B.110(2)(e), the undersigned hereby certifies that, to the best of the undersigned's knowledge, the Proposer is not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means the tax laws of the state or a political 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: Bonaventura A. Cavaliere Date: 05/24/2023
Signature:  Title: Chief Financial Officer
Email: cfo@languageline.com Telephone: (800) 752-6096
Oregon Business Registry Number: 226912-99 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: California

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 – <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>				

EXHIBIT B
CONTRACTOR'S QUOTE

RFP#2023-39 - Interpreter Services

Clackamas County

PRIMARY CONTACT

Rick Cummings
Strategic Account Executive
(831) 648-5529
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GLOBAL HEADQUARTERS

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5.2. Proposer's General Background and Qualifications

Description of the firm.

LanguageLine Solutions, a global leader in innovative language access for 41 years, provides the industry's most dependable access to highly trained professional interpreters and translators in more than 240 languages and various sign languages. Founded in 1982 in recognition of the need for on-demand interpreters in the emergency services sector, LanguageLine has become ranked #3 of the top language service providers in the world (source: Common Sense Advisory, 2022). Our headquarters are in Monterey, and we also have business offices in London, England; El Paso, Texas and Portland, Oregon (our office is actually *in* Clackamas County).

LanguageLine supports over 30,000 clients' language solutions needs through our lines of business, including over-the-phone interpreting, video remote interpreting, onsite interpreting, translation, localization, and interpreter testing and training services. We serve nearly every industry, including all levels and agencies of the government, education, healthcare and hospitals, financial services and banks, insurance, consumer and retail, and travel.

LanguageLine is committed to applying our experience towards developing technologically advanced language solutions so our valued customers can serve their limited English proficient, deaf, and hard of hearing public effectively and efficiently in a culturally sensitive manner. We are also committed to protecting customers' confidentiality and security as well as staying abreast of all regulatory compliance issues that could impact Clackamas County Departments and the public they serve.

Provide Credentials (Medical and/or Legal Certifications by the State of Oregon) and experience of key individuals that would be assigned to this project.

LanguageLine provides a highly qualified Account Executive, Rick Cummings, who specializes in delivering of telephonic and video interpreting language access services. Rick will work closely with our Implementation Team to ensure your County Departments experience a smooth transition before and during the execution of your implementation of services.

KEY PERSONNEL

Project Lead



Rick Cummings
Strategic Account Executive

Rick rejoined the team at LanguageLine in November 2010. Rick was with LanguageLine from June 2005 to May 2008 as a Strategic Account Executive within the Healthcare and Health Insurance Group. During that period, he successfully coordinated the implementation of over-the-phone interpretation throughout large healthcare and insurance companies. His experience also involved reviewing and modifying access methodology, coordinating training on how to work with interpreters, providing regulatory compliance advice, and serving as the interface between LanguageLine and those clients. In addition to telephonic interpreting accounts, Rick manages several of our largest government account relationships including language skills testing programs, document translation, video interpreting, custom access methods, and other language-related services.

Rick prides himself on drawing on the subject matter experts in an organization to offer the best to its clients and learn from both. He has been a professional account representative since 1985 with a background in surgical sales and provider specialty networks and maintains a customer-centric view. Rick graduated from Portland State University with a BS in Liberal Arts. Rick enjoys the travel that allows him to meet with our valued current and potential clients.

Ongoing Account Responsibilities:

REQUEST FOR PROPOSALS #2023-39 - Interpreter Services

- / Develop relationships with key stakeholders to ensure the service provided by LanguageLine meets and exceeds expectations.
- / Act as the main point of contact for users to raise questions, concerns, or areas of new interest.
- / Ensure that all client concerns are dealt with professionally, appropriately, and on time.
- / Monitor management information to assess usage and performance.
- / Attending service reviews to discuss LanguageLine performance and new contract objectives.
- / Ensure that all client communications are channeled to the correct LanguageLine departments for timely action.
- / Coordinate and organize formal and informal staff training.



Joseph Varda
Business Development Manager

Joseph has over a decade of experience in the translation and language services industry. He has assisted hundreds of small, medium, and Fortune 1000 global companies within various markets, such as information technology, eLearning, medical, legal, energy, manufacturing, gaming, and automotive, efficiently and effectively managing their translation and localization needs. He is committed to achieving the highest degree of client satisfaction amongst his clients by offering consultative services, fostering strong business relationships, and providing best-in-class customer service. Joseph joined LanguageLine in 2017. Prior to joining the organization, he held various positions, including general manager, vice president of sales, and director of sales for leading translation and localization providers as well as global computer software, hardware, and services companies. Joseph received his Bachelor of Science degree from the University of Phoenix.

Ongoing Account Support Responsibilities:

- / Acts as the main point of contact for users to raise questions, concerns, or areas of new interest.
- / Develops relationships with key stakeholders to ensure the service provided by LanguageLine meets and exceeds expectations.
- / Listens to the needs of stakeholders to offer customized process and technology solutions.
- / Participates in service reviews to discuss LanguageLine performance and new contract objectives.



Jim Pfeiffer
Regional Vice President
Onsite Interpreting

Jim is the senior liaison to the Onsite Interpreting Services Division, providing experienced oversight and assistance in determining and executing strategic objectives. He develops relationships with key stakeholders to ensure onsite interpreting services meet and exceed expectations. By acting as the primary contact for Onsite division, he ensures that all client communications are channeled correctly for timely action.

Jim has been in executive sales management in the language services industry for more than 15 years. He was the Vice President of Sales for Fluent Language Solutions from 1999-2012 and moved into his current role with LanguageLine in 2013. Jim graduated with a bachelor's degree from the University of North Carolina-Charlotte in 1985 and spent the first 14 years of his career in consumer product sales.

CERTIFICATIONS

LanguageLine is a proven partner with Clackamas County, with experience providing telephonic language access services to existing departments such as Sheriff's Department, Social Services, District Attorney's Office, and the County Jail and hope to provide language services for the County's Limited English Proficient Individuals (LEP) and, Deaf and Hard-of-Hearing population. Due to space, we can provide our Medical and/or Legal Certifications by the State of Oregon upon request.

REQUEST FOR PROPOSALS #2023-39 - Interpreter Services**Description of providing similar services to public entities of similar size within the past five (5) years.**

LanguageLine can attest to years of experience in providing language access services to public entities such as Clackamas County. Below we provide our comprehensive list and experience with government clients and entities.

Our Comprehensive Interpretation Experience for Government Clients

LanguageLine has over four decades of extensive corporate experience delivering on-demand language access solutions to local, state, and federal government offices, medical clinics, insurance companies, hospitals, courts, and more. We leverage this experience to ensure we offer our clients the best support with highly qualified interpreters and translators, implementation services, ongoing training, and compliance support. Our partnership with thousands of government agencies at the Federal, state, county, and municipal levels across North America, provides vital language access to public service areas including:

- / Social services - public information, benefit administration, community hotlines, WIC
- / Health departments - complete range of medical and health services
- / Public healthcare facilities - hospitals and clinics
- / 3-1-1 services - supporting the largest 311 centers in the United States (including New York, Los Angeles, Chicago, and San Francisco)
- / 2-1-1 services - with referrals and information to social services
- / Protective services agencies - services supporting children, women, and the elderly
- / Regulatory agencies - housing, environmental, labor
- / Employment services - training, benefit administration, etc.
- / Courts and justice system - information, arraignments, hearings, etc.
- / Correctional facilities - basic communication, health, legal
- / Education – K–12 communication with parents, community outreach
- / Tele-servicing firms with government contracts
- / Public safety- supporting 911/emergency dispatch for police, fire, and ambulance, as well as non-emergency/routine law enforcement needs.
- / Disaster relief- supporting disaster planning and communication during and following major events
- / State health insurance exchanges

In addition to working directly with government agencies, LanguageLine also supports companies that serve the government through service contracts and customer service applications. As a part of our partnership with government agencies, we guarantee that all language access modalities we provide will comply with current laws and regulations. LanguageLine monitors government industries to continually ensure we follow compliance with federal and state language access requirements.

Description of the firm's ability to meet the requirements in Section 3.

Our ability and history show our commitment to helping Clackamas County focus on accessing the best-in-class language solutions. We have provided our telephonic services to many Clackamas County Departments for decades.

We also support thousands of federal, state, and local government agencies from coast-to-coast, including the top 50 metropolitan areas. As a global leader in innovative language access solutions for 41 years, LanguageLine enhances and improves language access through our over-the-phone, video remote and onsite interpretation; interpreter testing and training and our translation and localization services.

Both our network of over 22,000 phone and video interpreters, LanguageLine will provide your County Departments with the highest quality, precise interpretation through rigorous vetting and robust training practices, including 25 hours of New Hire Orientation that includes LanguageLine's Standards of Practice and Code of Ethics. Our consistent quality assurance monitoring practices offer your County Departments assurance that only the best interpreters will serve your organization, and interpreters will be continuously monitored for their performance.

REQUEST FOR PROPOSALS #2023-39 - Interpreter Services

To ensure that your County Departments has unlimited access to the most interpreters in the requested languages, we focus on hiring the best interpreters regardless of their location. This sets us apart from our competitors that limit their interpreter pools to small geographical area around call centers.

LanguageLine complies with the following regulations:

- / The Americans with Disabilities Act
- / Title VI of the Civil Rights Act of 1964, Policy on the Prohibition Against National Origin Discrimination as it Affects Persons with Limited English Proficiency
- / Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency
- / Health Insurance Portability and Accountability Act (HIPAA)

In Section 5.3 – Scope of Work, we will provide additional details of our capabilities and approach in providing Clackamas County with telephonic and video interpreting services.

Description of what distinguishes the firm from other firms performing a similar service.

Some of the many advantages that distinguish LanguageLine from other firms performing similar services are:

- / **Large Interpreter Workforce:** LanguageLine has a network of thousands of interpreters to ensure our customers experience fast connection times and that interpreters are available 24/7/365 to provide prompt interpretation support. In fact, we have twice as many U.S. domestic employee interpreters as our largest competitors and thousands more through our global network.
- / **Investment in Recruiting:** LanguageLine Solutions invests over \$7 million annually on average in recruiting, testing, training and quality assurance programs for its interpreters..
- / **Interpreter Training:** Interpreters remain impartial and unbiased and use correct protocol for the industry. All interpreters complete training related to these standards and receive an “Interpreting Guidelines and Procedures” document during new hire orientation. Interpreters agree to adhere to these standards and must follow them.
- / **Continuing Education:** Interpreters participate in continuing education opportunities offered by LanguageLine to further advance their skills.
- / **State of the Art Technology:** LanguageLine invested over \$53M in the development of the Olympus Platform for next-generation Phone Interpretation and all future multi-modal language solution applications, to ensure our interpreters are operating on a cutting-edge platform for years to come.
- / **Advanced Reporting & Billing:** LanguageLine developed a robust and accurate invoicing and reporting solution for our customers. LanguageLine’s MyLanguageLine.com portal allows authorized users to access and view reports 24/7. To ensure that each and every invoice is accurate, our team reviews the invoice data every month. It is important to note that LanguageLine does not start billing for a call until a qualified interpreter is on the line.
- / **100% Customer Satisfaction and Dedicated Account Support:** Your LanguageLine Account Executive, Rick Cummings, will work directly with your County Departments to ensure customer satisfaction. Responsive, professional and friendly, Rick is a key member of the telephonic and video interpreting team and is truly passionate about helping organizations with their language access needs.

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

Audio and Video Remote Interpretation Services Implementation Process



REQUEST FOR PROPOSALS #2023-39 - Interpreter Services**STEP 1: Meeting with Clackamas County**

The first step is to assess the current language services program and set objectives. Your account executive and our implementation team will meet with key facility staff via phone. The purpose of the meeting is to learn about the current language services program at the different facilities and then to set the objectives and expectations for the implementation process, including end-user training.

Different language access modes have different setup requirements. Our product teams will use this meeting to establish and understand service-specific needs and information with Clackamas County.

STEP 2: Language Access Needs Assessment for Clackamas County

LanguageLine will conduct a live or virtual walkthrough at Clackamas County to gain a better understanding of the language services in place. The team visits all areas that use language services and surveys rooms. The implementation team notes available equipment and identifies gaps in equipment and language training support materials. For video interpreting services in particular, our implementation team focuses on ways to leverage existing video equipment to access services and/or identify areas that need additional video and audio equipment. The implementation team will identify onsite needs by location per language. This process will determine what additional resources are needed, if any, for language coverage.

STEP 3: Draft Customized Implementation Plan

After the visit, the implementation team drafts a plan with specific recommendations for your facilities. Clackamas County will review the plan, offer comments, and provide buy-in. The plan includes a timetable for installation of equipment, staff training on how to use equipment and access language services, as well as staff training on when to use which language service.

For video services, the team drafts an implementation plan with the specific recommendations for the facility and submits it via e-mail to the facility key stakeholder and/or champion for review, comments, and approval. Specific objectives include:

- / Define the call routing requirements and schedule
- / Determine ASL and spoken language needs over video interpreting
- / Define call routing during off hours
- / Define and create visual content and audio track for the call hold screens
- / Deploy video interpreting software and accounts to your video devices and setup of Wi-Fi access

STEP 4: Implementation and Training

Our teams will go on site to implement services within 3 weeks of receiving approval of the implementation plan by Clackamas County.

The implementation team will go onsite for 2 to 3 days at each facility, depending on the size, to deploy equipment such as 1Solution dual handset phones and our mobile video interpreting product, Interpreter on Wheels, track equipment location, conduct in-services, track the number of people trained, and distribute support tools and materials on how to access language access services.

End User Training

The implementation team will work with the facility champion, who is the main contact person, and staff educator to coordinate all training needs for language access. Our implementation staff will make adjustments, if desired, so the training plan follows all facility protocols. The training content may be drafted with the champion to include any specific topic the champion would like to cover during the training process.

Training on Language Services:

- / How to identify the preferred language of the LEP to provide the appropriate language support and maintain compliance with regulatory requirements
- / How to work effectively with a professional interpreter to ensure good communication
- / Any facility-specific policy that is important for staff to know the client requests
- / In-depth training for Director of Interpreting and related staff
- / Train the trainer classes for ongoing support

Training on How to Access Services:

REQUEST FOR PROPOSALS #2023-39 - Interpreter Services

- / How to access LanguageLine over-the-phone interpreters
- / Best practices for how to schedule an onsite interpreter
- / Training on online portal access to review historical, current, and future assignment requests for onsite interpreting services
- / Best practices on how to submit a document or project for translation
- / Best practices for scheduling testing or training services for bilingual employees
- / Introduction and training of medical staff on video interpreting software and using it on video-enabled device(s).

STEP 5: Post-Implementation Report

One week after the implementation process at Clackamas County, LanguageLine's implementation team will submit a post-implementation report to the facility champion. This report contains detailed information about the results for each location. The document serves as proof of the steps taken by Clackamas County to comply with regulatory requirements.

SUPPORT MATERIALS

We provide complimentary support materials to educate your staff on how to properly utilize our services.

Language Identification and Awareness Tools

Language ID Guide - This is a brochure that contains the translation into 99 languages of the statement, "Point to your language. An interpreter will be called. The interpreter is provided at no cost to you." Also available as a flat laminated card, this tool aids end users in identifying the preferred language of the limited English proficient individuals they are assisting. The languages are grouped by geographical region of the world where they are most commonly spoken. The English equivalent is also listed so that staff can identify the correct language.

Language ID Poster and Desktop Display - They contain a translation into 20 languages of the statement, "Point to your language. An interpreter will be called. The interpreter is provided at no cost to you." The purpose of both tools is to alert limited English proficient individuals about the availability of Interpreter Services at your organization and to aid end users in identifying the preferred language of the limited English proficient individuals they are assisting. These tools are available as an 18" x 24" poster and an 8 ½" x 11" self-standing display.

Interpreter Access Tools

- / **Quick Reference Guides (QRG)** –A variety of tools for easy reference that contain instructions specific to your organization on how to access an interpreter.
- / **QRG Postcard** –This postcard can be kept near a phone or computer or posted on a bulletin board or in other key areas. (4" x 6" card)
- / **QRG Wallet Card** –This card can be kept in a wallet or slipped inside an ID pouch. (Business card size)
- / **QRG Flyer** –This is available electronically to allow for the options to distribute via e-mail or as a hard copy to post on bulletin boards or in other key areas. (Electronic version of an 8 ½" x 11" sheet)
- / **QRG Badge** –This durable plastic card with a slot can be attached to an ID badge so it's always handy. It can hang either vertically or horizontally. (A 3 3/8" x 2 1/8")
- / **QRG Label** - This label can be placed on or near phones, on the back of an ID Badge, or in other key areas. (A 1 1/4" x 2 5/8" vinyl label)

CALL FLOWS

In LanguageLine's standard call flow, the call is initiated by a client after an limited English proficient (LEP) has called and identified their language of choice or when the LEP is physically present with the client. The client calls a generic LanguageLine toll-free number and then enters the six-digit Client ID (CID) number. The client then selects either 1 for Spanish or 2 for all other languages from a language menu. If the client presses 1, the call connects to a Spanish interpreter. If the client presses 2, the client says the language needed at the prompt before being connected to an interpreter.

LanguageLine offers customizations to the standard call flow reducing handle time and improving the LEP caller's experience:



REQUEST FOR PROPOSALS #2023-39 - Interpreter Services

- / **Auto Populated CID Call Flow:** LanguageLine offers the ability to connect directly to the language menu without manually entering in the Client ID number using a unique toll-free number, instead of the generic LanguageLine number.
- / **Auto Populated CID and Custom Language Menu Call Flow:** To further streamline the process, we can create a custom menu with your top 8 languages pre-programmed. A 9th option will connect to the Language IVR for all other languages. Only a small percentage of calls would go through the Language IVR before being routed to an interpreter with this option.

Video Interpreting Services and Features

LanguageLine's video interpreting application, InSight, empowers Clackamas County to provide outstanding service when communicating with the limited English proficient, deaf, and hard of hearing. Clackamas County will save valuable time and cost by offering fast, one-touch access to trained video interpreters to facilitate full understanding through spoken and visual communication.

Video interpretation combines the visual benefits of onsite interpreting with the convenience, speed, and cost-effectiveness of on-demand access. The ability to read visual cues and to see facial expressions and body language reduces the risk of misunderstanding. It builds immediate trust, rapport, and cooperation through in-language person-to-person communication.

LanguageLine's video interpreting solution connects clients to 20,000 qualified interpreters. InSight is designed to work on a variety of devices, including Android and Apple smart devices, tablets, PCs, and laptops. Our solution is also natively encrypted by design, meaning that each video or audio interpreting session is encrypted within the app and does not require specialized technical setup such as a VPN pass-through tunnel.

InSight provides Clackamas County with on-demand video interpretation in 45 languages, including American Sign Language. Through our video solution, Clackamas County also has the option to access all 240+ languages we offer through over-the-phone interpreting using the audio option within the application.

Our state-of-the-art video solution connects you to a qualified video or audio interpreter in less than 30 seconds for most calls. As mentioned above, LanguageLine supported over 6 million video interpretation calls through our application with a fulfillment rate in video of 96%. Our average connect time for on-demand video interpretation for ASL is 26.8 seconds, for Spanish it is 19.2 seconds, and 20.3 seconds for all languages.

Rolling calls from video interpretation to audio interpretation is a native feature within the application. This feature bypasses the IVR portion, which will save 30 seconds on average on all video and audio calls. Icons dynamically change along with the language schedule to let your customer know if video or audio is available at that time. If video interpreters are not available due to hours of operations or if the video is not connecting, the audio feature becomes automatically available.

Control Panel Features

Once Clackamas County connects to an interpreter, the application's control panel supports the interpretation session through the following built-in features:

- / **Self-View:** The self-view option allows the user to view himself or herself during an interpretation session in the corner of the screen. This allows the participant to know if the interpreter can see him or her.
- / **Microphone and Volume:** The microphone is on by default but can be muted for temporary privacy. Volume control is built-in and easily accessible on the top right-hand corner of the screen.
- / **Privacy:** The video privacy screen button can be activated during an interpretation session. Press once to block the interpreter from viewing the customer and press it again for the session to resume.



LanguageLine InSight works on most devices, including iPads, mobile phones, tablets, PCs, and Apple computers. Clackamas County can access the video application from your own devices or by purchasing or renting LanguageLine devices. The app allows for easy, remote access through Wi-Fi and cellular connectivity. The ability to connect to almost any device enhances the interpretation experience by supporting limited English proficient, deaf, and hard of hearing users from anywhere in the world.

REQUEST FOR PROPOSALS #2023-39 - Interpreter Services*Quality Assurance Plan*

LanguageLine is committed to providing our clients with the highest quality interpretation services available and we achieve this through a comprehensive interpreter monitoring program that includes internal and external quality control processes.

Internally, the Quality Assurance department manager is responsible for overseeing all monitoring of LanguageLine interpreters. The monitoring standards used are based on accepted national interpretation standards, the interpreter Code of Ethics, and client feedback.

During monitoring, the company never records any calls because we are committed to maintaining the highest levels of confidentiality. With our “silent” observation process, interpreters are unaware of when they are being observed, but they know monitoring could occur at any time.

Rating Standards

Throughout every monitoring session, a Senior Language Specialist will listen to several live calls conducted by an interpreter to objectively evaluate his or her skills. This process ensures consistency and fairness. The Senior Language Specialist notes all results and specific performance details on the monitoring form.

The rating standards on the form contain the following major areas of evaluation:

1. Customer Service:

- / **Open the call appropriately:** The interpreter opens the call with a professional greeting. The interpreter will introduce herself or himself to both parties on the line (English speaker and the Limited English Proficient person).
- / **Follow client’s instructions:** The interpreter always follows the client’s instructions and avoids providing any instructions on her or his own to any party on the line.
- / **Use polite forms of expression:** The interpreter is decorous and employs polite phrases in both languages. Some languages and cultures require a stricter use of polite forms of address.
- / **Appropriate tone, patience, and helpfulness:** The interpreter is poised, patient, helpful and respectful toward all parties on the line.
- / **Quiet working environment:** The interpreter answers the call from a quiet working environment and avoids distractions or noise that might hinder audibility or comprehension.
- / **Close the call appropriately:** The interpreter is the last person to close the call and makes sure the client does not need further assistance from her or him before doing so.

2. Interpretation Skills and Role of the Interpreter:

- / **Offer accurate and complete rendition:** The interpreter must remain faithful to the source language. The interpreter will clarify situations, when needed. The interpreter ensures the speakers converse in “workable segments” for the sake of accuracy and completeness while interpreting.
- / **Demonstrate command of both languages:** The interpreter must demonstrate linguistic ability in the language pair that she or he is qualified to interpret and adhere to syntax and grammar rules.
- / **Manage the flow of the call:** The interpreter should maintain the pace of the call and provide a timely rendition, avoiding unnecessary pauses.
- / **Avoid taking over the call:** The interpreter must not initiate questions on his or her own, other than for clarification purposes.
- / **Avoid interaction with LEP speaker without client’s permission:** The interpreter must keep the client informed of any exchanges he or she has with the LEP customer for clarification purposes.
- / **Remain impartial and unbiased:** The interpreter must not provide his or her personal opinion at any time.
- / **Use correct protocol for the industry:** The interpreter understands the correct protocol for each industry, such as the use of first-person interpreting, or cultural brokering in the healthcare industry. Protocol varies by scenario, and the interpreter must be aware and adhere to our internal standards and national standards.

After each monitoring session, the Senior Language Specialist delivers 30 minutes of feedback to the interpreter. During the feedback session, the Senior Language Specialist acknowledges the interpreter’s strengths and areas for improvement. Then, the monitor obtains a commitment from the interpreter to improve in specific areas and schedules a

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follow-up observation. Our company tracks all observation forms for quality assurance purposes and interpreter development.

Electronic Voice of the Customer

We actively solicit client feedback through our Electronic Voice of the Customer (eVOC) program. Any client can submit an eVOC form through our company website. This system allows us to expedite any issues and take action, up to termination, if an employee's performance fails to meet our stringent standards. Clients also can submit a commendation when they have an exceptional experience with a Clackamas County interpreter.

Video Quality Remote Agent Monitoring (ViQRAM)

LanguageLine's patented ViQRAM augments the LanguageLine Quality and Operations teams with automated machine learning and artificial intelligence algorithms to observe the quality of our video interpreters in their work environment. With this capability, we are able to validate the quality and consistency of our video interpreter services on numerous dimensions and provide coaching where appropriate.

ViQRAM captures a single image of the LanguageLine interpreter during the greeting portion of the video call. Machine Learning tools are then trained by human LanguageLine QA experts evaluating against our quality standards on numerous dimensions. Thousands of images are made available daily for human and automated ViQRAM review for exceptions and coaching.

It is important to note that the image of the Limited English Proficient customer is neither captured nor recorded and the audio from the Limited English Proficient and the interpreter is neither captured nor recorded. This is essential to maintaining 100% of our audit and compliance controls.

Written Translation Services

LanguageLine is ISO (ISO 9001:2015, ISO 17100:2015, ISO 18587:2017 certified and performs comprehensive quality assurance on every project entrusted to us. In 2022, LanguageLine Translation Solutions translated nearly 132,000 translation projects, achieving a 99.97% translation accuracy rate and 99.5% on-time delivery rate.

At LanguageLine, we only use full-time professional translators who have at least 5 years of experience and in most cases, 10 years. All are native speakers with multiple accreditations. They also are rigorously screened and tested by us. Unlike many of our competitors, we never use college students, part-time translators, untrained bilinguals, or the cheapest resources we can find. In fact, less than 1 in 11 linguists who apply to work for us can meet our quality standards.

How to Submit Projects

LanguageLine offers several secure options to dispatch translation requests and project files. These include:

- / Web form (secure web portal), via the LLS Website or a customized web form
- / LanguageLine Translation Portal, our proprietary file sharing system (secure TMS)
- / 3rd party TMS (translation management system)
- / File sharing program (e.g., ShareFile, Dropbox, Basecamp, etc.)
- / FTPS (secure FTP)
- / Integration with a Content Management System (CMS)
- / Email (ideally utilizing TLS security)

LanguageLine Translation Portal, LanguageLine's secure and password protected web-based portal, was designed to support organizations like yours. Simple and straightforward from the user's perspective, LanguageLine Translation Portal meets the needs of our most demanding customers, combining flexibility and scalability, with 24/7 access to real-time project creation, tracking and reporting.

LanguageLine Translation Portal provides the following key benefits:

- / Provides a secure method for sending documentation
- / Accepts any type of document, including large files that cannot be transmitted by email
- / Allows authorized users to track all translation projects in progress
- / Enables managers to control costs by selecting who is authorized to submit projects

REQUEST FOR PROPOSALS #2023-39 - Interpreter Services*Quality Assurance Plan*

LanguageLine's performance standards are very straight-forward: Provide the highest quality deliverables, on time, every time. As such, our Quality Assurance (QA) Specialists are vigilant in the review and validation of all deliverables, whether printed or online. In fact, LanguageLine performs comprehensive Quality Assurance procedures at every step in the translation and localization process. Rather than testing only a portion of the work product, however, we always utilize a 100% sample. As such, every-page, - word, - screen, and -function is tested or reviewed as appropriate...every time. QA is built into our process and is always complimentary.

Prior to beginning every project, our engineering team analyzes the source materials to determine the number of words contained therein, amount and type of leveraging, as well as any special IT and workflow requirements.

After the project plan is developed, our default linguistic process is to perform three distinct translation steps, each performed by a separate highly qualified linguist(s). These steps include translation, copyediting, and either proofreading or online review, as appropriate. Subject matter experts will be used as needed. To ensure the highest quality and consistency, we are also strong advocates of utilizing terminology lists, glossaries, and style guides. Once approved by your review team, the translated glossary becomes the basis for subsequent translations. Style guides that specify tone (formal versus conversational), hyphenation, formatting, units of measure, and "do not translate" requirements are also highly recommended.

After translation, an automated Quality Assurance (QA) check (inconsistencies, spelling, numeric inconsistencies, formatting, and correct terminology) will be performed. Translated and copy-edited content will be formatted by our desktop publishing (DTP) specialists to match the style and layout of the source content. Formatted target language deliverables are then checked for accuracy quality against the Source Language "Master" in a file-by-file comparison by our in-house QA Specialists. This dedicated team checks every word, every line, every screen, every function, and every page—every time. Any defects are returned to the DTP team for correction and are then checked for quality again. This is an iterative process that typically includes two to three passes. A final check is performed by the Project Manager prior to final delivery. This ISO certified workflow is fully customizable. Should Clackamas County have unique needs or require additional procedures, LanguageLine will work with you to create a tailored process.

In addition to our ISO certified workflow, LanguageLine takes many other steps to proactively prevent issues from arising. Each team member, whether translator, editor project manager, DTP specialist, QA specialist, etc. is continually measured in performance categories specific to their job function. Translation quality is maintained through the iterative review and editing steps, enabling translation team members to learn from colleagues and develop deep familiarity with each Clackamas County team and partner agency's preferences for translation. This process is repeated with every project performed. Additionally, LanguageLine contributes to the professional development of each operations team member through performance metrics like customer satisfaction, on-time delivery, and adherence to budget. Employees also benefit from ongoing professional training and development.

In the rare instance that an error is reported, our first step is to record the issue in our voice of the customer (VOC) system. This application is an integral component of our business system and is closely monitored by our Senior Management team. Once we understand the concern, an independent translator reviews the feedback reported by our client. In our experience, feedback most frequently meets one of the following:

- | | |
|--|---|
| / Is either stylistic or preferential rather than a technical error, | / Improves the translation, but does not correct an actual error, |
| / Improves the translation, but does not reflect the source content, | / Is not as good as our translation, but is not wrong, and |
| | / Introduces an error. |

If an error is found in the independent review, we will fix it immediately at no additional cost to Clackamas County. If the issue is preferential or stylistic, we will discuss our findings with Clackamas County and determine what changes, if any, should be made. The ultimate resolution will then be documented in our VOC system, the root cause determined, corrective action documented, and any required process changes implemented.

Performance Metrics

As mentioned, LanguageLine is ISO certified. As such, we rigidly follow a multi-step workflow that includes comprehensive quality assurance at every step and stage of the localization process. Prior to beginning every project, our engineering team analyzes the source materials to determine the number of words contained therein, amount and type of leveraging, as well as any special workflow requirements. After the project plan is developed, our default linguistic process

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is to perform three distinct translation steps, each performed by a separate highly qualified linguist(s). These steps include translation, copyediting, and either proofreading or online review, as appropriate. Subject matter experts will be used as needed.

Our ISO certification require LanguageLine to measure translator quality and proficiency, at least quarterly, to assess whether individual translators and agencies continue to meet our rigorous quality standards. To comply with this requirement, every reported defect is recorded in our project management system and the disposition determined. For actual errors, the root cause is identified, and corrective action specified. In addition to translation accuracy, each month we measure on-time delivery, quote accuracy, invoicing accuracy, and customer satisfaction.

In the last year our metrics for measure were as follows:

- / Translation accuracy: 99.97%
- / On-time delivery: 99.51%
- / Invoicing accuracy: 99.96%
- / Quote accuracy: 99.83%
- / Customer satisfaction: 97.14%

Onsite Interpretation

LanguageLine Onsite, a 9001:2015 ISO certified division, is designed to support facilities that have an ongoing need for dependable face-to-face interpreting. Our business is designed to support facilities that have an ongoing need for dependable face-to-face interpretation in ASL and over 150 spoken languages. The human interaction and visual contact that onsite interpretation provides can be critical to the success of bridging language and communication barriers. LanguageLine has a network of over 9,000 active interpreters spread across the country and this number is continuously growing.

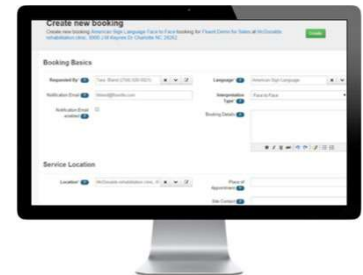
Last year alone, our onsite interpreters completed 159,850 assignments nationwide with a fill rate of 95%. Our interpreters are distinguished by their professionalism, qualifications, experience, and dedication to serving limited English proficient, deaf, and hard of hearing persons. All onsite interpreters abide by national standards for interpretation, exhibit cultural sensitivity, and remain neutral.

LanguageLine is the only provider that has the resources to meet onsite interpreting requests across the entire U.S. We have a dedicated booking staff in place to personally coordinate and support all your onsite requests within our Interpreter Intelligence Portal. Through Interpreter Intelligence, we can book you the most qualified interpreter while saving you money by locating the closest interpreter to the job site to minimize travel costs. We will work with Clackamas County every step of the way to find the right interpreter to meet your needs. We will personally work with Clackamas County to improve customer satisfaction, reduce risk, and meet government regulations.

Scheduling an Onsite Interpreter

LanguageLine OnSite offers a dedicated booking staff that will work with OUSD to coordinate and support all onsite requests 24/7/365. You can submit booking requests through the following channels:

- / Toll-free phone number
- / E-Mail
- / LanguageLine's Interpreter Intelligence portal



As much notice as possible is preferred when requesting an OnSite interpreter, but at least one business days' notice is needed.

Our booking coordinators receive the request and work to confirm an interpreter for the assignment. Once the interpreter is confirmed, the coordinator will notify your staff that the interpreter is booked for the assignment.

The time it takes to assign an interpreter varies based on many factors, including the rarity of the language, but in most cases, it is less than two hours. Same day or next day requests are encouraged to be phoned in and are worked by a special team of schedulers, who specialize in urgent requests, to accelerate the assignment process.

LanguageLine's booking process makes it easy for your staff to request specific interpreters by language, interpretation level, and proximity. LanguageLine is dedicated to providing our interpreters with the correct information about their assignment in order for them to deliver the highest standard of interpretation by being prepared for the situation at hand. We are acutely aware of the need for culturally sensitive interpreting and will make every effort to accommodate your requirements including using preferred interpreters when they are available.

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Our scheduling team is accessible by phone 24/7/365 to assist at any time in the scheduling process. The status of any request may be checked in real time through our scheduling portal or by calling the scheduling team. By accessing our Interpreter Intelligence Portal, Clackamas County will be able to schedule and access real-time information such as view the date, time, location, language, the status of an assignment, interpreter qualifications, and the interpreter that has been assigned.

Hours Of Service

LanguageLine's onsite interpreters are available 24 hours a day, 7 days a week by appointment for all languages. Our support teams are available 24/7/365, staffed with live schedulers.

Please note that our hours and corresponding rate tiers are as follows:

- / **Standard hourly rate.** 8:00 a.m. - 5:00 p.m. Local time Monday through Friday with more than one full business days' notice.
- / **Non-standard hourly rate.** Before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or assignments with less than one full business days' notice.
- / **Emergency/holiday rate.** Assignments with less than one hour's notice or assignments on federally recognized holidays.

How We Provide Urgent Services

Live schedulers are available 24 hours a day, 7 days a week, 365 days a year specifically so we can assist customers with urgent requests. Requests placed at any time of day or night are always answered by a live scheduler. Although the time it takes for an emergency interpreter request to be fulfilled varies based on various factors such as language requested and location of the request, LanguageLine's support teams will communicate with the requestor to fulfill the request and arrange for the interpreter to be on site as promptly as possible.

Interpreter Intelligence Portal

Our state-of-the-art scheduling portal, Interpreter Intelligence, makes it easy to schedule and administer your onsite interpretation needs. The portal allows you to manage, monitor, and export reports to save time and expense as well as increase productivity. Your entire schedule is at your fingertips 24/7/365.

Through Interpreter Intelligence, Clackamas County has real-time calendar access to all existing and past status updates of assignments. From there, you can view the date, time, location, language, the status of an assignment, and the interpreter that has been assigned. Clackamas County has the option to receive email notification when a job is entered, assigned, and confirmed or cancelled. There is also a color-coding system in place for each step of the interpreter assignment and scheduling process. From the moment an assignment has been requested, to the moment it has been assigned and then closed, you are able to track the progress by what color level it is in to give you an added level of security and peace of mind.

Tracking Interpreter Performance

LanguageLine continuously monitors our interpreters to ensure that they are always professional, reliable, and personable. Through our Interpreter Intelligence portal, we ensure that only the most-qualified interpreter is assigned to Clackamas County. Our portal has a tracking and rating system that helps us monitor our interpreters' performance. Interpreter Intelligence rating system is dependent on our clients. Our clients' feedback on their experience with our interpreters is recorded and tracked to help us identify the ideal interpreters for your future assignments.

ADVANCED REPORTING

MyLanguageLine Portal

Also available to Clackamas County is MyLanguageLine. Our proprietary reporting platform will provide 24/7/365 access to your LanguageLine Solutions phone and video remote interpreting account. Easy to use, this secure, password-protected portal offers any authorized Clackamas County staff member accessibility to monitor usage, review calls placed, create, download and schedule analysis reports, and view your invoice to help you increase productivity and manage expenses. The following sections of this advanced portal include:

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Home Page

- / Dashboard of your account usage updated in real-time
- / View Calls, minutes and average connect time
- / Choose all or one of your accounts
- / Call Volume by time with comparison
- / Top 5 languages called with duration and connect time
- / Solutions Summary for audio and video calls

**Rating Results**

- / "How Did We Do?" ratings results dashboard updated in real-time
- / Choose all or on of our accounts
- / Average ratings over time
- / Rating Activity
- / View and export call ratings and comments

**Reporting**

By clicking on the Reports page of the portal, you can instantly access on-demand reports for the current month and historical usage. It is simple and intuitive to build charts and download data from the Reports page in MyLanguageLine. The following data can be found on this page:

- / **Call Detail Reports:** Show data usage detail reporting by month and by day. Clackamas County can sort and filter call detail reports or download them as a Microsoft Excel file.
- / **Language Summary Reports:** Break down usage by languages requested on a daily or monthly basis.
- / **Call Distribution Reports:** Show call distribution by day of the week and hour by hour for an added level of detail. Reports also are available by language and weekday combined.
- / **Monthly and Annual Trends:** Summarize how call volumes are trending compared to previous months and annually.
- / **Customer Calls and Minutes Grouped by Personal Code Data:** Clackamas County can perform advanced analysis and download spreadsheets based on personal codes collected.

Written Translation Reporting

LanguageLine can customize and provide reports that meet your needs and requirements for Written Translation. All elements of your translation projects will be recorded and tracked in Workfront, our project management system. This web-based business system has powerful analytical and reporting capabilities. For status reports, we offer several formats to ensure that our reporting methodology will be specifically suited to the needs of our clients. This allows us to customize the style, content, and frequency to meet your needs. Typically, a Project Status Report will contain information on each language and each component; dates related to deliverables (in milestone format); and budget tracking (estimates vs. actuals and percent of total budget).

OnSite Customizable Reporting Options

For OnSite Interpreter Reporting, Interpreter Intelligence has the capability to create highly customizable reports. We understand every client wishes to collect specific information for reporting purposes. Interpreter Intelligence has filters in place for you to be able to customize all information that you want to see in your account by location, cost, mileage, duration, interpreter notes, appointment details, etc.

5.4. Fees

Section 6 Rate Schedule

Name of Firm/Individual: Language Line Services, Inc. dba Language Line Solutions

Certification(s): Medical Legal General American Sign Language

Days/Hours of availability: 24/7/365

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 (/hr.) Standard Rate	Telepho nic (/min)	Video (/min)	Transcription (/word)	English into Language (/word)	Language into English (/word)
American Sign Language	\$100.00	N/A	\$2.25	N/A	N/A	N/A
Acholi – Uganda, Sudan	\$90.00	\$0.69	N/A	N/A	\$0.34	\$0.36
Afrikaans – South Africa,	\$90.00	\$0.69	N/A	\$5.00	\$0.22	\$0.24
Akan – Ghana, Ivory Coast	\$90.00	\$0.69	N/A	N/A	\$0.30	\$0.32
Akateko – Guatemala	\$90.00	\$0.69	N/A	N/A	\$0.70	\$0.72
Albanian – Albania	\$90.00	\$0.69	\$1.85	N/A	\$0.26	\$0.28
Algerian Arabic – Algeria	\$90.00	\$0.69	N/A	\$4.00	\$0.18	\$0.20
Amharic – Ethiopia	\$90.00	\$0.69	\$1.85	N/A	\$0.22	\$0.24
Arabic – Widely Distributed	\$90.00	\$0.69	\$1.85	\$4.00	\$0.18	\$0.20
Armenian – Armenia	\$90.00	\$0.69	\$1.85	N/A	\$0.24	\$0.30
Ashanti (Asante Twi) –	\$90.00	\$0.69	N/A	N/A	\$0.40	\$0.42
Assyrian – Iraq	\$90.00	\$0.69	N/A	N/A	\$0.55	\$0.57
Azerbaijani – Azerbaijan	\$90.00	\$0.69	N/A	N/A	\$0.24	\$0.26
Azorean Portuguese –	\$90.00	\$0.69	N/A	N/A	\$0.22	\$0.24
Bahnar – Vietnam	\$90.00	\$0.69	N/A	N/A	\$0.65	\$0.65
Bahasa Indonesia	\$90.00	\$0.69	N/A	N/A	\$0.20	\$0.22
Bambara – Mali	\$90.00	\$0.69	N/A	N/A	\$0.40	\$0.40
Belarusan – Belarus	\$90.00	\$0.69	N/A	N/A	\$0.22	\$0.22
Bengali – Bangladesh, India	\$90.00	\$0.69	\$1.85	\$4.00	\$0.22	\$0.22
Bosnian – Bosnia &	\$90.00	\$0.69	\$1.85	N/A	\$0.26	\$0.26
Brazilian Portuguese –	\$90.00	\$0.69	N/A	N/A	\$0.18	\$0.22
Bulgarian – Bulgaria	\$90.00	\$0.69	N/A	N/A	\$0.26	\$0.28
Burmese – Myanmar	\$90.00	\$0.69	\$1.85	\$4.00	\$0.28	\$0.28
Cambodian (Khmer) –	\$90.00	\$0.69	\$1.85	N/A	\$0.26	\$0.28
Cantonese – China	\$90.00	\$0.69	\$1.85	N/A	N/A	N/A
Cape Verdean (Portuguese	\$90.00	\$0.69	N/A	N/A	\$0.30	\$0.30
Catalan – Andorra, Spain	\$90.00	\$0.69	N/A	\$4.00	\$0.22	\$0.22
Cebuano – Philippines	\$90.00	\$0.69	N/A	N/A	\$0.30	\$0.30

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Language	Rates					
	In person (/hr.) Standard Rate	Telephonic (/min)	Video (/min)	Transcription (/word)	English into Language (/word)	Language into English (/word)
Chaldean – Iraq	\$90.00	\$0.69	N/A	N/A	\$0.99	\$0.99
Chamorro – Guam	\$90.00	\$0.69	N/A	N/A	\$0.99	\$0.99
Chaozhou (Teochew) –	\$90.00	\$0.69	N/A	N/A	N/A	N/A
Chin – Myanmar (former Burma)	\$90.00	\$0.69	N/A	N/A	Dialect will dictate price	Dialect will dictate price
Chinese (var.)	\$90.00	\$0.69	\$1.85	N/A	\$0.18	\$0.20
Chuukese (Trukese) –	\$90.00	\$0.69	N/A	N/A	\$0.40	\$0.40
Croatian – Croatia	\$90.00	\$0.69	N/A	\$7.00	\$0.26	\$0.20
Czech – Czech Republic	\$90.00	\$0.69	N/A	\$7.00	\$0.22	\$0.24
Danish – Denmark	\$90.00	\$0.69	N/A	\$7.00	\$0.24	\$0.26
Dari (Afgan Farsi) –	\$90.00	\$0.69	\$1.85	N/A	\$0.25	\$0.27
Dene – Canada	\$90.00	\$0.69	N/A	N/A	\$1.05	\$1.05
Dewoin – Liberia	\$90.00	\$0.69	N/A	N/A	\$1.10	\$1.10
Dinka – Sudan	\$90.00	\$0.69	N/A	N/A	\$0.99	\$0.99
Duala – Cameroon	\$90.00	\$0.69	N/A	N/A	\$0.45	\$0.45
Dutch – Netherlands	\$90.00	\$0.69	N/A	\$7.00	\$0.24	\$0.26
Egyptian Arabic – Egypt	\$90.00	\$0.69	N/A	\$4.00	\$0.18	\$0.20
Estonian – Estonia	\$90.00	\$0.69	N/A	N/A	\$0.24	\$0.26
Filipino (Tagalog) –	\$90.00	\$0.69	N/A	\$9.00	\$0.28	\$0.30
Finnish – Finland	\$90.00	\$0.69	N/A	\$7.00	\$0.26	\$0.26
Flemish – Belgium	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.28
French – Africa, Canada,	\$90.00	\$0.69	\$1.85	\$6.00	\$0.24	\$0.26
French Creole – Caribbean	\$90.00	\$0.69	N/A	\$7.50	\$0.26	\$0.20
Fukienese – China	\$90.00	\$0.69	N/A	N/A	\$0.32	\$0.34
Fulani (Fulfulde, Fula) – Cameroon, Niger, Nigeria, Senegal	\$90.00	\$0.69	N/A	N/A	\$0.99	\$0.99
Fuzhou – China	\$90.00	\$0.69	N/A	N/A	\$0.40	\$0.42
Ga – Ghana	\$90.00	\$0.69	N/A	N/A	\$0.42	\$0.44
Gen (Mina) – Togo, Benin	\$90.00	\$0.69	N/A	N/A	\$0.42	\$0.44
German – Germany	\$90.00	\$0.69	\$1.85	\$6.00	\$0.22	\$0.24
Gokana (Khana) – Nigeria	\$90.00	\$0.69	N/A	N/A	\$0.55	\$0.57
Greek – Greece	\$90.00	\$0.69	\$1.85	\$7.00	\$0.26	\$0.28
Gujarati – India	\$90.00	\$0.69	N/A	\$4.00	\$0.22	\$0.24
Haitian Creole – Haiti	\$90.00	\$0.69	\$1.85	\$7.50	\$0.26	\$0.28
Haka Burmese – Myanmar	\$90.00	\$0.69	N/A	N/A	N/A	N/A
Hmong – China, Vietnam,	\$90.00	\$0.69	\$1.85	N/A	\$0.28	\$0.30
Hungarian – Hungary	\$90.00	\$0.69	N/A	N/A	\$0.22	\$0.24
Hakka – China	\$90.00	\$0.69	N/A	N/A	Dialect will dictate price	Dialect will dictate price

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Language	Rates					
	In person (/hr.) Standard Rate	Telephonic (/min)	Video (/min)	Transcription (/word)	English into Language (/word)	Language into English (/word)
Hausa – Niger, Nigeria	\$90.00	\$0.69	N/A	\$7.50	\$0.40	\$0.42
Ibo (Igbo) – Nigeria	\$90.00	\$0.69	N/A	N/A	\$0.35	\$0.37
Ilocano – Philippines	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Hebrew – Israel	\$90.00	\$0.69	\$1.85	\$7.00	\$0.28	\$0.30
Hindi – India	\$90.00	\$0.69	\$1.85	\$4.00	\$0.22	\$0.24
Indonesian (Bahasa	\$90.00	\$0.69	N/A	\$4.00	\$0.20	\$0.22
Iraqi Arabic – Iraq	\$90.00	\$0.69	N/A	\$4.00	\$0.18	\$0.20
Italian – Italy	\$90.00	\$0.69	\$1.85	\$6.00	\$0.22	\$0.24
Japanese – Japan	\$90.00	\$0.69	\$1.85	\$8.00	\$0.26	\$0.28
Jarai – Vietnam	\$90.00	\$0.69	N/A	N/A	\$0.45	\$0.47
Javanese – Indonesia	\$90.00	\$0.69	N/A	N/A	\$0.27	\$0.29
Jordanian Arabic – Jordan	\$90.00	\$0.69	N/A	\$4.00	\$0.18	\$0.20
Juba Arabic – Sudan	\$90.00	\$0.69	N/A	N/A	\$0.45	\$0.45
Kanjobal (Q’anjob’al) –	\$90.00	\$0.69	N/A	N/A	\$0.52	\$0.54
Kannada – India	\$90.00	\$0.69	N/A	\$4.00	\$0.28	\$0.30
Kapampangan – Philippines	\$90.00	\$0.69	N/A	N/A	\$0.30	\$0.32
Karen (Pa’o, S’gaw) –	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Kayah – Myanmar (former	\$90.00	\$0.69	N/A	N/A	\$0.40	\$0.45
Khmer (Cambodian) –	\$90.00	\$0.69	N/A	N/A	\$0.26	\$0.28
Kinyarwanda – Rwanda	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Kirundi – Burundi	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Koho – Vietnam	\$90.00	\$0.69	N/A	N/A	N/A	N/A
Korean – Korea	\$90.00	\$0.69	\$1.85	\$8.00	\$0.22	\$0.24
Kpele – Guinea, Liberia	\$90.00	\$0.69	N/A	N/A	\$0.40	\$0.42
Kurmanji (Northern	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Kuwaiti Arabic – Kuwait	\$90.00	\$0.69	N/A	\$4.00	\$0.18	\$0.20
Lao – Laos	\$90.00	\$0.69	N/A	N/A	\$0.26	\$0.28
Latvian – Latvia	\$90.00	\$0.69	N/A	N/A	\$0.26	\$0.28
Lebanese Arabic – Lebanon	\$90.00	\$0.69	N/A	N/A	\$0.24	\$0.26
Lingala – Congo, Republic of	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Lithuanian – Lithuania	\$90.00	\$0.69	N/A	N/A	\$0.26	\$0.28
Luganda – Uganda	\$90.00	\$0.69	N/A	N/A	\$0.35	\$0.37
Luo – Kenya	\$90.00	\$0.69	N/A	N/A	\$0.30	\$0.60
Maay (Af Maay,	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Macedonian – Macedonia	\$90.00	\$0.69	N/A	N/A	\$0.26	\$0.28
Malay – Malaysia	\$90.00	\$0.69	N/A	\$4.00	\$0.22	\$0.24
Malayalam – India	\$90.00	\$0.69	N/A	\$4.00	\$0.28	\$0.30
Malinke – Senegal	\$90.00	\$0.69	N/A	N/A	\$0.55	\$0.57
Mam – Guatemala	\$90.00	\$0.69	N/A	N/A	\$0.99	\$0.99

REQUEST FOR PROPOSALS #2023-39 - Interpreter Services

Language	Rates					
	In person (/hr.) Standard Rate	Telephonic (/min)	Video (/min)	Transcription (/word)	English into Language (/word)	Language into English (/word)
Mandarin – China	\$90.00	\$0.69	\$1.85	\$5.00	Spoken dialect	Spoken dialect
Mandinka (Mandingo) –	\$90.00	\$0.69	N/A	N/A	\$0.55	\$0.57
Marathi – India	\$90.00	\$0.69	N/A	\$4.00	\$0.40	\$0.42
Marshallese – Marshall	\$90.00	\$0.69	N/A	N/A	\$0.32	\$0.34
Mayan [Akateko, Kanjobal]	\$90.00	\$0.69	N/A	N/A	Listed Above	Listed Above
Mien – China, Laos,	\$90.00	\$0.69	N/A	N/A	\$0.65	N/A
Mina (Gen) – Togo, Benin	\$90.00	\$0.69	N/A	N/A	\$0.42	\$0.44
Minangkabau – Indonesia	\$90.00	\$0.69	N/A	N/A	\$0.32	\$0.34
Mixteco Alto – Mexico	\$90.00	\$0.69	N/A	N/A	\$0.50	\$0.52
Mixteco Bajo – Mexico	\$90.00	\$0.69	N/A	N/A	\$0.50	\$0.52
Mnong – Vietnam	\$90.00	\$0.69	N/A	N/A	N/A	N/A
Mongolian – Mongolia	\$90.00	\$0.69	N/A	N/A	\$0.38	\$0.40
Moroccan Arabic – Morocco	\$90.00	\$0.69	N/A	N/A	\$0.18	\$0.20
Nahuatl – Mexico	\$90.00	\$0.69	N/A	N/A	\$0.99	\$0.99
Navajo – U.S.A.(Southwest)	\$90.00	\$0.69	N/A	N/A	\$0.80	\$0.82
Nepalese – Nepal, India	\$90.00	\$0.69	\$1.85	\$4.00	\$0.26	\$0.28
Nuer – Sudan	\$90.00	\$0.69	N/A	N/A	\$0.40	\$0.42
Oromo – Ethiopia	\$90.00	\$0.69	N/A	N/A	\$0.40	\$0.99
Palestinian Arabic – Israel,	\$90.00	\$0.69	N/A	N/A	\$0.24	\$0.26
Pangasinan – Philippines	\$90.00	\$0.69	N/A	N/A	\$0.32	\$0.34
Papiamento – Netherlands	\$90.00	\$0.69	N/A	N/A	\$0.45	\$0.47
Pashto (Pushto) – Pakistan,	\$90.00	\$0.69	N/A	N/A	\$0.24	\$0.26
Portuguese Creole (Cape	\$90.00	\$0.69	\$1.85	N/A	\$0.30	\$0.32
Persian (Farsi) –	\$90.00	\$0.69	\$1.85	\$4.00	\$0.20	\$0.22
Russian – Russia	\$90.00	\$0.69	\$1.85	\$5.00	\$0.18	\$0.20
Samoan – Samoa	\$90.00	\$0.69	N/A	N/A	\$0.32	\$0.34
Polish – Poland	\$90.00	\$0.69	\$1.85	\$4.00	\$0.22	\$0.24
Portuguese – Portugal,	\$90.00	\$0.69	\$1.85	\$4.00	\$0.22	\$0.24
San Miguel – Mexico	\$90.00	\$0.69	N/A	N/A	N/A	N/A
Santa Eulalia – Guatemala	\$90.00	\$0.69	N/A	N/A	N/A	N/A
Saraiki – Pakistan, India	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Serbian – Serbia,	\$90.00	\$0.69	N/A	N/A	\$0.26	\$0.28
Serbo-Croatian – Balkans	\$90.00	\$0.69	N/A	N/A	Location Dependent	Location Dependent
Shanghainese – China	\$90.00	\$0.69	N/A	N/A	\$0.37	\$0.39
Sichuan (Szechuan) – China	\$90.00	\$0.69	N/A	N/A	N/A	N/A
Sinhalese – Sri Lanka	\$90.00	\$0.69	N/A	N/A	\$0.30	\$0.32
Slovak – Slovakia	\$90.00	\$0.69	N/A	N/A	\$0.26	\$0.28
Somali – Somalia	\$90.00	\$0.69	\$1.85	N/A	\$0.26	\$0.28

REQUEST FOR PROPOSALS #2023-39 - Interpreter Services

Language	Rates					
	In person (/hr.) Standard Rate	Telephonic (/min)	Video (/min)	Transcription (/word)	English into Language (/word)	Language into English (/word)
Soninke (Serahule) – Mali	\$90.00	\$0.69	N/A	N/A	\$0.40	\$0.42
Sorani (Central Kurdish) –	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Spanish – Spain, Latin	\$75.00	\$0.64		\$4.00	\$0.23	\$0.25
Sudanese Arabic – Sudan	\$90.00	\$0.69	N/A	\$4.00	\$0.18	\$0.20
Susu – Guinea	\$90.00	\$0.69	N/A	N/A	\$0.55	\$0.57
Swahili – Kenya, Somalia,	\$90.00	\$0.69	\$1.85	N/A	\$0.26	\$0.28
Swedish – Sweden	\$90.00	\$0.69	N/A	\$7.00	\$0.30	\$0.32
Syrian Arabic – Syria	\$90.00	\$0.69	N/A	N/A	\$0.24	\$0.26
Tagalog (Filippino) –	\$90.00	\$0.69	\$1.85	\$9.00	\$0.22	\$0.24
Tai Dam – Vietnam	\$90.00	\$0.69	N/A	N/A	N/A	N/A
Taiwanese – Taiwan	\$90.00	\$0.69	N/A	N/A	\$0.18	\$0.20
Tamil – India	\$90.00	\$0.69	N/A	\$4.00	\$0.22	\$0.24
Telugu – India	\$90.00	\$0.69	N/A	\$4.00	\$0.22	\$0.24
Teochew (Chaozhou) –	\$90.00	\$0.69	N/A	N/A	N/A	N/A
Thai – Thailand	\$90.00	\$0.69	\$1.85	\$5.00	\$0.22	\$0.24
Tibetan – China	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Tigrigna (Tigrinya) – Eritrea Ethiopia,	\$90.00	\$0.69	\$1.85	N/A	\$0.26	\$0.28
Toishanese – China	\$90.00	\$0.69	N/A	N/A	\$0.32	\$0.34
Tongan – Tonga	\$90.00	\$0.69	N/A	N/A	\$0.35	\$0.37
Trukese (Chuukese) –	\$90.00	\$0.69	N/A	N/A	\$0.40	\$0.42
Tunisian Arabic – Tunisia	\$90.00	\$0.69	N/A	N/A	\$0.26	\$0.28
Turkish – Turkey	\$90.00	\$0.69	\$1.85	\$4.00	\$0.26	\$0.28
Twi – Ghana	\$90.00	\$0.69	N/A	N/A	\$0.28	\$0.30
Tzotzil – Mexico	\$90.00	\$0.69	N/A	N/A	\$0.50	\$0.52
Ukrainian – Ukraine	\$90.00	\$0.69	\$1.85	\$5.00	\$0.26	\$0.28
Urdu – Pakistan, India	\$90.00	\$0.69	\$1.85	\$4.00	\$0.22	\$0.24
Vietnamese – Vietnam	\$90.00	\$0.69	\$1.85	\$4.00	\$0.28	\$0.30
Wolof – Senegal	\$90.00	\$0.69	N/A	N/A	\$0.45	\$0.47
Xhosa – South Africa	\$90.00	\$0.69	N/A	N/A	\$0.32	\$0.34
Yemeni Arabic – Yemen	\$90.00	\$0.69	N/A	N/A	\$0.30	\$0.32

LanguageLine Solutions will not participate with the Intergovernmental Cooperative Procurement Pursuant to ORS 279A and LCRB, stated in Section 2, Instructions to Proposers, Section 2.29.

Additional Pricing Information

LanguageLine In- person Interpreting Fees

- / **Minimum Assignment Time** is two (2) hours, with time beyond minimum assignment time billed in 15-minute increments.
- / **Cancelation.** Assignments canceled with less than one full business days' notice will be charged at the applicable rate for the greater of the minimum assignment time or reserved time for the assignment.

REQUEST FOR PROPOSALS #2023-39 - Interpreter Services**Pricing Above for In-Person is our Standard Hourly Rates**

- / Standard Hourly Rate is applied for assignments between 8:00 a.m. and 5:00 p.m. local time Monday through Friday, with more than one full business days' notice.
- / Non-Standard Hourly Rate is applied for assignments occurring before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or for assignments with less than one full business days' notice.
- / Emergency/Holiday Rate is applied for assignments with less than one hour's notice or assignments on federally recognized holidays. Emergency service not available in all areas.

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.

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 following references are of similar work performed and are presented as follows:

Reference #1	
Name of Entity	King County (WA) PHSKC – Public Health Seattle King County
Name of Contact / Title Mailing Address City, State, Zip	Annette Holland, Program Manager for Interpretation & Refugee Health Screening - Public Health Seattle & King County. 2124 4th Ave, Seattle, WA 98121
Email	annette.holland@kingcounty.gov
Phone	(P) 206-477-6373 (Cell) 206-643-2652
Description of Service	Telephonic and Video Interpreting for a very large growing group of Public Health – Seattle King County user groups
Dates of Service	Aug 2021 to present (within 36 th months new reference)

Reference #2	
Name of Entity	Oregon Judicial Department
Name of Contact / Title Mailing Address City, State, Zip	Yvette Tamamoto, <i>Language Access Coordinator, Court Language Access Services</i> OFFICE OF STATE COURT ADMIN. 1163 STATE STREET, Salem, OR 97310
Email	yvette.p.tamamoto@ojd.state.or.us
Phone	PH: 503.986.5690, Cell 503.586.6398
Description of Service	Telephonic and Video Interpreting to support OJD Operations
Dates of Service	Telephonic since May 2007, Video Interpreting since March 2018. Language Proficiency Testing since November 2015

Reference #3	
Name of Entity	County of Sacramento
Name of Contact / Title Mailing Address City, State, Zip	David T. White , Contract Services Officer II Department of General Services 9660 Ecology Lane Sacramento, CA 95827
Email	whiteda@sacounty.net
Phone	Office: (916) 876-6379
Description of Service	County-wide telephonic interpretation for over 40 County Departments. Video Interpretation since 2018 for selected County Departments
Dates of Service	2013 to Present.