

Notice

Basic Information

Reference Number 0000377201
Issuing Organization Dallas County
Owner Organization
Solicitation Type IFB - Invitation for Bid (Formal)
Solicitation Number 2025-023-7048
Title Telephone Interpretation & Document Translation Services
Source ID PU.AG.USA.2438.C18536276
Piggyback Solicitation No

Details

Location Dallas County, Texas
Purchase Type Duration:5 years
Description Dallas County is seeking bids to establish a five-year service price agreement for telephone interpreting, document translation, audio and video subtitling and transcription, and language localization services. The purpose of this agreement is to provide these services for County departments such as Health and Human Services, Criminal Justice Department, Jury Services, County and District Courts, and the Sheriff Department. Dallas County departments serve a diverse population with a wide variety of different language needs. The vendor will be expected to translate documents into the requested language for County Departments, provide over the phone interpreting services, and transcribe interviews.

Dates

Publication 02/20/2025 01:22 PM CST
Question Acceptance Deadline 03/13/2025 02:00 PM CDT
Questions are submitted online Yes
Closing Date 04/03/2025 02:00 PM CDT

Prebid Conference 03/06/2025 10:00 AM CST

Contact Information

Benedict Parks
 214-653-6304
 benedict.parks@dallascounty.org

Pre-Bidding Events

Event Type Prebid Conference
Attendance Recommended
Event date 03/06/2025 10:00 AM CST
Location Microsoft Teams
Event Note **Microsoft Teams** Need help?
Join the meeting now
 Meeting ID: 288 752 992 43
 Passcode: wW7Ey3FA **Dial in by phone**
 +1 469-208-1731,,864825306# United States, Carrollton
 Find a local number
 Phone conference ID: 864 825 306#
 For organizers: Meeting options | Reset dial-in PIN

Bid Submission Process

Bid Submission Type Electronic or Physical Bid Submission
Pricing Item Based
Pricing Item Based
Supplier can place No Bid on an Item No

Bid Documents List

Item Name	Description	Mandatory	Limited to 1 file
SBE Documents	Attachment S - Small Business Enterprise (SBE) Forms (mandatory must be submitted with bid).	Yes	No

Item Name	Description	Mandatory	Limited to 1 file
2025 W-9	2025 W-9 signed in the last 6 months	Yes	No
Letters of reference	Letters of reference	Yes	No
Pricelist of interpreter off the shelf products, i	Pricelist of interpreter off the shelf products, if any offered	Yes	No

Documents & Items

Documents

Document	Size	Uploaded Date	Language
SBE_Language_for_IFB_2.24.24_ATTACHMENT_S.pdf [pdf]	536 Kb	12/19/2024 11:15 AM CST	English
DALLAS COUNTY STANDARD TERMS AND CONDITIONS IFB (1).pdf [pdf]	342 Kb	12/20/2024 02:00 PM CST	English
2025-023-7048 Telephone Interpretation and Document Translation Services.pdf [pdf]	427 Kb	02/20/2025 08:59 AM CST	English
Attachment A - List of Languages.pdf [pdf]	83 Kb	02/20/2025 09:04 AM CST	English
Attachment B - Cost Sheet.xlsx [xlsx]	24 Kb	02/20/2025 09:04 AM CST	English
Attachment C - CJIS Security Addendum.pdf [pdf]	214 Kb	02/20/2025 09:04 AM CST	English
Attachment D - Business Associate Agreement.pdf [pdf]	203 Kb	02/20/2025 09:04 AM CST	English
SBE Vendor List.pdf [pdf]	90 Kb	02/20/2025 09:05 AM CST	English

Items

Project 1			
1 - Over the Phone Interpretation			
No	Description	UOM	Qty
1	Year 1 - Over the Phone Interpretation Spanish Brand Preference: Not Applicable - Service Item	Minute	5800
2	Year 1 - Over the Phone Interpretation Vietnamese Brand Preference: Not Applicable - Service Item	Minute	2000
3	Year 1 - Over the Phone Interpretation Korean Brand Preference: Not Applicable - Service Item	Minute	1000
4	Year 1 - Over the Phone Interpretation Arabic Brand Preference: Not Applicable - Service Item	Minute	1000
5	Year 1 - Over the Phone Interpretation Armenian (eastern) Brand Preference: Not Applicable - Service Item	Minute	1000
6	Year 1 - Over the Phone Interpretation Armenian (western) Brand Preference: Not Applicable - Service Item	Minute	1000
7	Year 1 - Over the Phone Interpretation Cantonese Brand Preference: Not Applicable - Service Item	Minute	1000
8	Year 1 - Over the Phone Interpretation Japanese Brand Preference: Not Applicable - Service Item	Minute	1000
9	Year 1 - Over the Phone Interpretation Mandarin Brand Preference: Not Applicable - Service Item	Minute	1000
10	Year 1 - Over the Phone Interpretation Portuguese Brand Preference: Not Applicable - Service Item	Minute	1000
11	Year 1 - Over the Phone Interpretation Most Asian Languages Brand Preference: Not Applicable - Service Item	Minute	1000
12	Year 1 - Over the Phone Interpretation Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Minute	1000
13	Year 1 - Over the Phone Interpretation Most European Languages Brand Preference: Not Applicable - Service Item	Minute	1000
14	Year 1 - Over the Phone Interpretation Most African Languages Brand Preference: Not Applicable - Service Item	Minute	1000

Project 1

1 - Over the Phone Interpretation

No	Description	UOM	Qty
15	Year 1 - Over the Phone Interpretation All other languages provided Brand Preference: Not Applicable - Service Item	Minute	1000
16	Year 1 - Over the Phone Interpretation Spanish Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	400
17	Year 1 - Over the Phone Interpretation Vietnamese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	160
18	Year 1 - Over the Phone Interpretation Korean Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
19	Year 1 - Over the Phone Interpretation Arabic Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
20	Year 1 - Over the Phone Interpretation Armenian (eastern) Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
21	Year 1 - Over the Phone Interpretation Armenian (western) Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
22	Year 1 - Over the Phone Interpretation Cantonese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
23	Year 1 - Over the Phone Interpretation Japanese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
24	Year 1 - Over the Phone Interpretation Mandarin Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
25	Year 1 - Over the Phone Interpretation Portuguese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
26	Year 1 - Over the Phone Interpretation Most Asian Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
27	Year 1 - Over the Phone Interpretation Most Middle Eastern Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
28	Year 1 - Over the Phone Interpretation Most European Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
29	Year 1 - Over the Phone Interpretation Most African Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
30	Year 1 - Over the Phone Interpretation All other languages provided Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
95	Year 2 - Over the Phone Interpretation Spanish Brand Preference: Not Applicable - Service Item	Minute	5800
96	Year 2 - Over the Phone Interpretation Vietnamese Brand Preference: Not Applicable - Service Item	Minute	2000
97	Year 2 - Over the Phone Interpretation Korean Brand Preference: Not Applicable - Service Item	Minute	1000
98	Year 2 - Over the Phone Interpretation Arabic Brand Preference: Not Applicable - Service Item	Minute	1000
99	Year 2 - Over the Phone Interpretation Armenian (eastern) Brand Preference: Not Applicable - Service Item	Minute	1000
100	Year 2 - Over the Phone Interpretation Armenian (western) Brand Preference: Not Applicable - Service Item	Minute	1000
101	Year 2 - Over the Phone Interpretation Cantonese Brand Preference: Not Applicable - Service Item	Minute	1000
102	Year 2 - Over the Phone Interpretation Japanese Brand Preference: Not Applicable - Service Item	Minute	1000

Project 1

1 - Over the Phone Interpretation

No	Description	UOM	Qty
103	Year 2 - Over the Phone Interpretation Mandarin Brand Preference: Not Applicable - Service Item	Minute	1000
104	Year 2 - Over the Phone Interpretation Portuguese Brand Preference: Not Applicable - Service Item	Minute	1000
105	Year 2 - Over the Phone Interpretation Most Asian Languages Brand Preference: Not Applicable - Service Item	Minute	1000
106	Year 2 - Over the Phone Interpretation Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Minute	1000
107	Year 2 - Over the Phone Interpretation Most European Languages Brand Preference: Not Applicable - Service Item	Minute	1000
108	Year 2 - Over the Phone Interpretation Most African Languages Brand Preference: Not Applicable - Service Item	Minute	1000
109	Year 2 - Over the Phone Interpretation All other languages provided Brand Preference: Not Applicable - Service Item	Minute	1000
110	Year 2 - Over the Phone Interpretation Spanish Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	400
111	Year 2 - Over the Phone Interpretation Vietnamese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	160
112	Year 2 - Over the Phone Interpretation Korean Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
113	Year 2 - Over the Phone Interpretation Arabic Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
114	Year 2 - Over the Phone Interpretation Armenian (eastern) Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
115	Year 2 - Over the Phone Interpretation Armenian (western) Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
116	Year 2 - Over the Phone Interpretation Cantonese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
117	Year 2 - Over the Phone Interpretation Japanese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
118	Year 2 - Over the Phone Interpretation Mandarin Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
119	Year 2 - Over the Phone Interpretation Portuguese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
120	Year 2 - Over the Phone Interpretation Most Asian Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
121	Year 2 - Over the Phone Interpretation Most Middle Eastern Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
122	Year 2 - Over the Phone Interpretation Most European Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
123	Year 2 - Over the Phone Interpretation Most African Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
124	Year 2 - Over the Phone Interpretation All other languages provided Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
189	Year 3 - Over the Phone Interpretation Spanish Brand Preference: Not Applicable - Service Item	Minute	5800
190	Year 3 - Over the Phone Interpretation Vietnamese Brand Preference: Not Applicable - Service Item	Minute	2000

Project 1

1 - Over the Phone Interpretation

No	Description	UOM	Qty
191	Year 3 - Over the Phone Interpretation Korean Brand Preference: Not Applicable - Service Item	Minute	1000
192	Year 3 - Over the Phone Interpretation Arabic Brand Preference: Not Applicable - Service Item	Minute	1000
193	Year 3 - Over the Phone Interpretation Armenian (eastern) Brand Preference: Not Applicable - Service Item	Minute	1000
194	Year 3 - Over the Phone Interpretation Armenian (western) Brand Preference: Not Applicable - Service Item	Minute	1000
195	Year 3 - Over the Phone Interpretation Cantonese Brand Preference: Not Applicable - Service Item	Minute	1000
196	Year 3 - Over the Phone Interpretation Japanese Brand Preference: Not Applicable - Service Item	Minute	1000
197	Year 3 - Over the Phone Interpretation Mandarin Brand Preference: Not Applicable - Service Item	Minute	1000
198	Year 3 - Over the Phone Interpretation Portuguese Brand Preference: Not Applicable - Service Item	Minute	1000
199	Year 3 - Over the Phone Interpretation Most Asian Languages Brand Preference: Not Applicable - Service Item	Minute	1000
200	Year 3 - Over the Phone Interpretation Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Minute	1000
201	Year 3 - Over the Phone Interpretation Most European Languages Brand Preference: Not Applicable - Service Item	Minute	1000
202	Year 3 - Over the Phone Interpretation Most African Languages Brand Preference: Not Applicable - Service Item	Minute	1000
203	Year 3 - Over the Phone Interpretation All other languages provided Brand Preference: Not Applicable - Service Item	Minute	1000
204	Year 3 - Over the Phone Interpretation Spanish Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	400
205	Year 3 - Over the Phone Interpretation Vietnamese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	160
206	Year 3 - Over the Phone Interpretation Korean Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
207	Year 3 - Over the Phone Interpretation Arabic Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
208	Year 3 - Over the Phone Interpretation Armenian (eastern) Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
209	Year 3 - Over the Phone Interpretation Armenian (western) Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
210	Year 3 - Over the Phone Interpretation Cantonese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
211	Year 3 - Over the Phone Interpretation Japanese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
212	Year 3 - Over the Phone Interpretation Mandarin Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
213	Year 3 - Over the Phone Interpretation Portuguese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
214	Year 3 - Over the Phone Interpretation Most Asian Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100

Project 1

1 - Over the Phone Interpretation

No	Description	UOM	Qty
215	Year 3 - Over the Phone Interpretation Most Middle Eastern Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
216	Year 3 - Over the Phone Interpretation Most European Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
217	Year 3 - Over the Phone Interpretation Most African Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
218	Year 3 - Over the Phone Interpretation All other languages provided Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
283	Year 4 - Over the Phone Interpretation - Spanish Brand Preference: Not Applicable - Service Item	Minute	5800
284	Year 4 - Over the Phone Interpretation - Vietnamese Brand Preference: Not Applicable - Service Item	Minute	2000
285	Year 4 - Over the Phone Interpretation - Korean Brand Preference: Not Applicable - Service Item	Minute	1000
286	Year 4 - Over the Phone Interpretation - Arabic Brand Preference: Not Applicable - Service Item	Minute	1000
287	Year 4 - Over the Phone Interpretation - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Minute	1000
288	Year 4 - Over the Phone Interpretation - Armenian (western) Brand Preference: Not Applicable - Service Item	Minute	1000
289	Year 4 - Over the Phone Interpretation - Cantonese Brand Preference: Not Applicable - Service Item	Minute	1000
290	Year 4 - Over the Phone Interpretation Japanese Brand Preference: Not Applicable - Service Item	Minute	1000
291	Year 4 - Over the Phone Interpretation Mandarin Brand Preference: Not Applicable - Service Item	Minute	1000
292	Year 4 - Over the Phone Interpretation Portuguese Brand Preference: Not Applicable - Service Item	Minute	1000
293	Year 4 - Over the Phone Interpretation Most Asian Languages Brand Preference: Not Applicable - Service Item	Minute	1000
294	Year 4 - Over the Phone Interpretation Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Minute	1000
295	Year 4 - Over the Phone Interpretation Most European Languages Brand Preference: Not Applicable - Service Item	Minute	1000
296	Year 4 - Over the Phone Interpretation Most African Languages Brand Preference: Not Applicable - Service Item	Minute	1000
297	Year 4 - Over the Phone Interpretation All other languages provided Brand Preference: Not Applicable - Service Item	Minute	1000
298	Year 4 - Over the Phone Interpretation Spanish Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	400
299	Year 4 - Over the Phone Interpretation Vietnamese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	160
300	Year 4 - Over the Phone Interpretation Korean Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
301	Year 4 - Over the Phone Interpretation Arabic Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
302	Year 4 - Over the Phone Interpretation Armenian (eastern) Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100

Project 1

1 - Over the Phone Interpretation

No	Description	UOM	Qty
303	Year 4 - Over the Phone Interpretation Armenian (western) Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
304	Year 4 - Over the Phone Interpretation Cantonese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
305	Year 4 - Over the Phone Interpretation Japanese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
306	Year 4 - Over the Phone Interpretation Mandarin Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
307	Year 4 - Over the Phone Interpretation Portuguese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
308	Year 4 - Over the Phone Interpretation Most Asian Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
309	Year 4 - Over the Phone Interpretation Most Middle Eastern Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
310	Year 4 - Over the Phone Interpretation Most European Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
311	Year 4 - Over the Phone Interpretation Most African Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
312	Year 4 - Over the Phone Interpretation All other languages provided Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
377	Year 5 - Over the Phone Interpretation - Spanish Brand Preference: Not Applicable - Service Item	Minute	5800
378	Year 5 - Over the Phone Interpretation - Vietnamese Brand Preference: Not Applicable - Service Item	Minute	2000
379	Year 5 - Over the Phone Interpretation - Korean Brand Preference: Not Applicable - Service Item	Minute	1000
380	Year 5 - Over the Phone Interpretation - Arabic Brand Preference: Not Applicable - Service Item	Minute	1000
381	Year 5 - Over the Phone Interpretation - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Minute	1000
382	Year 5 - Over the Phone Interpretation - Armenian (western) Brand Preference: Not Applicable - Service Item	Minute	1000
383	Year 5 - Over the Phone Interpretation - Cantonese Brand Preference: Not Applicable - Service Item	Minute	1000
384	Year 5 - Over the Phone Interpretation Japanese Brand Preference: Not Applicable - Service Item	Minute	1000
385	Year 5 - Over the Phone Interpretation Mandarin Brand Preference: Not Applicable - Service Item	Minute	1000
386	Year 5 - Over the Phone Interpretation Portuguese Brand Preference: Not Applicable - Service Item	Minute	1000
387	Year 5 - Over the Phone Interpretation Most Asian Languages Brand Preference: Not Applicable - Service Item	Minute	1000
388	Year 5 - Over the Phone Interpretation Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Minute	1000
389	Year 5 - Over the Phone Interpretation Most European Languages Brand Preference: Not Applicable - Service Item	Minute	1000
390	Year 5 - Over the Phone Interpretation Most African Languages Brand Preference: Not Applicable - Service Item	Minute	1000

Project 1

1 - Over the Phone Interpretation

No	Description	UOM	Qty
391	Year 5 - Over the Phone Interpretation All other languages provided Brand Preference: Not Applicable - Service Item	Minute	1000
392	Year 5 - Over the Phone Interpretation Spanish Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	400
393	Year 5 - Over the Phone Interpretation Vietnamese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	160
394	Year 5 - Over the Phone Interpretation Korean Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
395	Year 5 - Over the Phone Interpretation Arabic Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
396	Year 5 - Over the Phone Interpretation Armenian (eastern) Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
397	Year 5 - Over the Phone Interpretation Armenian (western) Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
398	Year 5 - Over the Phone Interpretation Cantonese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
399	Year 5 - Over the Phone Interpretation Japanese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
400	Year 5 - Over the Phone Interpretation Mandarin Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
401	Year 5 - Over the Phone Interpretation Portuguese Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
402	Year 5 - Over the Phone Interpretation Most Asian Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
403	Year 5 - Over the Phone Interpretation Most Middle Eastern Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
404	Year 5 - Over the Phone Interpretation Most European Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
405	Year 5 - Over the Phone Interpretation Most African Languages Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100
406	Year 5 - Over the Phone Interpretation All other languages provided Emergency or After Hours Brand Preference: Not Applicable - Service Item	Minute	100

Project 1

2 - Digital Document Translation Services from English into Other Languages

No	Description	UOM	Qty
31	Year 1 - Digital Document Translation Services from English into Other Languages - Spanish (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	160000
32	Year 1 - Digital Document Translation Services from English into Other Languages - Vietnamese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	16000
33	Year 1 - Digital Document Translation Services from English into Other Languages - Korean (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
34	Year 1 - Digital Document Translation Services from English into Other Languages - Arabic (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
35	Year 1 - Digital Document Translation Services from English into Other Languages - Armenian (eastern) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
36	Year 1 - Digital Document Translation Services from English into Other Languages - Armenian (western) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
37	Year 1 - Digital Document Translation Services from English into Other Languages - Cantonese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
38	Year 1 - Digital Document Translation Services from English into Other Languages - Japanese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
39	Year 1 - Digital Document Translation Services from English into Other Languages - Mandarin (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
40	Year 1 - Digital Document Translation Services from English into Other Languages - Portuguese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
41	Year 1 - Digital Document Translation Services from English into Other Languages - Most Asian Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
42	Year 1 - Digital Document Translation Services from English into Other Languages - Most Middle Eastern Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
43	Year 1 - Digital Document Translation Services from English into Other Languages Most European Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
44	Year 1 - Digital Document Translation Services from English into Other Languages Most African Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
45	Year 1 - Digital Document Translation Services from English into Other Languages All other languages provided (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
125	Year 2 - Digital Document Translation Services from English into Other Languages - Spanish (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	160000
126	Year 2 - Digital Document Translation Services from English into Other Languages - Vietnamese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	16000
127	Year 2 - Digital Document Translation Services from English into Other Languages - Korean (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
128	Year 2 - Digital Document Translation Services from English into Other Languages - Arabic (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000

Project 1

2 - Digital Document Translation Services from English into Other Languages

No	Description	UOM	Qty
129	Year 2 - Digital Document Translation Services from English into Other Languages - Armenian (eastern) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
130	Year 2 - Digital Document Translation Services from English into Other Languages - Armenian (western) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
131	Year 2 - Digital Document Translation Services from English into Other Languages - Cantonese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
132	Year 2 - Digital Document Translation Services from English into Other Languages - Japanese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
133	Year 2 - Digital Document Translation Services from English into Other Languages - Mandarin (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
134	Year 2 - Digital Document Translation Services from English into Other Languages - Portuguese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
135	Year 2 - Digital Document Translation Services from English into Other Languages - Most Asian Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
136	Year 2 - Digital Document Translation Services from English into Other Languages - Most Middle Eastern Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
137	Year 2 - Digital Document Translation Services from English into Other Languages Most European Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
138	Year 2 - Digital Document Translation Services from English into Other Languages Most African Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
139	Year 2 - Digital Document Translation Services from English into Other Languages All other languages provided (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
219	Year 3 - Digital Document Translation Services from English into Other Languages - Spanish (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	160000
220	Year 3 - Digital Document Translation Services from English into Other Languages - Vietnamese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	16000
221	Year 3 - Digital Document Translation Services from English into Other Languages - Korean (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
222	Year 3 - Digital Document Translation Services from English into Other Languages - Arabic (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
223	Year 3 - Digital Document Translation Services from English into Other Languages - Armenian (eastern) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
224	Year 3 - Digital Document Translation Services from English into Other Languages - Armenian (western) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
225	Year 3 - Digital Document Translation Services from English into Other Languages - Cantonese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
226	Year 3 - Digital Document Translation Services from English into Other Languages - Japanese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000

Project 1

2 - Digital Document Translation Services from English into Other Languages

No	Description	UOM	Qty
227	Year 3 - Digital Document Translation Services from English into Other Languages - Mandarin (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
228	Year 3 - Digital Document Translation Services from English into Other Languages - Portuguese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
229	Year 3 - Digital Document Translation Services from English into Other Languages - Most Asian Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
230	Year 3 - Digital Document Translation Services from English into Other Languages - Most Middle Eastern Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
231	Year 3 - Digital Document Translation Services from English into Other Languages Most European Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
232	Year 3 - Digital Document Translation Services from English into Other Languages Most African Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
233	Year 3 - Digital Document Translation Services from English into Other Languages All other languages provided (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
313	Year 4 - Digital Document Translation Services from English into Other Languages - Spanish (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	160000
314	Year 4 - Digital Document Translation Services from English into Other Languages - Vietnamese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	16000
315	Year 4 - Digital Document Translation Services from English into Other Languages - Korean (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
316	Year 4 - Digital Document Translation Services from English into Other Languages - Arabic (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
317	Year 4 - Digital Document Translation Services from English into Other Languages - Armenian (eastern) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
318	Year 4 - Digital Document Translation Services from English into Other Languages - Armenian (western) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
319	Year 4 - Digital Document Translation Services from English into Other Languages - Cantonese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
320	Year 4 - Digital Document Translation Services from English into Other Languages - Japanese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
321	Year 4 - Digital Document Translation Services from English into Other Languages - Mandarin (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
322	Year 4 - Digital Document Translation Services from English into Other Languages - Portuguese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
323	Year 4 - Digital Document Translation Services from English into Other Languages - Most Asian Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
324	Year 4 - Digital Document Translation Services from English into Other Languages - Most Middle Eastern Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000

Project 1

2 - Digital Document Translation Services from English into Other Languages

No	Description	UOM	Qty
325	Year 4 - Digital Document Translation Services from English into Other Languages Most European Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
326	Year 4 - Digital Document Translation Services from English into Other Languages Most African Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
327	Year 4 - Digital Document Translation Services from English into Other Languages All other languages provided (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
407	Year 5 - Digital Document Translation Services from English into Other Languages - Spanish (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	160000
408	Year 5 - Digital Document Translation Services from English into Other Languages - Vietnamese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	16000
409	Year 5 - Digital Document Translation Services from English into Other Languages - Korean (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
410	Year 5 - Digital Document Translation Services from English into Other Languages - Arabic (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
411	Year 5 - Digital Document Translation Services from English into Other Languages - Armenian (eastern) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
412	Year 5 - Digital Document Translation Services from English into Other Languages - Armenian (western) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
413	Year 5 - Digital Document Translation Services from English into Other Languages - Cantonese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
414	Year 5 - Digital Document Translation Services from English into Other Languages - Japanese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
415	Year 5 - Digital Document Translation Services from English into Other Languages - Mandarin (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
416	Year 5 - Digital Document Translation Services from English into Other Languages - Portuguese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
417	Year 5 - Digital Document Translation Services from English into Other Languages - Most Asian Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
418	Year 5 - Digital Document Translation Services from English into Other Languages - Most Middle Eastern Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
419	Year 5 - Digital Document Translation Services from English into Other Languages Most European Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
420	Year 5 - Digital Document Translation Services from English into Other Languages Most African Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000
421	Year 5 - Digital Document Translation Services from English into Other Languages All other languages provided (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	4000

Project 1

3 - Digital Document Translation Services from Other Languages into English

No	Description	UOM	Qty
46	Year 1 - Digital Document Translation Services from Other Languages into English - Spanish (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	80000
47	Year 1 - Digital Document Translation Services from Other Languages into English - Vietnamese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	8000
48	Year 1 - Digital Document Translation Services from Other Languages into English - Korean (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
49	Year 1 - Digital Document Translation Services from Other Languages into English - Arabic (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
50	Year 1 - Digital Document Translation Services from Other Languages into English - Armenian (eastern) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
51	Year 1 - Digital Document Translation Services from Other Languages into English - Armenian (western) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
52	Year 1 - Digital Document Translation Services from Other Languages into English - Cantonese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
53	Year 1 - Digital Document Translation Services from Other Languages into English - Japanese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
54	Year 1 - Digital Document Translation Services from Other Languages into English - Mandarin (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
55	Year 1 - Digital Document Translation Services from Other Languages into English - Portuguese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
56	Year 1 - Digital Document Translation Services from Other Languages into English - Most Asian Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
57	Year 1 - Digital Document Translation Services from Other Languages into English - Most Middle Eastern Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
58	Year 1 - Digital Document Translation Services from Other Languages into English - Most European Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
59	Year 1 - Digital Document Translation Services from Other Languages into English - Most African Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
60	Year 1 - Digital Document Translation Services from Other Languages into English - All other languages provided (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
140	Year 2 - Digital Document Translation Services from Other Languages into English - Spanish (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	80000
141	Year 2 - Digital Document Translation Services from Other Languages into English - Vietnamese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	8000
142	Year 2 - Digital Document Translation Services from Other Languages into English - Korean (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
143	Year 2 - Digital Document Translation Services from Other Languages into English - Arabic (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000

Project 1

3 - Digital Document Translation Services from Other Languages into English

No	Description	UOM	Qty
144	Year 2 - Digital Document Translation Services from Other Languages into English - Armenian (eastern) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
145	Year 2 - Digital Document Translation Services from Other Languages into English - Armenian (western) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
146	Year 2 - Digital Document Translation Services from Other Languages into English - Cantonese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
147	Year 2 - Digital Document Translation Services from Other Languages into English - Japanese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
148	Year 2 - Digital Document Translation Services from Other Languages into English - Mandarin (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
149	Year 2 - Digital Document Translation Services from Other Languages into English - Portuguese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
150	Year 2 - Digital Document Translation Services from Other Languages into English - Most Asian Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
151	Year 2 - Digital Document Translation Services from Other Languages into English - Most Middle Eastern Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
152	Year 2 - Digital Document Translation Services from Other Languages into English - Most European Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
153	Year 2 - Digital Document Translation Services from Other Languages into English - Most African Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
154	Year 2 - Digital Document Translation Services from Other Languages into English - All other languages provided (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
234	Year 3 - Digital Document Translation Services from Other Languages into English - Spanish (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	80000
235	Year 3 - Digital Document Translation Services from Other Languages into English - Vietnamese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	8000
236	Year 3 - Digital Document Translation Services from Other Languages into English - Korean (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
237	Year 3 - Digital Document Translation Services from Other Languages into English - Arabic (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
238	Year 3 - Digital Document Translation Services from Other Languages into English - Armenian (eastern) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
239	Year 3 - Digital Document Translation Services from Other Languages into English - Armenian (western) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
240	Year 3 - Digital Document Translation Services from Other Languages into English - Cantonese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
241	Year 3 - Digital Document Translation Services from Other Languages into English - Japanese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000

Project 1

3 - Digital Document Translation Services from Other Languages into English

No	Description	UOM	Qty
242	Year 3 - Digital Document Translation Services from Other Languages into English - Mandarin (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
243	Year 3 - Digital Document Translation Services from Other Languages into English - Portuguese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
244	Year 3 - Digital Document Translation Services from Other Languages into English - Most Asian Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
245	Year 3 - Digital Document Translation Services from Other Languages into English - Most Middle Eastern Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
246	Year 3 - Digital Document Translation Services from Other Languages into English - Most European Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
247	Year 3 - Digital Document Translation Services from Other Languages into English - Most African Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
248	Year 3 - Digital Document Translation Services from Other Languages into English - All other languages provided (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
328	Year 4 - Digital Document Translation Services from Other Languages into English - Spanish (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	80000
329	Year 4 - Digital Document Translation Services from Other Languages into English - Vietnamese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	8000
330	Year 4 - Digital Document Translation Services from Other Languages into English - Korean (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
331	Year 4 - Digital Document Translation Services from Other Languages into English - Arabic (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
332	Year 4 - Digital Document Translation Services from Other Languages into English - Armenian (eastern) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
333	Year 4 - Digital Document Translation Services from Other Languages into English - Armenian (western) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
334	Year 4 - Digital Document Translation Services from Other Languages into English - Cantonese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
335	Year 4 - Digital Document Translation Services from Other Languages into English - Japanese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
336	Year 4 - Digital Document Translation Services from Other Languages into English - Mandarin (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
337	Year 4 - Digital Document Translation Services from Other Languages into English - Portuguese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
338	Year 4 - Digital Document Translation Services from Other Languages into English - Most Asian Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
339	Year 4 - Digital Document Translation Services from Other Languages into English - Most Middle Eastern Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000

Project 1

3 - Digital Document Translation Services from Other Languages into English

No	Description	UOM	Qty
340	Year 4 - Digital Document Translation Services from Other Languages into English - Most European Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
341	Year 4 - Digital Document Translation Services from Other Languages into English - Most African Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
342	Year 4 - Digital Document Translation Services from Other Languages into English - All other languages provided (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
422	Year 5 - Digital Document Translation Services from Other Languages into English - Spanish (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	80000
423	Year 5 - Digital Document Translation Services from Other Languages into English - Vietnamese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	8000
424	Year 5 - Digital Document Translation Services from Other Languages into English - Korean (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
425	Year 5 - Digital Document Translation Services from Other Languages into English - Arabic (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
426	Year 5 - Digital Document Translation Services from Other Languages into English - Armenian (eastern) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
427	Year 5 - Digital Document Translation Services from Other Languages into English - Armenian (western) (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
428	Year 5 - Digital Document Translation Services from Other Languages into English - Cantonese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
429	Year 5 - Digital Document Translation Services from Other Languages into English - Japanese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
430	Year 5 - Digital Document Translation Services from Other Languages into English - Mandarin (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
431	Year 5 - Digital Document Translation Services from Other Languages into English - Portuguese (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
432	Year 5 - Digital Document Translation Services from Other Languages into English - Most Asian Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
433	Year 5 - Digital Document Translation Services from Other Languages into English - Most Middle Eastern Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
434	Year 5 - Digital Document Translation Services from Other Languages into English - Most European Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
435	Year 5 - Digital Document Translation Services from Other Languages into English - Most African Languages (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000
436	Year 5 - Digital Document Translation Services from Other Languages into English - All other languages provided (For this service line the UOM each means "each word") Brand Preference: Not Applicable - Service Item	Each	2000

Project 1

4 - Audio & Video Subtitling Services into English

No	Description	UOM	Qty
61	Year 1 - Audio & Video Subtitling Services into English - Spanish Brand Preference: Not Applicable - Service Item	Hour	200
62	Year 1 - Audio & Video Subtitling Services into English - Vietnamese Brand Preference: Not Applicable - Service Item	Hour	20
63	Year 1 - Audio & Video Subtitling Services into English - Korean Brand Preference: Not Applicable - Service Item	Hour	2
64	Year 1 - Audio & Video Subtitling Services into English - Arabic Brand Preference: Not Applicable - Service Item	Hour	2
65	Year 1 - Audio & Video Subtitling Services into English - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Hour	2
66	Year 1 - Audio & Video Subtitling Services into English - Armenian (western) Brand Preference: Not Applicable - Service Item	Hour	2
67	Year 1 - Audio & Video Subtitling Services into English - Cantonese Brand Preference: Not Applicable - Service Item	Hour	2
68	Year 1 - Audio & Video Subtitling Services into English - Japanese Brand Preference: Not Applicable - Service Item	Hour	2
69	Year 1 - Audio & Video Subtitling Services into English - Mandarin Brand Preference: Not Applicable - Service Item	Hour	2
70	Year 1 - Audio & Video Subtitling Services into English - Portuguese Brand Preference: Not Applicable - Service Item	Hour	2
71	Year 1 - Audio & Video Subtitling Services into English - Most Asian Languages Brand Preference: Not Applicable - Service Item	Hour	2
72	Year 1 - Audio & Video Subtitling Services into English - Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Hour	2
73	Year 1 - Audio & Video Subtitling Services into English - Most European Languages Brand Preference: Not Applicable - Service Item	Hour	2
74	Year 1 - Audio & Video Subtitling Services into English - Most African Languages Brand Preference: Not Applicable - Service Item	Hour	2
75	Year 1 - Audio & Video Subtitling Services into English - All other languages provided Brand Preference: Not Applicable - Service Item	Hour	2
155	Year 2 - Audio & Video Subtitling Services into English - Spanish Brand Preference: Not Applicable - Service Item	Hour	200
156	Year 2 - Audio & Video Subtitling Services into English - Vietnamese Brand Preference: Not Applicable - Service Item	Hour	20
157	Year 2 - Audio & Video Subtitling Services into English - Korean Brand Preference: Not Applicable - Service Item	Hour	2
158	Year 2 - Audio & Video Subtitling Services into English - Arabic Brand Preference: Not Applicable - Service Item	Hour	2
159	Year 2 - Audio & Video Subtitling Services into English - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Hour	2
160	Year 2 - Audio & Video Subtitling Services into English - Armenian (western) Brand Preference: Not Applicable - Service Item	Hour	2
161	Year 2 - Audio & Video Subtitling Services into English - Cantonese Brand Preference: Not Applicable - Service Item	Hour	2
162	Year 2 - Audio & Video Subtitling Services into English - Japanese Brand Preference: Not Applicable - Service Item	Hour	2
163	Year 2 - Audio & Video Subtitling Services into English - Mandarin Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

4 - Audio & Video Subtitling Services into English

No	Description	UOM	Qty
164	Year 2 - Audio & Video Subtitling Services into English - Portuguese Brand Preference: Not Applicable - Service Item	Hour	2
165	Year 2 - Audio & Video Subtitling Services into English - Most Asian Languages Brand Preference: Not Applicable - Service Item	Hour	2
166	Year 2 - Audio & Video Subtitling Services into English - Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Hour	2
167	Year 2 - Audio & Video Subtitling Services into English - Most European Languages Brand Preference: Not Applicable - Service Item	Hour	2
168	Year 2 - Audio & Video Subtitling Services into English - Most African Languages Brand Preference: Not Applicable - Service Item	Hour	2
169	Year 2 - Audio & Video Subtitling Services into English - All other languages provided Brand Preference: Not Applicable - Service Item	Hour	2
249	Year 3 - Audio & Video Subtitling Services into English - Spanish Brand Preference: Not Applicable - Service Item	Hour	200
250	Year 3 - Audio & Video Subtitling Services into English - Vietnamese Brand Preference: Not Applicable - Service Item	Hour	20
251	Year 3 - Audio & Video Subtitling Services into English - Korean Brand Preference: Not Applicable - Service Item	Hour	2
252	Year 3 - Audio & Video Subtitling Services into English - Arabic Brand Preference: Not Applicable - Service Item	Hour	2
253	Year 3 - Audio & Video Subtitling Services into English - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Hour	2
254	Year 3 - Audio & Video Subtitling Services into English - Armenian (western) Brand Preference: Not Applicable - Service Item	Hour	2
255	Year 3 - Audio & Video Subtitling Services into English - Cantonese Brand Preference: Not Applicable - Service Item	Hour	2
256	Year 3 - Audio & Video Subtitling Services into English - Japanese Brand Preference: Not Applicable - Service Item	Hour	2
257	Year 3 - Audio & Video Subtitling Services into English - Mandarin Brand Preference: Not Applicable - Service Item	Hour	2
258	Year 3 - Audio & Video Subtitling Services into English - Portuguese Brand Preference: Not Applicable - Service Item	Hour	2
259	Year 3 - Audio & Video Subtitling Services into English - Most Asian Languages Brand Preference: Not Applicable - Service Item	Hour	2
260	Year 3 - Audio & Video Subtitling Services into English - Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Hour	2
261	Year 3 - Audio & Video Subtitling Services into English - Most European Languages Brand Preference: Not Applicable - Service Item	Hour	2
262	Year 3 - Audio & Video Subtitling Services into English - Most African Languages Brand Preference: Not Applicable - Service Item	Hour	2
263	Year 3 - Audio & Video Subtitling Services into English - All other languages provided Brand Preference: Not Applicable - Service Item	Hour	2
343	Year 4 - Audio & Video Subtitling Services into English - Spanish Brand Preference: Not Applicable - Service Item	Hour	200
344	Year 4 - Audio & Video Subtitling Services into English - Vietnamese Brand Preference: Not Applicable - Service Item	Hour	20
345	Year 4 - Audio & Video Subtitling Services into English - Korean Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

4 - Audio & Video Subtitling Services into English

No	Description	UOM	Qty
346	Year 4 - Audio & Video Subtitling Services into English - Arabic Brand Preference: Not Applicable - Service Item	Hour	2
347	Year 4 - Audio & Video Subtitling Services into English - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Hour	2
348	Year 4 - Audio & Video Subtitling Services into English - Armenian (western) Brand Preference: Not Applicable - Service Item	Hour	2
349	Year 4 - Audio & Video Subtitling Services into English - Cantonese Brand Preference: Not Applicable - Service Item	Hour	2
350	Year 4 - Audio & Video Subtitling Services into English - Japanese Brand Preference: Not Applicable - Service Item	Hour	2
351	Year 4 - Audio & Video Subtitling Services into English - Mandarin Brand Preference: Not Applicable - Service Item	Hour	2
352	Year 4 - Audio & Video Subtitling Services into English - Portuguese Brand Preference: Not Applicable - Service Item	Hour	2
353	Year 4 - Audio & Video Subtitling Services into English - Most Asian Languages Brand Preference: Not Applicable - Service Item	Hour	2
354	Year 4 - Audio & Video Subtitling Services into English - Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Hour	2
355	Year 4 - Audio & Video Subtitling Services into English - Most European Languages Brand Preference: Not Applicable - Service Item	Hour	2
356	Year 4 - Audio & Video Subtitling Services into English - Most African Languages Brand Preference: Not Applicable - Service Item	Hour	2
357	Year 4 - Audio & Video Subtitling Services into English - All other languages provided Brand Preference: Not Applicable - Service Item	Hour	2
437	Year 5 - Audio & Video Subtitling Services into English - Spanish Brand Preference: Not Applicable - Service Item	Hour	200
438	Year 5 - Audio & Video Subtitling Services into English - Vietnamese Brand Preference: Not Applicable - Service Item	Hour	20
439	Year 5 - Audio & Video Subtitling Services into English - Korean Brand Preference: Not Applicable - Service Item	Hour	2
440	Year 5 - Audio & Video Subtitling Services into English - Arabic Brand Preference: Not Applicable - Service Item	Hour	2
441	Year 5 - Audio & Video Subtitling Services into English - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Hour	2
442	Year 5 - Audio & Video Subtitling Services into English - Armenian (western) Brand Preference: Not Applicable - Service Item	Hour	2
443	Year 5 - Audio & Video Subtitling Services into English - Cantonese Brand Preference: Not Applicable - Service Item	Hour	2
444	Year 5 - Audio & Video Subtitling Services into English - Japanese Brand Preference: Not Applicable - Service Item	Hour	2
445	Year 5 - Audio & Video Subtitling Services into English - Mandarin Brand Preference: Not Applicable - Service Item	Hour	2
446	Year 5 - Audio & Video Subtitling Services into English - Portuguese Brand Preference: Not Applicable - Service Item	Hour	2
447	Year 5 - Audio & Video Subtitling Services into English - Most Asian Languages Brand Preference: Not Applicable - Service Item	Hour	2
448	Year 5 - Audio & Video Subtitling Services into English - Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

4 - Audio & Video Subtitling Services into English

No	Description	UOM	Qty
449	Year 5 - Audio & Video Subtitling Services into English - Most European Languages Brand Preference: Not Applicable - Service Item	Hour	2
450	Year 5 - Audio & Video Subtitling Services into English - Most African Languages Brand Preference: Not Applicable - Service Item	Hour	2
451	Year 5 - Audio & Video Subtitling Services into English - All other languages provided Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

5 - Audio & Video Transcription Services into English

No	Description	UOM	Qty
76	Year 1 - Audio & Video Transcription Services into English - Spanish Brand Preference: Not Applicable - Service Item	Minute	4000
77	Year 1 - Audio & Video Transcription Services into English - Vietnamese Brand Preference: Not Applicable - Service Item	Minute	800
78	Year 1 - Audio & Video Transcription Services into English - Korean Brand Preference: Not Applicable - Service Item	Minute	200
79	Year 1 - Audio & Video Transcription Services into English - Arabic Brand Preference: Not Applicable - Service Item	Minute	200
80	Year 1 - Audio & Video Transcription Services into English - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Minute	200
81	Year 1 - Audio & Video Transcription Services into English - Armenian (western) Brand Preference: Not Applicable - Service Item	Minute	200
82	Year 1 - Audio & Video Transcription Services into English - Cantonese Brand Preference: Not Applicable - Service Item	Minute	200
83	Year 1 - Audio & Video Transcription Services into English - Japanese Brand Preference: Not Applicable - Service Item	Minute	200
84	Year 1 - Audio & Video Transcription Services into English - Mandarin Brand Preference: Not Applicable - Service Item	Minute	200
85	Year 1 - Audio & Video Transcription Services into English - Portuguese Brand Preference: Not Applicable - Service Item	Minute	200
86	Year 1 - Audio & Video Transcription Services into English - Most Asian Languages Brand Preference: Not Applicable - Service Item	Minute	200
87	Year 1 - Audio & Video Transcription Services into English - Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Minute	200
88	Year 1 - Audio & Video Transcription Services into English - Most European Languages Brand Preference: Not Applicable - Service Item	Minute	200
89	Year 1 - Audio & Video Transcription Services into English - Most African Languages Brand Preference: Not Applicable - Service Item	Minute	200
90	Year 1 - Audio & Video Transcription Services into English - All other languages provided Brand Preference: Not Applicable - Service Item	Minute	200
170	Year 2 - Audio & Video Transcription Services into English - Spanish Brand Preference: Not Applicable - Service Item	Minute	4000
171	Year 2 - Audio & Video Transcription Services into English - Vietnamese Brand Preference: Not Applicable - Service Item	Minute	800
172	Year 2 - Audio & Video Transcription Services into English - Korean Brand Preference: Not Applicable - Service Item	Minute	200
173	Year 2 - Audio & Video Transcription Services into English - Arabic Brand Preference: Not Applicable - Service Item	Minute	200
174	Year 2 - Audio & Video Transcription Services into English - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Minute	200
175	Year 2 - Audio & Video Transcription Services into English - Armenian (western) Brand Preference: Not Applicable - Service Item	Minute	200
176	Year 2 - Audio & Video Transcription Services into English - Cantonese Brand Preference: Not Applicable - Service Item	Minute	200
177	Year 2 - Audio & Video Transcription Services into English - Japanese Brand Preference: Not Applicable - Service Item	Minute	200
178	Year 2 - Audio & Video Transcription Services into English - Mandarin Brand Preference: Not Applicable - Service Item	Minute	200

Project 1

5 - Audio & Video Transcription Services into English

No	Description	UOM	Qty
179	Year 2 - Audio & Video Transcription Services into English - Portuguese Brand Preference: Not Applicable - Service Item	Minute	200
180	Year 2 - Audio & Video Transcription Services into English - Most Asian Languages Brand Preference: Not Applicable - Service Item	Minute	200
181	Year 2 - Audio & Video Transcription Services into English - Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Minute	200
182	Year 2 - Audio & Video Transcription Services into English - Most European Languages Brand Preference: Not Applicable - Service Item	Minute	200
183	Year 2 - Audio & Video Transcription Services into English - Most African Languages Brand Preference: Not Applicable - Service Item	Minute	200
184	Year 2 - Audio & Video Transcription Services into English - All other languages provided Brand Preference: Not Applicable - Service Item	Minute	200
264	Year 3 - Audio & Video Transcription Services into English - Spanish Brand Preference: Not Applicable - Service Item	Minute	4000
265	Year 3 - Audio & Video Transcription Services into English - Vietnamese Brand Preference: Not Applicable - Service Item	Minute	800
266	Year 3 - Audio & Video Transcription Services into English - Korean Brand Preference: Not Applicable - Service Item	Minute	200
267	Year 3 - Audio & Video Transcription Services into English - Arabic Brand Preference: Not Applicable - Service Item	Minute	200
268	Year 3 - Audio & Video Transcription Services into English - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Minute	200
269	Year 3 - Audio & Video Transcription Services into English - Armenian (western) Brand Preference: Not Applicable - Service Item	Minute	200
270	Year 3 - Audio & Video Transcription Services into English - Cantonese Brand Preference: Not Applicable - Service Item	Minute	200
271	Year 3 - Audio & Video Transcription Services into English - Japanese Brand Preference: Not Applicable - Service Item	Minute	200
272	Year 3 - Audio & Video Transcription Services into English - Mandarin Brand Preference: Not Applicable - Service Item	Minute	200
273	Year 3 - Audio & Video Transcription Services into English - Portuguese Brand Preference: Not Applicable - Service Item	Minute	200
274	Year 3 - Audio & Video Transcription Services into English - Most Asian Languages Brand Preference: Not Applicable - Service Item	Minute	200
275	Year 3 - Audio & Video Transcription Services into English - Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Minute	200
276	Year 3 - Audio & Video Transcription Services into English - Most European Languages Brand Preference: Not Applicable - Service Item	Minute	200
277	Year 3 - Audio & Video Transcription Services into English - Most African Languages Brand Preference: Not Applicable - Service Item	Minute	200
278	Year 3 - Audio & Video Transcription Services into English - All other languages provided Brand Preference: Not Applicable - Service Item	Minute	200
358	Year 4 - Audio & Video Transcription Services into English - Spanish Brand Preference: Not Applicable - Service Item	Minute	4000
359	Year 4 - Audio & Video Transcription Services into English - Vietnamese Brand Preference: Not Applicable - Service Item	Minute	800
360	Year 4 - Audio & Video Transcription Services into English - Korean Brand Preference: Not Applicable - Service Item	Minute	200

Project 1

5 - Audio & Video Transcription Services into English

No	Description	UOM	Qty
361	Year 4 - Audio & Video Transcription Services into English - Arabic Brand Preference: Not Applicable - Service Item	Minute	200
362	Year 4 - Audio & Video Transcription Services into English - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Minute	200
363	Year 4 - Audio & Video Transcription Services into English - Armenian (western) Brand Preference: Not Applicable - Service Item	Minute	200
364	Year 4 - Audio & Video Transcription Services into English - Cantonese Brand Preference: Not Applicable - Service Item	Minute	200
365	Year 4 - Audio & Video Transcription Services into English - Japanese Brand Preference: Not Applicable - Service Item	Minute	200
366	Year 4 - Audio & Video Transcription Services into English - Mandarin Brand Preference: Not Applicable - Service Item	Minute	200
367	Year 4 - Audio & Video Transcription Services into English - Portuguese Brand Preference: Not Applicable - Service Item	Minute	200
368	Year 4 - Audio & Video Transcription Services into English - Most Asian Languages Brand Preference: Not Applicable - Service Item	Minute	200
369	Year 4 - Audio & Video Transcription Services into English - Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Minute	200
370	Year 4 - Audio & Video Transcription Services into English - Most European Languages Brand Preference: Not Applicable - Service Item	Minute	200
371	Year 4 - Audio & Video Transcription Services into English - Most African Languages Brand Preference: Not Applicable - Service Item	Minute	200
372	Year 4 - Audio & Video Transcription Services into English - All other languages provided Brand Preference: Not Applicable - Service Item	Minute	200
452	Year 5 - Audio & Video Transcription Services into English - Spanish Brand Preference: Not Applicable - Service Item	Minute	4000
453	Year 5 - Audio & Video Transcription Services into English - Vietnamese Brand Preference: Not Applicable - Service Item	Minute	800
454	Year 5 - Audio & Video Transcription Services into English - Korean Brand Preference: Not Applicable - Service Item	Minute	200
455	Year 5 - Audio & Video Transcription Services into English - Arabic Brand Preference: Not Applicable - Service Item	Minute	200
456	Year 5 - Audio & Video Transcription Services into English - Armenian (eastern) Brand Preference: Not Applicable - Service Item	Minute	200
457	Year 5 - Audio & Video Transcription Services into English - Armenian (western) Brand Preference: Not Applicable - Service Item	Minute	200
458	Year 5 - Audio & Video Transcription Services into English - Cantonese Brand Preference: Not Applicable - Service Item	Minute	200
459	Year 5 - Audio & Video Transcription Services into English - Japanese Brand Preference: Not Applicable - Service Item	Minute	200
460	Year 5 - Audio & Video Transcription Services into English - Mandarin Brand Preference: Not Applicable - Service Item	Minute	200
461	Year 5 - Audio & Video Transcription Services into English - Portuguese Brand Preference: Not Applicable - Service Item	Minute	200
462	Year 5 - Audio & Video Transcription Services into English - Most Asian Languages Brand Preference: Not Applicable - Service Item	Minute	200
463	Year 5 - Audio & Video Transcription Services into English - Most Middle Eastern Languages Brand Preference: Not Applicable - Service Item	Minute	200

Project 1

5 - Audio & Video Transcription Services into English

No	Description	UOM	Qty
464	Year 5 - Audio & Video Transcription Services into English - Most European Languages Brand Preference: Not Applicable - Service Item	Minute	200
465	Year 5 - Audio & Video Transcription Services into English - Most African Languages Brand Preference: Not Applicable - Service Item	Minute	200
466	Year 5 - Audio & Video Transcription Services into English - All other languages provided Brand Preference: Not Applicable - Service Item	Minute	200

Project 1

6 - All other Services

No	Description	UOM	Qty
91	Year 1 - Website Translation & Localization - Spanish Brand Preference: Not Applicable - Service Item	Hour	2
92	Year 1 - Website Translation & Localization - All other Languages Brand Preference: Not Applicable - Service Item	Hour	2
93	Year 1 - Audio Narration Brand Preference: Not Applicable - Service Item	Hour	2
94	Year 1 - Affidavits Brand Preference: Not Applicable - Service Item	Each	10
185	Year 2 - Website Translation & Localization - Spanish Brand Preference: Not Applicable - Service Item	Hour	2
186	Year 2 - Website Translation & Localization - All other Languages Brand Preference: Not Applicable - Service Item	Hour	2
187	Year 2 - Audio Narration Brand Preference: Not Applicable - Service Item	Hour	2
188	Year 2 - Affidavits Brand Preference: Not Applicable - Service Item	Each	10
279	Year 3 - Website Translation & Localization - Spanish Brand Preference: Not Applicable - Service Item	Hour	2
280	Year 3 - Website Translation & Localization - All other Languages Brand Preference: Not Applicable - Service Item	Hour	2
281	Year 3 - Audio Narration Brand Preference: Not Applicable - Service Item	Hour	2
282	Year 3 - Affidavits Brand Preference: Not Applicable - Service Item	Each	10
373	Year 4 - Website Translation & Localization - Spanish Brand Preference: Not Applicable - Service Item	Hour	2
374	Year 4 - Website Translation & Localization - All other Languages Brand Preference: Not Applicable - Service Item	Hour	2
375	Year 4 - Audio Narration Brand Preference: Not Applicable - Service Item	Hour	2
376	Year 4 - Affidavits Brand Preference: Not Applicable - Service Item	Each	10
467	Year 5 - Website Translation & Localization - Spanish Brand Preference: Not Applicable - Service Item	Hour	2
468	Year 5 - Website Translation & Localization - All other Languages Brand Preference: Not Applicable - Service Item	Hour	2
469	Year 5 - Audio Narration Brand Preference: Not Applicable - Service Item	Hour	2
470	Year 5 - Affidavits Brand Preference: Not Applicable - Service Item	Each	10
471	Interpreter Off-The-Shelf Products Brand Preference: Not Applicable - Service Item	Dollar	10000

Categories

Selected Categories

NIGP Category (1)	
961	MISCELLANEOUS SERVICES, NO. 1 (NOT OTHERWISE CLASSIFIED)
96175	Translation Services Translation Services

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IFB

ATTACHMENT S
SBE PROGRAM AND FORMS



SBE LANGUAGE

7.0 SMALL BUSINESS ENTERPRISE (SBE) PROGRAM

7.1. Definitions.

- 7.1.1. The term “**Commercially Useful Function**” is defined as a business that is directly responsible for providing the supplies or services to Dallas County as required by the solicitation or request quotes, bids or proposals. A firm is considered to perform a commercially useful function when responsible for the execution of a distinct element of the work of a contract and carries out its responsibilities by actually performing, managing and supervising the work involved. Example: a business that stocks sufficient quantities of supplies in direct inventory which is being held for sale or resale, to cover anticipated future demands for the suppliers is considered to be performing a commercially useful function.
- 7.1.2. A “**Contractor**” is defined as one who participates, through a contract or any other contractual agreement in a County funded contract opportunity for work, labor, services, supplies, equipment, materials, goods or any combination of the aforementioned. For purposes of this Section, a Contractor is any individual, company, or other entity seeking to do work for Dallas County regardless of the method used to procure the services or products, including but not limited to bid or solicitation. A Contractor includes but is not limited to a contractor, consultant, or vendor.
- 7.1.3. The term “**Director of Small Business Enterprise**” shall mean the Director of the County’s Office of Small Business Enterprise and/or her/his designee.
- 7.1.4. The term “**Contract Administration**” shall mean the County Purchasing Department and/or his or her designee.
- 7.1.5. The “**Contract Administration Supervisor**” shall mean the Purchasing Director and/or his or her designee.
- 7.1.6. **Equal Employment Opportunity Requirements.** It is the policy of Dallas County to ensure non-discrimination in the award and administration of contracts. The Contractor or Subcontractor shall not discriminate on the basis of race, color, national origin, disability, veteran status, religion, or sex in the performance of any Dallas County contract.
- 7.1.7. **Good Faith Effort Plan.** The plan submitted with a Submittal detailing the Respondent’s efforts to achieve the set aspirational goal or documenting the Good Faith Efforts to meet the goals for all elements the Solicitation. A Good Faith Effort Plan must be submitted with a Submittal for any Dallas County projects in which goals have been established.
- 7.1.8. **Metropolitan Statistical Area (MSA).** The Dallas County MSA includes the following counties: Dallas, Tarrant, Denton and Collin.
- 7.1.9. **Small Business Enterprise.** It is the policy of Dallas County to support the growth and development of Small Business Enterprise (“SBE”) and ensure that SBEs have an equal opportunity to compete for and participate in Dallas County contracts. Thus, Dallas County Commissioners Court has created the

Office of Small Business Enterprise to establish and oversee a Diversity Program to ensure that SBEs have an equal opportunity to compete for and participate in Dallas County contracts. It is Dallas County's intent to:

- Ensure nondiscrimination in the award and administration of Dallas County contracts;
- Create a level playingfield on which small businesses can compete fairly for Dallas County contracts; and
- Ensure that only firms who attempt in good faith to meet the SBE good faith efforts are considered for applicable contract awards.

Consequently, the contractor shall carry out applicable requirements of the good faith effort in its proposal/bid hereunder and, if awarded the contract, the award and administration of the Contract.

7.2 SBE Goals, Good Faith Efforts and Eligibility.

The Director of Small Business Enterprise and the Contract Administration Supervisor sets the annual SBE participation contracting/subcontracting aspirational SBE goals for each contract. The contracting/subcontracting goals for this contract will be based on meeting or exceeding the **minimum aspirational SBE goal of 40%**, unless good cause exists for failing to meet the goal. The SBE aspirational goal is based on the total dollar amount of the contract.

To be recognized as an SBE, firms (contractors and/or subcontractors):

- a) Must be certified as an SBE by the following County approved entities: North Texas Regional Certification Agency (NCTRCA), DFW Minority Supplier Development Council and/or the Women's Business Council of Southwest, at the time of the proposal/bid submission. Other certifications are not acceptable;
- b) To be recognized by the County as a **qualified SBE firm**, as defined pursuant to Section 3 of the Small Business Act and relevant regulations, an SBE is a firm for which the gross revenues or number of employees averaged over the past three years, inclusive of any affiliates, is as defined by 13 C.F.R. Sec. 121.201; and
- c) Must also perform a commercially useful function on the project and have a local presence in Dallas County Metropolitan Statistical Area (MSA) in order to be counted for SBE points. The MSA includes the following counties: Dallas, Tarrant, Denton and Collin.

7.3 Utilization

The aspirational SBE or certified sub-contractor goal is expressed as a percentage of the total dollar amount of the contract going to SBE or certified Sub-Contractor for those areas which the Contractor has sub-contracted or anticipates sub-contracting. The aspirational goal shall also apply to contract amendments that require work beyond the scope of services originally required to accomplish the project.

The Respondent agrees to employ good faith efforts through the award of subcontractors to eligible SBEs and certified firms to the fullest extent possible.

Dallas County's Good Faith Effort Plan (GFEP) will be used to document SBE participation. However, all subcontractors and/or suppliers, whether certified or not, must be listed in the GFEP. The information provided

in the GFEP Form will be utilized in the development of the final contract/agreement. The GFEP Form can be found in the attachments. This form is required and considered to be a part of the response to the IFB.

Should the Good Faith Effort Plan or any of the specified documents listed below be incomplete, not signed, and/or not submitted, the bid can be deemed non-responsive.

7.4 Each Contractor must include with its proposal/bid, the following documents:

- Completed and signed **Good Faith Effort Plan**, executed by an authorized representative;
- Completed and signed **Small Business Utilization Affidavit**, executed by an authorized representative; and
- A signed and executed **Subcontractor Intent Form**, executed by an authorized representative (prime and subcontractor).

Note: All forms must be complete in their entirety and submitted as part of a Respondent's submittal.

The County reserves the right to accept or reject any certified firm and in its sole discretion is not bound by the certifying bodies' determination, if the County has a concern regarding the eligibility of the firm to meet SBE guidelines or standards. A Contractor whose proposed certified firm is rejected may contest in writing to the Office of Small Business Enterprise, in accordance with the SBE Policy. The denial of SBE certification by the Office of Small Business Enterprise is excluded from the Dallas County Purchasing Code of Ethics Protests Procedure and is exclusively governed by the appeal process set forth in the SBE Policy.

7.5 SBE Reporting. The Contractor and its subcontractors are required to electronically submit subcontractor payment information using the County's Compliance Reporting System (CRS), accessed through a link on the Dallas County SBE webpage. The Contractor and all subcontractors will be provided a unique log-in credential and password to access Compliance Reporting System.

Training on the use of the system will be provided by both Dallas County's CRS Support Staff and by the Office for Small Business Enterprise. Additional information and free online training for CRS can be found at <https://dallascounty.diversitycompliance.com>. After the prime receives payment from the County, electronic submittals will require data entry of the amount paid to each subcontractor listed on the Contractor's Good Faith Effort Plan.

7.6 Contracting. If awarded the contract, the Contractor agrees to be bound by the policies and guidelines set forth in the County's SBE Policy, which may be incorporated into the contract. If a conflict exists between the SBE section of the solicitation and the County SBE Policy, the language in the solicitation governs.

**MANDATORY
SBE SOLICITATION ATTACHMENTS**



SMALL BUSINESS UTILIZATION AFFIDAVIT

It is the policy of Dallas County to encourage the inclusion of qualified Small Business Enterprises (SBEs) to the greatest extent feasible on the County's construction, procurement and professional services contracts. Neither the County, nor its Contractors and their subcontractors shall discriminate on the basis of race, age, color, religion, national origin, or sex in the award and performance of contracts. In consideration of this policy, Dallas County has adopted the Small Business Enterprise Policy for all County contracts.

Small Business Enterprise Participation Goals

The solicitation bidding plan establishes subcontracting goals and requirements for all prospective bidders to ensure reasonable degree of SBE meaningful business utilization and participation in County contracts. It is the goal of Dallas County that a certain percentage of work under each contract be executed by one or more SBEs. For the purposes of participation percentages, Dallas County does not include amounts paid to the prime by the sub-contractor.

The apparent proposer shall agree to meet the established goals or must demonstrate and document a "good faith effort" to include SBEs in subcontracting opportunities. The apparent proposer who fails to adequately document good faith efforts to subcontract or purchase significant material supplies from SBEs may be denied award of the contract by Dallas County based on the contractor's failure to be a "responsive" or "responsible" bidder.

By signing below, I agree to provide Dallas County, Small Business Enterprise Department a completed copy of all required forms. I understand that, for the purpose of SBE subcontracting participation, any amounts paid to the prime from the sub-contractor should not be included in the above listed participation amount. Finally, I understand that if I fail to provide all of the required documents within five (5) business days after notification, my bid may be deemed "non-responsive" and I may be denied award of the contract.

Solicitation Number: _____

Company Name: _____

Typed or Printed Name of Certifying Official of Company

Date

Signature of Certifying Official of Company

Title



Small Business Enterprise Program Utilization Form

Solicitation/Project Name: _____ Solicitation #: _____

Firm Name: _____ Firm Phone # _____

Firm Address: _____ City: _____ State: _____ Zip: _____

Compliance Contact: _____ Phone #: _____ Email Address: _____

Is Your Firm Certified: _____ Certifying Agency: DFWMSDC _____ NCTRCA _____ WBC-Southwest _____ Other: _____

Total Bid Amount: _____ Amount self-performed: _____ Percentage self-performed: _____

Utilization Plan

List the firms that will be utilized on the project. Provide copies of correspondence.

SBE certified subcontractors/suppliers									
Firm Name & SBE Certification #	Tier	Person Contacted & Date	Address	Phone & Email Address	Type of Work	NAICS Code	Local or Non-Local	Dollar Amount	% of contract
							Total	\$	%



Non SBE certified subcontractors/suppliers									
Firm Name	Tier	Person Contacted & Date	Address	Phone & Email Address	Type of Work	NAICS Code	Local or Non-Local	Dollar Amount	% of Total Contract
							Total	\$	%

Prime Printed Name: _____ Title: _____ Signature: _____ Date: _____

For Use by SBE Office Only

SBE Compliance Officer: _____ Date: _____

SBE Notes:



Good Faith Efforts Form

The Good Faith Efforts Form must be fully completed if the aspirational goal is **not** met.

1. Did you speak with or receive assistance from a staff member in the Small Business Enterprise

Department? _____ (Y/N) Name of staff member _____

2. Did you utilize a Dallas County SBE vendor list? If not, please explain?

Vendor List Accessed	Date of Access

3. Did you provide written notice to potential SBE subcontractors, suppliers, and vendors? Written notice should include plans, specifications, subcontractor/supplier opportunities, and deadline for submission to respondent no less than 7 days before bid submission. Please provide copies of all correspondence, including accepted and rejected SBE bids or proposals, i.e. letters, memos, emails and phone calls.

Firm Name & Address	Phone #	Person Contacted & Date	Type of Work	NAICS Code	SBE Certification No.	Response to Solicitation	Bid/Quote Amount	Company Selected (Y or N)

4. If applicable, did you participate in the pre-bid meeting? _____



5. Did you identify and select specific work items to be performed and/or procurement to be fulfilled by SBEs? Please subdivide total contract work into smaller portions or quantities to permit maximum active participation by SBEs.

1.	2.	3.
4.	5.	6.

6. Did you advertise in trade publications or with local advocacy organizations? The advertisement must identify and describe subcontracting opportunities in detail, including a contact person and deadlines. Please provide a copy.

Publication Name	Date of Publication

Prime Printed Name: _____

Title: _____

Signature: _____

Date: _____

Small Business Enterprise

[Records Building](#) - 500 Elm Street, Suite 0300, Dallas, TX 75202
Telephone: (214) 653-6021 | E-Mail: sbe@dallascounty.org



DALLAS COUNTY
SUBCONTRACTOR INTENT FORM

To: Dallas County - Small Business Enterprise Department

Date:

Project Name:

Solicitation #:

Subcontractor on the project will provide the following good(s)/service(s):

to Prime Contractor on the project

SBE subcontractor is certified by the following agency: DFW Minority Supplier Development Council NCTRCA Women's Business Council SW

SBE Certification #: (Certification must be kept current/valid for the entire duration of this contract. Failure to comply with this provision could be subject to removal from contract.)

For the purposes of SBE subcontracting participation, Dallas County does not include amounts paid to the prime by the sub-contractor.

Total Contract Amount for prime: \$ Estimated Work Start Date:

Sub Participation Amount: \$ % Estimated Work End Date:

The undersigned intends to enter into a formal agreement with the subcontractor listed, conditioned upon being awarded the Dallas County contract. The undersigned understands that, for the purpose of SBE subcontracting participation, any amounts paid to the prime from the sub-contractor should not be included in the above listed participation amount. Before any subcontractor/supplier substitutions are made, the prime contractor must submit an SBE Substitution Request Form to The SBE Department for approval. Failure to comply with these provisions could result in termination of the contract, sanctions against the prime contractor, and/or ineligibility for future Dallas County contracts. The subcontractor's participation will be entered in B2GNow, Dallas County's compliance system, based upon this intent form.

Officer's Signature (Prime Contractor)

Officer's Signature (Subcontractor)

Printed Name (Prime Contractor)

Printed Name (Subcontractor)

Title (Prime Contractor)

Title (Subcontractor)

Date

Date

Please select or list all Chambers or Advocacy groups you are a member of:

Table with 3 columns: Organization Name, Prime, Sub. Rows include Greater Dallas Asian American Chamber of Commerce, Greater Dallas Black Chamber of Commerce, Greater Dallas Hispanic Chamber of Commerce, U.S. Pan Asian American Chamber of Commerce, Asian Contractors Association, Regional Black Contractors Association, and Regional Hispanic Contractors Association.

DALLAS COUNTY STANDARD TERMS AND CONDITIONS

By returning the Bid Proposal with a price quote, vendors certify and agree that:

1. All charges – wages, salaries, taxes including payroll taxes, benefits, insurance, overhead, fees, permits, licenses, fees, labor, personnel, service, supervision, documentation, administration, training, implementation, materials, supplies, delivery, transportation, shipping , freight, fuel surcharges, mileages, parking, tolls, travel time, and all other associated cost direct and indirect including incidentals necessary to provide the goods and services outlined in this solicitation specified or implied are to be included in bid proposal cost. Services and Inside Delivery will be F.O.B.: Dallas County as indicated on each individual purchase order.

2. **TEXAS GOVERNMENT CODE CHAPTER 2271 VERIFICATION – BOYCOTT ISRAEL**

Effective September 1, 2017, the State of Texas requires all governmental entity, state agency or political subdivision (which includes counties) to obtain written verification from the Company that their Company does NOT boycott Israel and will not boycott Israel during the life of this contract, agreement or purchase order (hereafter referred to as “Contract”). By accepting this Contract, the Company (Professional or other applicable term defining the contracting party) verifies that it does not Boycott Israel, and agrees that during the term of this Contract will not Boycott Israel as that term is defined in Texas Government Code Section 808.001, as amended." The County cannot execute a contract for goods and services without this declaration. Please refer to Texas Government Code, Subtitle F, Title 10, Government Code Chapter 2270.

(a) This section applies only to a contract that:

(1) is between a governmental entity and a company with 10 or more full-time employees; and

(2) has a value of \$100,000 or more that is to be paid wholly or partly from public funds of the governmental entity.

3. **CONFLICT OF INTEREST QUESTIONNAIRE (CIQ) FORM**

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any vendor or person considering doing business with a local government entity disclose in the Questionnaire Form CIQ, the vendor or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. By law, this questionnaire must be filed with the records administrator of Dallas County no later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code. A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor. By submitting a response to this request, the vendor represents that it is in compliance with the requirements of Chapter 176 of the Texas Local Government Code. Contractor shall complete and file the Conflict of Interest Questionnaire with the Dallas County Clerk at 1201 Elm Street, 21st Floor, Dallas, Texas 75270.

4. **CERTIFICATE OF INTERESTED PARTIES FORM 1295**

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties form to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The form discloses any interested parties who have a controlling interest (10% or more ownership) in the business entity and those who actively participate in facilitating the contract or negotiate the terms of the contract (broker, intermediary, advisor, and/or attorney), if any. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015 and new rules (Chapter 46) on November 30, 2015.

The "Certificate of Interested Parties" form must be completed on the Texas Ethics Commission website, printed, signed, and submitted to the County by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.

To obtain additional information on HB 1295, to learn more about Texas Ethics Commission process to create a new account or to complete an electronic version of Form1295 for submission with a signed contract, please go to the following website: <https://www.ethics.state.tx.us/tec/1295-Info.htm>

Instructional Videos for Business Entities on how to file online can be found at https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

The identification number (section 3 of the form) to be used on the 1295 for this procurement is the IFB solicitation number.

5. **TITLE VI ASSURANCES/COMPLIANCE POLICY**

The County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

Pursuant to Title VI requirements, any entity or person that enters into a contract with Dallas County including, but not limited to prime contractors, sub-contractors, and sub-recipients, may not discriminate on the basis of race, color, national origin, age, sex, disability, or religion in their selection and retention of subcontractors (including consultants), in connection with any federally funded program or activity (including any program or activity undertaken/funded by a Dallas County Division/Department that receives federal funds).

6. **TEXAS GOVERNMENT CODE CHAPTER 2252 ATTESTATION**

By entering into this Contract, Contractor attests that Contractor is not a company that is identified on a list prepared and maintained by the Texas State Comptroller under Section 2252.153, Tex. Gov't Code, as a company known to have contracts with or provide supplies or services to a foreign terrorist organization as designated by the U.S. Secretary of State.

7. **PRE-AWARD SURVEY**

After bid opening and before award, County may perform a pre-award survey of the bidder's facilities and equipment to be used in the performance of work under this solicitation. Bidder agrees to allow all reasonable requests for inspection of his or her facilities.

8. After bid opening and before award Dallas County reserves the right to request the bidder to provide, but not necessarily limited to, the following forms:

- a. Texas Government Code Chapter 2270 Verification Form
- b. Texas Government Code Chapter 2252 Certification Form
- c. 1295 Form
- d. W-9 Form

9. The bid award shall be based on, but not necessarily limited to, the following factors:

- e. Unit Price
- f. Total Bid Price
- g. Delivery Date
- h. Results of Testing Samples
- i. Special Needs and Requirements of Dallas County
- j. Dallas County's Experience with Products Bid
- k. Vendor's Past Performance Record with Dallas County
- l. Dallas County's Evaluation of Vendor's Ability
- m. Estimated Costs for Supplies, Maintenance, etc.
- n. Estimated Surplus Value
- o. Small Business Enterprise completed forms
- p. Dallas County reserves the right to award to a primary and secondary vendor(s).

Dallas County shall award this contract to the responsive bidder(s) offering the lowest and best bid in accordance to Local Government Code 262.021(5-a) who comply with all of the requirements, terms and conditions prescribed herein. Dallas County reserves the right to reject any or all bids in whole or in part, to make multiple awards, partial awards, award by item by item basis, award by types, award by sections, or lump sum total, and waive any immaterial deviations in the bid as may be considered in the best interest of the County.

10. **INVOICING/BILLING**

Invoices will be submitted to the Dallas County Auditor's Office. All billings must have appropriate supporting documentation before such billings will be approved. Billing shall cover goods and services not previously invoiced. Vendor shall reimburse the Dallas County for any monies paid to Contractor for goods or services not provided or when goods/services provided do

not meet the contract agreement or solicitation requirements. Payments made by the County shall not preclude the right of the County from thereafter disputing any items involved or billed under the contract agreement or solicitation and shall not be construed as acceptance of any part of the goods or services. Contractor understands and agrees that any funds paid under this contract are contingent upon satisfactory delivery of the Services as described in this contract and subject to routine processing. No payment, on any basis, will be made for unsatisfactory work.

Contractor agrees to submit complete, fully documented and accurate itemized statement of invoices with appropriate/applicable attachments and documentation, as required by the County for all goods, services, and work performed **following acceptance of goods, services or work by the County.**

At minimum, the original invoices submitted against the IFB, must reference all of the following information:

- a. Contractor/Vendor Name
- b. Contractor/Vendor Address
- c. Contractor/Vendor Contact Information
- d. Contractor/Vendor Telephone Number and Fax Number
- e. Contractor/Vendor Remittance to Address
- f. Invoice Date
- g. Invoice Number (uniquely numbered, no duplicates)
- h. Valid Dallas County Purchase Order Number must appear on all itemized invoices and packing slips
- i. Solicitation Number
- j. Date of Services or Date Purchase
- k. Description of Services and Goods
- l. Cost of Services and Goods

Invoices and support documentation are to be sent to:

Original Invoice: Dallas County Auditor's Office
Attn: Accounts Payable
500 Elm Street, Suite 4200
Dallas, TX 75202
214.653.6478
Accounts.Payable@dallascounty.org

Copy of invoice(s) shall be sent to: REQUESTING USER DEPARTMENT NAME AND ADDRESS INDICATED ON THE PURCHASE ORDER

All invoices must reference a Dallas County Purchase Order Number

Payment will be made upon receipt and acceptance by the County of completed services, goods and/or products ordered and receipt of a valid invoice, in accordance with the Texas Government

Code, Chapter 2251. The County will incur no penalty for late payment if payment is made within thirty (30) or fewer days from the statement if there is an uncontested billing. Any payment not made within thirty (30) days of its due date shall bear interest in accordance with Chapter 2251 of the Texas Government Code. Invoices received without all the required supporting documentation and information will not be processed and will be returned to the Contractor unpaid for correction.

11. If applicable, a packing list or other suitable shipping documents shall accompany each shipment and shall show:
 - (a) Name and address of vendor
 - (b) Name and address of receiving department
 - (c) Dallas County Purchase Order number and
 - (d) Description of material shipped, including item numbers, quantity, number of containers, and package number, if any.

12. **ACH ELECTRONIC PAYMENTS**

ACH Electronic Payments

Dallas County offers ACH vendor and supplier payment services for all vendors and suppliers providing goods, services or products to Dallas County.

Dallas County is moving away from making payments by paper checks and we are strongly encouraging vendors and suppliers to accept electronic payments. Below is the option that is currently available in lieu of a paper check. Dallas County has chosen the Paymode-X ACH payment service through Bank of America for this efficient form of payment.

There is no cost or fee to the vendor or supplier of any kind resulting from the acceptance of an ACH payment from Dallas County via PaymodeX. This allows Dallas County to directly deposit invoice payments into the vendor's bank account along with complete remittance information that can be accessed at any time.

For more information regarding Paymode-X, please visit our website at: <http://portal.paymode.com/dallascounty/> or call customer service @ 877.443.6944 or contract the Dallas County Auditor's Office – Account Payable Division at 214.653.6473.

13. Upon request by Dallas County, bidders agree to furnish samples and/or demonstrations of products bid, as applicable. The product(s) requested will be furnished at no additional cost to Dallas County and will be of sufficient amounts and/or time frames agreed by County and bidder to ensure effective testing of the products(s). Any testing product used beyond the agreed upon amount or time frame may be considered for payment by Dallas County, if in the best interest of the County. Any product that fails testing shall be considered sufficient reason to reject the bid or product. Any product used by Dallas County, during the contract period that does not perform as specified and/or approved during testing shall be considered grounds for cancellation of the contract.
14. Whenever an article or material is defined by describing a proprietary product or by using the name of a manufacturer, the term "or equal" if not inserted shall be implied. The specified article or material shall be understood as descriptive and not restrictive. As determined by Dallas County, equal is considered as articles or materials which can effectively and economically

perform the required task; is comparative in quality and performance and, if required, is acceptably similar or matches the specified structural design.

If the amount shown in words and its equivalent in figures do not agree, the written words shall be binding. Ditto marks are not considered writing or printing and shall not be used.

15. The Contractor shall be considered an Independent Contractor and not an agent, servant, employee, or representative of the County in the performance of the work. No term or provision hereof or act of the Contractor shall be construed as changing that status.
16. The Contractor agrees that it will protect, defend, indemnify, and save whole and harmless the County and all of its officers, agents, and employees from and against all claims, demands, causes or action, damages, judgments, loss and expenses, including attorney's fees, of whatsoever nature, character, or description that any person or entity has or may have arising from or on account of any injuries or damages (including but not restricted to death) received or sustained by any person, persons, or property, on account of, arising out of, or in connection with the performance of the work, including without limiting the generality of the foregoing, any negligent act or omission of the Contractor or any agent, servant, employee or sub-contractor of the Contractor in the execution or performance of this Contract. Contractor further agrees to protect, indemnify and hold County harmless against and from any and all claims and against and from any and all loss, cost, damage, judgments or expense, including attorney's fees arising out the breach of any of the requirements and provisions of this contract of any failure of Contractor, its employees, officers, agents, contractors, invitees, or assigns in any respect to comply with and perform all the requirements and provisions hereof.
17. The Contractor agrees, during the performance of the work, to comply with all applicable codes and ordinances of the appropriate City, County or the State of Texas as they may apply, as these laws may now read or as they may hereafter be changed or amended.
18. The Contractor shall obtain from the appropriate City, Dallas County or the State of Texas the necessary permit(s), if any, required by the ordinances of the City, County or State for the performance of the Work.
19. The Contractor shall not sell, assign, transfer or convey this Contract, in whole or in part, without the prior written consent of the County.
20. Should Dallas County authorize the original awardee to subcontract (assign) any portion of this contract, the original awardee will maintain the ultimate legal responsibility for all services according to contract specifications. In the event of a subcontract, the original awardee must maintain a continuous effective business relationship with the subcontractor(s) including, but not limited to, regular payments of all monies owed to any subcontractor. Failure to comply with these requirements, in whole or part, will result in termination of this contract and/or legal ramifications, due to nonperformance.

Should Dallas County authorize the original contractor to transfer this contract, in whole or part, the secondary contractor will maintain all the legal responsibilities set forth in the context of this contract.

21. In case any one or more of the provisions contained in this Contract shall for any reason be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision thereof and this Contract shall be considered

as if such invalid, illegal, or unenforceable provision had never been contained herein.

22. The parties herein agree that this Contract shall be enforceable in Dallas County, Texas, and if legal action is necessary to enforce it, exclusive venue shall lie in Dallas County, Texas.
23. This Contract shall be governed by and construed in accordance with the laws of the State of Texas and all applicable Federal Laws.
24. **Scanned or Re-typed Response:**

If in its response, bidder/offeror either electronically scans, re-types, or in some way reproduces the County's published bid or proposal specifications, then in the event of any conflict between the terms and provisions of the County's published bid or proposal specifications, or any portion thereof, and the terms and provisions of the response made by bidder/offeror, the County's bid or proposal specifications as published shall control.

Furthermore, if an alteration of any kind to the County's published bid or proposal specifications is only discovered after the contract is executed and is or is not being performed; the contract is subject to immediate cancellation.

25. This Contract embodies the complete agreement of the parties hereto, superseding all oral or written previous and contemporary agreements between the parties and relating to matters herein, and except as otherwise provided herein cannot be modified without written agreement of the parties.
26. Multi-year service/lease-purchase agreements or any continuing contracts are solicited and awarded based on governmental fiscal funding. If for any reason, funds are not appropriated to continue the service/lease- purchase agreement, the said agreement/contract shall be automatically terminated on the expiration date or date in which the funds have been eliminated. Any/all services/leased equipment will be removed from the respective county department/facilities without penalty to Dallas County. Any/all charges incurred as a result of this action are the responsibility of the contractor.
27. Contractors are not officially authorized to begin work and/or deliver items covered under this agreement until formal approval and/or a signed contract is executed by the proper county authorities. Dallas County accepts no liability, of any kind, for products/services delivered/furnished without proper authorization.
28. Except for proposals received under Local Government Code 262.030 and/or 262.0295, in accordance with the aforementioned statutes, Dallas County will uphold the confidentiality of bidder trade secrets to the extent allotted by law. All confidential information must be clearly identified and separated, by the bidder and prior to submission of the proposal.
29. **OPEN RECORDS**

All responses submitted to Dallas County become the property of Dallas County and are subject to the Public Information Act (Texas Government Code Chapter 552). The interested

firms/individuals should familiarize themselves with the provisions of that Act. In no event shall Dallas County, or any of its agents, representatives, consultants, directors, officers, or employees, be liable to a firm/individual for the disclosure of all or any portion of a response submitted pursuant to the IFB.

If a firm/individual has special concerns about information that it desires to make available to Dallas County, but which it believes constitutes a trade secret, proprietary information or other information excepted from disclosure, such firm/individual should specifically and conspicuously designate ((i.e. mark confidential) each page of that information, which the Bidder believes, should not be disclosed outside Dallas County. Disclosure of requested information will be subject to the Texas Public Information Act.

30. **TERMINATION**

The County may, at its option and without prejudice to any other remedy to which it may be entitled at law or in equity, or elsewhere under this contract, terminate this Contract, in whole or part, by giving 10 days advance written notice thereof to the Contract with the understanding that all (products/services) being (delivered/performed) under this Contract shall cease upon the date specified in such notice. The County shall compensate the Contractor in accordance with the terms of this contract for the (products/services) (delivered/performed) prior to the date specified in such notice.

31. **TERMINATION FOR DEFAULT OR NON-PERFORMANCE**

Default, material breach, or non-performance of the bidder in terms of specifications or non-compliance with the terms of this contract shall be a basis for termination of the contract by the County. Termination in whole or in part, by the County may be made at its option and without prejudice to any other remedy to which it may be entitled at law or in equity, or elsewhere under this Contract, by giving ten (10) days' advance written notice setting forth the nature of the material failure or non-performance to the Contractor and/or bidder with the understanding that all work being performed under this contract shall cease upon the date specified in such notice. The termination will not be effective if the material failure is fully cured prior to the end of the stated in written notice NOT LESS THAN TEN (10) day period.

Termination under this will not relieve Contractor from liability for any default or breach under this contract agreement or any other act or omission of Contractor.

The County shall not pay for work, equipment, services or supplies which are unsatisfactory. Contractor may be given a reasonable opportunity prior to termination to correct any deficiency. This however shall in no way be construed as negating the basis for termination for non-performance. In addition and as authorized by Commissioners Court, vendors terminated for non-performance will be disbarred from award consideration on future county solicitation for a period of not less than thirteen (13) months.

32. **MONETARY RESTITUTION**

In the event the contract is prematurely terminated due to default, non-performance and/or withdrawal by the contractor, Dallas County reserves the right to seek monetary restitution (to include but not limited to; withholding of monies owed) from the contractor to cover costs for interim services and/or to cover the difference of a higher cost (difference between termination vendor's rate and new company's rate) beginning the date of vendor's termination through the contract expiration date. In the event a civil suit is filed to enforce this provision, Dallas County will seek its attorney's fees and cost of suit from the Contractor.

33. **NON-EXCLUSIVITY**

This contract and/or agreement is non-exclusive and shall not in any way preclude Dallas County from entering into similar agreements and/or arrangements with other Vendors, Contractors, or from acquiring similar, equal or like goods and/or services from other entities or sources including state contracts.

34. **NEPOTISM**

No person (1) who is an employee, agent, consultant, officer, or official of the contractor and who exercises or has exercised any functions or responsibilities with respect to assisted contract activities; or (2) who is in a position to participate in a decision-making process or gains inside information with regard to such activities, may obtain a personal or financial interest or benefit, direct or indirect, in any contract, subcontract, or agreement with respect thereto, or the proceeds thereunder, either for themselves or those with whom they have family or business ties, during their tenure.

35. **RIGHT TO PROTEST**

Vendors aggrieved in connection with a specific solicitation, evaluation, or the award of any bid, purchase order, or contract, may formally protest to the Purchasing Director only if the Vendor has reason to believe that, with respect to a specific solicitation, (a) there was a material violation of state or federal statutory requirements, County Purchasing Department rules and regulations, or this Code of Ethics (including the Restricted Contact Period), or (b) the procurement process gave an unfair advantage or unfair disadvantage to one or more Vendors.

Procurement processes that may give an unfair advantage or disadvantage to one or more Vendors include, but are not limited to, the following:

- i. The specification unfairly limits competition for no legitimate purpose;
- ii. The contract award is compromised by improprieties in post-award negotiations;
- iii. The evaluation factors or criteria are applied in a manner that is different than disclosed in

the solicitation; and

iv. There are irregularities in the receipt or opening of solicitation responses.

Protests must be in written form and must contain the following information (if applicable):

i. The protesting Vendor's name, address, telephone number, fax number, and email address;

ii. The identifying number of the solicitation and/or contract;

iii. The date the Vendor become aware of the facts forming the basis of the protest;

iv. A detailed statement of the factual grounds for the protest, including copies of any relevant documents or evidence and the statute, rule, or regulation that was violated, if applicable; and

v. A sworn certification that the protest is brought in good faith and for good cause. If a protest is based on an ambiguity or a problem in a solicitation, and is made after the solicitation response deadline, it must also include a certification that the protesting Vendor was not aware of the ambiguity or problem (and did not have an opportunity to ask for clarification or a correction) before the solicitation response deadline.

Protests must timely raise all claims and describe the evidence supporting those claims with specificity. Any claims that are not timely raised may be deemed waived. In the event of a protest during a solicitation response period, a protesting Vendor who wishes to continue in the solicitation process during such protest must still submit a bid or proposal according to the rules set forth in the solicitation.

Protests, including any protest appeals requests, must be sent by mail or email to the Dallas County Purchasing Director at Founders Square, 900 Jackson St., 6th Floor, Suite 680 Dallas, Texas 75202 or Michael.Frosch@dallascounty.org. Mail-in requests must be postmarked and email requests must be received by the Purchasing Director no later than (a) five (5) business days after the date that the protesting Vendor knew or should have known of the facts giving rise to the protest, or (b) before the contract is awarded, if the Vendor is aware of the facts giving rise to the protest prior to the contract award, whichever is earlier.

It is the responsibility of the Vendor to ensure that solicitation protests are delivered to the Purchasing Director within the time period stated herein. Protests that are late or delivered to an incorrect address or individual, or that otherwise do not comply with these rules (including providing the sworn certification as described above), will be declared invalid.

Written Decision. All protests will be initially reviewed by the Purchasing Director, who must rule on the protest and provide a written decision, including the reasons for the decision and the decision date, to the protesting Vendor within ten (10) business days (the “Written Decision”). Any appeal of the Written Decision must be made within five (5) business days of the receipt thereof.

Appeals Process. Appeals of the Written Decision should be sent to the Purchasing Director at the address above, who shall notify the Appeals Committee, consisting of the County Administrator, the County Auditor, and the County Budget Director. The Purchasing Director shall serve as staff to the Appeals Committee and will be present at the Appeals Hearing. The protesting Vendor shall be notified of the time and place of the Appeals Hearing and will be provided an opportunity to present arguments. The documentary evidence at the Appeals Hearing is limited to the documentary evidence submitted for the original protest unless, for good cause shown, the Appeals Committee grants authority for the protesting Vendor to provide additional documentary evidence. The protesting Vendor shall seek approval to submit additional documentary evidence for good cause as soon as possible, but no later than (a) five (5) days before the hearing, or (b) within seventy-two (72) hours from when the protesting Vendor knew or should have known about the additional evidence, whichever period is shorter. The request should include copies of the additional documents that the protesting Vendor seeks authority to use at the hearing. The Appeals Committee may appoint an independent hearing examiner to conduct the hearing and provide a written recommendation, if needed. A written final decision, including the reasons for the final decision and the decision date, will be provided to the protesting Vendor within ten (10) business days of the Appeals Hearing (the “Final Decision”). Requests for an appeal of the Final Decision must be mailed or emailed to the Purchasing Director within five (5) business days of the Final Decision, who will notify the Commissioners Court of the request.

A Commissioners’ Hearing may take place at the discretion of the Commissioners Court. A single vote of a Commissioner on the Commissioners Court is required for a Hearing to be granted. The Commissioners may, at any time during the process, review the written record of the previous decisions on the matter. All decisions of the Commissioners Court, including whether to allow a Commissioners’ Hearing, are final.

Right to Appear before the Commissioners Court. All individuals and entities have the right to an appearance before the Commissioners Court subject to the rules of the Court, this Code of Ethics, and, during an Active Solicitation, the Restricted Contact Period provisions in Section 6 herein. However, a protesting Vendor does not have an automatic right to a Commissioners’ Hearing on any protest appeal under this Code of Ethics, which will be granted only at the discretion of the Commissioners Court.

Notification. Protest hearings are open to the public. Public notification of any hearings, including Appeals Hearings and Commissioners’ Hearings, shall be posted on the Dallas County Purchasing website at www.dallascounty.org/departments/purchasing

Solicitations and Contracts Pending. Filing a protest under this Section will not trigger an automatic stay of any procurement process or contract award. It is in the discretion of the Purchasing Director and the Commissioners Court whether to stay any procurement process or contract award with respect to any Vendor protest. Whether a stay is granted shall not compromise any protesting Vendor’s right to the protest procedures outlined herein.

Records. Records of all protests, including the protest filed, related evidence, and any Written and Final Decisions (including the outcome of any Commissioners' Hearing, if applicable) will be maintained by the Purchasing Department for a period of no less than four (4) years.

36. Contractors are required to comply with the Equal Employment Opportunity Act requiring that no person shall be discriminated against on the basis of race, color, religion, sex or national origin in all phases of employment during the performance of this Contract. The successful bidder shall take affirmative action to ensure that applicants are employed and treated during employment, without regard to their race, age, color, religion, sex or national origin. This action shall include, but not be limited to, employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, compensation and selection for training. The successful bidder shall state to all employees and advertisements that all employees and qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, or natural origin.
37. No official or employee shall have any financial interest, direct or indirect, in any contract with the County or be financially interested, directly or indirectly, in the sale to the County of any land, materials, supplies or services, except on behalf of the County as an official or employee. Any violation of this section, with knowledge, express or implied, of the person or corporation contracting with the County shall render the contract involved voidable by the Commissioners Court of Dallas County. It is the responsibility of the contractor during all phases of the contract process to notify the County in writing of any potential conflict of interest.
38. In the best interest of the County, as determined by the Dallas County Commissioners Court, any bidder/proposer who is currently involved, either directly or indirectly, with any litigation against or involving Dallas County may be disqualified and/or not considered for an award.
39. Pursuant to Sec. 9.001 of the Texas Business Organization Code, non-Texas entities, including, but not limited to corporations, limited partnerships, and limited liability companies must have an application for registration filed with the Texas Secretary of State and shall provide to Dallas County a Certificate of Status issued by the Texas Secretary of State that serves as official evidence of the entity's existence or authority to transact business in Texas. To transact business with Dallas County, all entities must be in legal compliance pursuant to applicable laws, and shall provide to Dallas County evidence of said compliance.
40. Vendor hereby assigns to purchaser any and all claims for overcharges associated with this contract which arise under the antitrust laws of the United States, 15 USCA Section 1 et seq., and which arise under the antitrust laws of the State of Texas, Tex. Bus. & Com. Code, Section 15.01, et seq.
41. Where applicable, MSDS Forms must be provided with delivered products. In addition **WITHOUT EXCEPTION**, within 30 days after award, the successful bidder(s) **MUST** furnish Material Safety Data Sheets for all applicable awarded contract items to: Erin Spargo, Ph.D., Southwestern Institute of Forensic Sciences/Office of the Medical Examiner Facility, 2355 Stemmons Freeway, Dallas, Texas 75207. Dallas County reserves the right to withhold payments owed and/or terminate the contract due to non-performance if the aforementioned documents are not provided accordingly.

42. **INTERLOCAL AGREEMENT (City/State Participation Program)**

In accordance with Article 791.025 of the Texas Government Code, governmental agencies (local, state) may request to utilize County contract by executing an interlocal agreement with Dallas County to do so. Vendors are to indicate on the bid proposal page whether they are willing to extend pricing from this contract to other governmental agencies in accordance with the outlined specifications. Dallas County is indemnified against any and all claims that may arise from Interlocal Agreements entered into by the Contractor and governmental agencies.

43. **FEDERAL DEBARRED VENDORS**

No products and/or services utilizing Federal funds may be procured from vendors that are listed on the Federal Excluded Parties List aka System for Award Management (SAM). Government requirements for non-procurement suspension and debarment are contained in the OBM guidance 2CFR, part 180 that implements Executive Orders 12549 and 12689 Debarment and Suspension. Dallas County reserves the right to reject from award consideration and/or terminate any contract with any vendor found to be suspended, ineligible and/or debarred as outlined herein.

44. **TWELVE (12) MONTH WAITING PERIOD FOR EMPLOYMENT OF CERTAIN FORMER COUNTY EMPLOYEES**

In accordance with the County's Transparency Policy, any firm awarded a contract for the Procurement of goods or services shall be prohibited from hiring any individual who has previously worked for the County and in that capacity either evaluated, recommended, approved, monitored, or managed a contract involving that firm no sooner than twelve months after that individual has ceased to work for or be employed by the County. Failure to adhere to such a contractual requirement may result in the termination of the contract with the County.

Solicitation Number No.: 2025-023-7048, Pre-Bid Meeting Date: 3/6/25 at 10:00am

Project Title: Telephone Interpretation & Document Translation Services, Bid Due Date: 4/3/25 at 2:00pm



INVITATION FOR BID Telephone Interpretation & Document Translation Services

Scope of Work/Specifications

I. Introduction, Purpose, and Intent

Dallas County is seeking bids to establish a five-year service price agreement for telephone interpreting, document translation, audio and video subtitling and transcription, and language localization services. The purpose of this agreement is to provide these services for County departments such as Health and Human Services, Criminal Justice Department, Jury Services, County and District Courts, and the Sheriff Department. Dallas County departments serve a diverse population with a wide variety of different language needs. The vendor will be expected to translate documents into the requested language for County Departments, provide over the phone interpreting services, and transcribe interviews.

II. Scope of Work

A. Vendor Qualifications

1. Dallas County is seeking bids from responsible and experienced providers of interpreting and translation services to aid Dallas County constituents who require translation of written County materials or interpreting of telephone interactions with County staff. The successful vendor will be one who can meet or exceed the following criteria:
 - A qualified bidder shall be a bidder that has been in business of providing services as defined herein for no less than 5 years.
 - The bidder shall have ample translation personnel to begin rendering services within 24 hours of receiving an official Dallas County purchase order.
 - For urgent needs within normal business hours (8:00 a.m. – 4:30 p.m. {CST} Monday thru Friday, excluding Dallas County holidays) the bidder shall have ample interpreting and translation personnel to begin rendering services within 10 minutes of receiving an official Dallas County purchase order.
 - The bidder shall have a “service center” operational during, the times and dates previously stated, to receive purchase orders, answer calls, and dispatch requested services within the times established herein.
 - Bidder shall have ample certified personnel to provide interpretation and translation services as needs arise within the parameters established herein.
 - Bidder shall only provide certified personnel for all Dallas County requests subject to the issuance and receipt of a Dallas County purchase order.
 - Personnel shall be professional in etiquette, comportment, appearance, attire, speech, and deliverables. All service providers shall a high degree of proficiency and competency in the English language and the language they are translating or interpreting for service delivery.
 - Can provide a turn-around of proficient written and audio translations within one business week.
 - Employs interpreters that can provide translation services over the telephone.
 - Can provide immediate contact via telephone or video for emergencies that arise within 10 minutes.
2. The vendor must provide three letters of reference from previous clients they have provided similar services in size and scope as Dallas County. The letters of reference must include a name, title, email, phone number, and a brief description of services rendered, level of satisfaction with the overall service, and contractor responsiveness.

B. Vendor Responsibilities

1. Services under this agreement will include:
 - Digital document translation to convert written text from one language into another language.
 - Video translation services to create subtitles, translated voices, or dubbed audio.
 - Over-the-phone interpreting services to interpret one language to another over the phone.
 - Webcast translation services to translate video conferences, online meetings, and recorded webinar videos.
 - Translation and localization of software, websites, and online help to translate language website content, software, and other online content from one language to another.
2. Interpreter commercial off-the-shelf products may include, but are not limited to:
 - In-ear interpreting products such as interpreting earbuds that connect to the mobile phone using Bluetooth and the mobile phone's microphone picks up the speech and the application interprets and inputs the interpretation through the earbuds.
 - Chatbot translation which uses translation software and technology to translate messages sent to and from a chatbot.
3. Document translation may include the translation of medical, legal, or other technical documents. The County has a wide variety of needs for professional document translation. Under no circumstances can the vendor use machine translation for translating documents. All documents must be translated by a human with the appropriate knowledge of the language pairs.
4. Applications for mobile digital translation readers (ex: scan a sign with the application on your phone which translates to your language of choice).
5. All service requests for translation or interpreting services will be on an as needed basis by the County.
6. Translators and interpreters must be completely fluent in both English and in the targeted language requested for the assignment.
7. Vendor understands and agrees that all translators and interpreters shall render a complete and accurate translation or interpretation, without altering, omitting, or adding anything to what is stated or written, and without explanation. The register, style, and tone of the source language should be retained. While interpreting, interpreters shall use the same grammar as the speaker. Guessing by interpreters is prohibited and shall be avoided at all times. Interpreter errors are to be corrected within 24 hours of being notified of .error Interpreters shall always interpret thoroughly and exactly, omitting nothing and stating precisely what has been said, given the grammar and syntax in both languages. The interpreter shall interpret every oral utterance, even those embarrassing to the interpreter or others. Interpreters shall be able to comprehend and maintain conversation as long as necessary to render an accurate translation. Interpreters must be able to render interpretations promptly and without hesitation. Interpreters must be able to translate under pressure of time constraints, adversarial settings, and emotionally charged circumstances.
8. Translators and interpreters are expected to have familiarity with the culture of the designated language and must provide interpretations and translations based on the relevant cultural nuances and idioms.

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9. Translators and interpreters shall accurately and completely represent their certifications, accreditations, training, education, and pertinent experience. Upon request, Dallas County may ask for the certifications, training, and education credentials of translators and interpreters utilized on this contract. The vendor shall provide the requested documentation within 5 business days. Translators and interpreters for medical appointments are required to have a medical interpreter certificate from either the Certification Commission of Healthcare Interpreters or the National Certification for Medical Interpreters. Translators and interpreters must have a minimum of 2 years of experience.
10. Translators and interpreters shall be impartial and unbiased and shall refrain from conduct that may give an appearance of bias. Translators and interpreters shall immediately disclose to all parties any real, potential, or perceived conflicts of interest. Any conditions that interfere with the objectivity of a translator shall constitute a conflict of interest. Translators and interpreters shall not engage in conduct creating the appearance of bias, prejudice, or partiality. Translators and interpreters shall remain Health Insurance Portability and Accountability Act (HIPAA) compliant when interpreting or translating in a healthcare setting. Interpreters must also refrain from expressing personal opinions and must be able to work well under pressure and react quickly to solve complex linguistic and ethical problems as they arise.
11. Translators and interpreters shall conduct themselves in a dignified manner and shall be as unobtrusive as possible
12. Translators and interpreters shall keep all information related to assignments strictly confidential. Translators and interpreters shall not disclose privileged or confidential communications, information acquired in the course of translating or interpreting or preparing for translation or interpreting. Translators and interpreters must protect the confidentiality of all knowledge gained during their duties. Translators and interpreters may have access to private documents, police records, medical files, etc. during an assignment. Consequently, translators and interpreters must remember that they have an absolute responsibility to keep such information, whether oral or written, completely confidential. The vendor shall ensure that translators and interpreters comply with all County policies and procedures applicable to the security and safety of privileged and confidential information in the possession or knowledge of the translator or interpreter and shall establish and maintain safeguards for the protection thereof.
13. Translators and interpreters must be versatile, flexible, and skilled professionals. Translators and interpreters shall render the message faithfully, always conveying the content and spirit of the speaker. Dishonorable (lacking in integrity, indicating an intent to deceive or take unfair advantage of another person, or unethical) conduct that does not conform to generally accepted standards of conduct for professional translators, such as the American Translators Association Code of Ethics: <https://www.atanet.org/about-us/code-of-ethics/>, will not be tolerated. Translator and interpreter services shall always be competent, impartial, and professional. Translators and interpreters shall limit themselves to interpreting or translating, and shall not give legal or medical advice, express personal opinions to individuals for whom they are translating or interpreting or engage in any other activities which may be construed to constitute a service other than translating or interpreting while serving as a translator or interpreter.
14. Translators and interpreters shall always assess their ability to deliver the services pursuant to this contract. If a translator or interpreter has any reservation regarding their ability to satisfy and complete an assignment competently, they shall immediately convey such reservation to the County. The County will notify the vendor to take appropriate corrective action when translators or interpreters are found displaying dishonorable conduct.
15. The vendor must commit to continued professionalism in the practice of translation and interpreting services. Translators and interpreters shall continually improve their skills and knowledge and must advance the profession through activities such as professional training, education, and interaction with colleagues and

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specialists in related fields. The County may request proof of additional training for each interpreter assigned to the contract.

16. County may request that the vendor remove a translator or interpreter from an assignment. The reason for a removal may include, without limitation, a violation of the terms and conditions of this contract, including a violation of County policies, rules, and regulations, or a violation of local, state, federal, or municipal statutes, or upon a determination that an individual translator simply is not compatible with County personnel.
17. Legal and medical translating or interpreting requires complete fluency both in English and the language requested. The level of expertise required for this type of translation or interpreting is far greater than that required for everyday bilingual conversation. A legal or medical translator or interpreter must be able to deal with the specialized language of doctors, used in medical evaluation, as well as with the street slang of witnesses and technical jargon of law enforcement. In addition to total fluency in both English and the requested language, a legal or medical interpreter shall have excellent public speaking and interpersonal skills.
18. The County reserves the right to conduct criminal background checks on any and all of the vendor's personnel assigned to this contract. In the event an individual's background check proves other than satisfactory, as determined solely by the County, the County reserves the right to have the individual(s) immediately removed from performing under this Contract and replaced by acceptable personnel at no additional cost to County.
19. County shall require Vendor, its agents, employees, contractors, or subcontractors who will have access or potentially have access to Criminal Justice Information (CJI) pursuant to this Agreement to read, execute, and fully comply with the CJIS Security Addendum in accordance with the Federal Bureau of Investigation CJIS Policy, which Addendum is attached as Attachment C to this Agreement. The CJIS Security Addendum shall be executed by Vendor and all of its agents, employees, contractors, or subcontractors performing services, supervision, work, labor, or other related activities pursuant to this Agreement before obtaining access or potential access to systems or areas processing, storing, or transmitting CJI. Furthermore, County, in its sole discretion shall make a determination based upon Texas Commission on Law Enforcement peace officer criminal history screening rules (Title 37, Texas Administrative Code, Chapter 217) to determine eligibility for systems access for Vendor and all its agents, employees, contractors, or subcontractors related to this Agreement. This shall include criminal background checks and fingerprint identification.
20. The vendor must sign and agree to the Attachment D Business Associate Agreement upon request.

C. Communication

1. Written or telephone correspondence from the County to the vendor shall be responded to within 1 business day.
2. The vendor must provide one primary point of contact and one secondary point of contact for handling the contract with Dallas County.

D. Ownership

1. All documents, videos, audios, and graphics produced by the vendor as part of this contract shall become the sole property of Dallas County. The vendor will have no rights to the product after payment has been delivered.

E. Total Cost of Goods and Services

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1. Vendor shall furnish all labor, personnel, service, supervision, license, certification, expertise, experience, material, resources, and documentation necessary to perform the services required hereunder.
2. Telephone interpreting calls will have no minimum service charge.

F. Performance Measures and Contract Management

1. Vendor must return document translation assignments within five business days if less than 100 pages. Documents exceeding 100 pages must be returned within 10 business days.
2. Requests for telephone interpreting will be answered within 10 minutes.
3. Invoices are expected to be true and correct on the first submission to the County. Repeated and persistent failures to provide true and correct invoices shall be grounds for termination of the contract.
4. If a translated document does not meet the necessary quality standards when provided to the County, the County will return the document to the vendor with notes and expect to receive the corrections within three business days.

G. Service Completion Schedule

1. Vendor is responsible for coordinating with the various County departments to meet all County scheduling requirements.
2. Vendor must be able to respond and provide an interpreter over the phone to cover emergency and non-scheduled requests within 10 minutes of the initial request, regardless of the time of day or night.
3. The vendor must have the capacity to serve the County 24 hours a day, 7 days a week, and 365 days a year, including County holidays.
4. Normal business hours will be from 8:00am to 4:30pm Monday through Friday. Emergency or after hour services will be outside of that time period.

III. Pre-Bid Meeting Schedule, Questions, and Inquiries

During the solicitation process bidders are required to limit their communication regarding this project to the Buyer referenced herein. A pre-bid meeting will be held by the County whereby the bidders will have an opportunity to ask the requesting department(s) questions and/or obtain clarification. The pre-bid meeting will be the only time when bidder and requesting department(s) will communicate directly, thereafter, all communication associated with this project shall be address through the County’s purchasing platform, (<https://www.bidnetdirect.com/texas/dallas-county>), to the assigned Buyer. The County will respond to all questions by way of addendum which will be posted as part of the solicitation. The County, its agents, and employees shall not be responsible for any information given by way of verbal communication.

Pre-bid conference 3/6/25 at 10:00 a.m. (CST), the pre-bid meeting will be conducted through a conference call.

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 288 752 992 43

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Passcode: wW7Ey3FA

Dial in by phone

[+1 469-208-1731,,864825306#](tel:+14692081731864825306) United States, Carrollton

[Find a local number](#)

Phone conference ID: 864 825 306#

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

The deadline for the submission of questions is on 3/13/25 at 2:00 p.m. (CST) through BidNet.

IV. Term and Commencement Date

This will be a five-year term agreement commencing upon award by Commissioners Court, upon meeting any insurance.

V. Award Method

The County's intent is to award this solicitation in its entirety, but the County reserves the right to award in the method that is most advantageous to the County. To be considered for award every line must contain a dollar amount or no charge (N/C).

The County reserves the sole discretion to determine whether a solicitation response is responsive. County reserves the right to reject any or all bids and to waive minor irregularities or discrepancies in any solicitation response as may be in the best interest of County. Late bids will not be considered for award.

Upon expiration of the Contract, the Contractor agrees to hold over under the terms and conditions of this contract for such a period of time as is reasonably necessary to re-solicit (not to exceed 90 calendar days unless mutually agreed on in writing).

VI. Bid Submittal and Exception Requirements

To be considered for award, the bid response must be submitted by 4/3/25 at 2:00 p.m. (CST). Bid responses shall be submitted electronically through BidNet, the County's online public solicitation platform (<https://www.bidnetdirect.com/texas/dallas-county>). Although the County prefers submissions in electronic form, a bidder may elect to submit their bid in hard copy. To submit in hard copy, the vendor may deliver or ship to: Dallas County Purchasing Department, Records Building 500 Elm Street, Suite 5500, Dallas, Texas 75202. When submitting a bid in hard copy, the County requires **two (2)** duplicate hardcopies (one original and one copy) to be submitted.

Any exceptions to the specifications/scope of work and/or terms and conditions shall be included in the solicitation response and shall appear in its own tab. Exception shall reference the page number, section and language for which exception is taken. The County reserves the right to reject any exception not in the best interest to the County or may lead the bid to be considered nonresponsive and not considered for award.

Note: On December 19, 2024, Dallas County implemented a new public solicitation platform and will be posting all solicitations for goods, services, and construction through BidNet. Vendors seeking to do business with Dallas County will be required to register, (<https://www.bidnetdirect.com/texas/dallas-county>). By registering, vendors will be able to receive solicitation notices, view open solicitations, and submit their response online to desired business opportunities.

VII. Communication

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Upon release of the solicitation and during the process, vendors /firms and their employees of related companies as well as paid or unpaid personnel acting on their behalf shall not contact in relation to this solicitation with Dallas County employees, department heads and/or elected officials. Such contact may result in the vendor being disqualified. All questions and request for information related to this solicitation must be coordinated through Benedict Parks.

All questions regarding this solicitation are to be submitted in writing to Benedict Parks, Dallas County Purchasing Department via BidNet(<https://www.bidnetdirect.com/texas/dallas-county>), the County's procurement platform. If the bidder does not have access to the County's solicitation platform, the bidder may submit their questions in writing via email to benedict.parks@dallascounty.org. Please reference the IFB Solicitation number in the subject of the email.

All questions, comments and requests for clarification must reference the IFB solicitation number on all correspondence to Dallas County. Any oral communications shall be considered unofficial and non-binding.

Only written responses to written communication shall be considered official and binding upon the County. The County reserves the right, at its sole discretion, to determine appropriate and adequate responses to the written comments, questions, and requests for clarification.

NOTE: All addendums and/or any other correspondence (general information, question and responses) to this IFB will be made available exclusively through the Dallas County website for retrieval. Bidders are solely responsible for frequently checking this website for updates to this IFB Addendums to this IFB can be located at the following web address: <http://www.dallascounty.org/department/purchasing/currentbids.php> (go to the appropriate IFB #, click on the appropriate hyperlink for viewing and/or downloading.)

VIII. Location and Invoicing

The County shall pay invoices in 30 days. In order for the County to pay invoices in 30 days, the vendor's invoice must be correct, and reflect the work or goods delivered to the County. The 30 days begin when the County has received a correct invoice reflecting the work or goods delivered. If the County receives an invoice that is not correct and/or reflective of work or goods that have been delivered, the County will request a corrected invoice and the 30-day period will begin once the correct invoice has been received. All work described in the vendor invoice must have been delivered in compliance with the terms of the contract.

Invoices shall be submitted monthly to the County for payment, unless both parties agree to alternative arrangement based on project milestones. Each invoice submitted for payment shall include, at a minimum, the following information:

- Name and address of the department for which services were provided
- Purchase order number
- Contact information of County staff who placed order (name, phone number, department)
- Date of order or Service
- Detailed description of each service
- Price good or services (charges for all services covered by this contract are to be separately stated and explained)
- Unit pricing
- Total cost of goods/services

Submitting invoices without the above information may cause delays in payment processing. Incorrect invoices or invoices sent to the wrong address will delay payment. Vendors who fail to follow these instructions risk having the contract with the County cancelled.

IX. Documents Submitted with Bid

1. Attachment S - Small Business Enterprise (SBE) Forms (mandatory must be submitted with bid).
2. 2025 W-9 signed in the last 6 months.
3. Letters of reference.
4. Pricelist of interpreter off the shelf products, if any offered.

X. Opening of Bids

Bid reading shall be conducted at 2:30pm (CST) on the day the bids are due. The reading will be conducted via a live meeting online at (insert bid opening link here). Bids will be publicly opened in compliance with public bid opening statutory requirements.

XI. Review of Bids

1. The County will review bids complying with the due date and time to determine whether bids are responsive and responsible and whether the bid meets minimum requirements.
2. The County may conduct all necessary inquiries or investigations, including but not limited to, contacting references to verify the statements, documents, and information submitted in connection with the bid.
3. Please be aware that Dallas County may use sources of information not supplied by the bidder concerning the abilities to perform this work or meet the minimum requirements. Such sources may include current or past customers of the organization; current or past suppliers; articles from industry newsletters or other publications or from non-published sources made available to Dallas County.

XII. Bid Pricing

1. Bid pricing shall be firm for the entirety of the contract term. Change orders shall not exceed 25% of the total contract value for the length of the contract. Costs not included or calculated in the applicable unit prices as bid will not be paid by the County, regardless of the intentions of the bidder when the bid was submitted and regardless that those costs were actually incurred.

XIII. Insurance Requirements

Any Contractor or Vendor that conducts business with Dallas County, whether it is for goods and/or services, must maintain lawful worker's compensation/self-insured employee coverage requirements and adequate liability limitations

Within ten (10) days after contract award or prior to the commencement of any work or delivery, the Purchasing Agent requires the successful Contractor(s)/Vendor(s) to submit verification of the following coverage. The insurance coverages, except Workers Compensation and Professional Liability, required by this Contract, shall name Dallas County and its elected and appointed boards, officers, officials, agents, representatives, directors, employees and volunteers, as additional insured(s) (as the interest of each insured may appear).

Contractor at its own expense, consistent with its status as an independent contractor will carry, purchase and maintain insurance coverage, the minimum insurance coverage set forth immediately below, with companies authorized to do insurance business in the State of Texas or eligible surplus lines insurers operating in accordance with the *Texas Insurance Code*, having an A.M. Best Rating of "A" or better, and in amounts not less than the following minimum limits of coverage:

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The policies may provide coverage, which contains deductibles or self-insured retention. Such deductibles and/or self-insured retention shall not be applicable with respect to the coverage provided to Dallas County under such policies. The Contractor shall be solely responsible for all deductibles and/or self-insured retention.

All insurance required herein shall be maintained in full force and effect throughout the term of this contract, including all extensions or renewals.

- 1.1. Workers Compensations and Employer’s Liability Insurance or self-insured employee in the amount and in compliance with the provisions as provided for by Texas Law as established by the Texas Workers Compensation Act, Title 5, Subtitle A, Texas Labor Code for all his employees assigned to operate or work under this Contract. In the event the Contractor elects to sublet any work, Contractor shall require Sub-Contractors to provide Workers’ Compensation Insurance for all of the latter’s employees unless the Contractor affords such employees protection. Contractors shall be responsible for workers’ compensation insurance for subcontractors or sub-lessees who directly or indirectly provide service under Dallas County contract.

Workers’ Compensation Insurance with statutory limits, and Employer’s Liability Insurance with limits of not less than \$500,000:

Employers Liability - Each Accident	\$500,000
Employers Liability - Each Employee	\$500,000
Employers Liability - Policy Limit	\$500,000

Policies under this Section shall apply to State of Texas and include the following endorsements in favor of Dallas County:

- a. Waiver of Subrogation
- b. Thirty (30) day Notice of Cancellation

- 1.2. Commercial General Liability: Contract shall maintain Commercial General Liability Insurance coverage must include the following: (a) Premises; (b) Operations; (c) Independent Contractor’s Protective Liability; (d) Products and Completed Operations; (e) Medical Expense; (f) Personal and Advertising Injury; (g) Contractual Liability; (h) Broad form property damage, to include fire legal liability. Such insurance shall carry in an amount not less than One Million and 00/100 (\$1,000,000.00) for bodily injury (including death), property damage, and blanket contractual coverage per occurrence with a general aggregate of Two Million and 00/100 (\$2,000,000.00) and products and completed operations aggregate of Two Million and 00/100 (\$2,000,000.00).

Policies under this Section shall apply to State of Texas and include the following endorsements in favor of Dallas County:

- a. Waiver of Subrogation
- b. Thirty (30) day Notice of Cancellation
- c. Additional Insureds: Dallas County and its elected and appointed boards, officers, officials, agents, representatives, directors, employees and volunteers.

- 1.3. Automobile Liability Insurance: Contractor shall maintain Automobile Liability Insurance covering all owned, hired and non-owned automobiles used in connection with work with limits not less than Five Hundred Thousand 00/100 (\$500,000.00) Combined Single Limit of Liability for Bodily Injury and Property Damage. Such insurance is to include coverage for loading and unloading hazards.

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Policies under this Section shall apply to State of Texas and include the following endorsements in favor of Dallas County:

- a. Waiver of Subrogation
- b. Thirty (30) day Notice of Cancellation
- c. Additional Insureds: Dallas County and its elected and appointed boards, officers, officials, agents, representatives, directors, employees and volunteers.

Contractor agrees that, with respect to the above-referenced insurance, all insurance contracts/policies will contain the following required provisions:

- a. Endorsement: Except Workers Compensation and Professional Liability, name Dallas County and its elected and appointed boards, officers, officials, agents, representatives, directors, employees and volunteers as additional insured(s) (as the interest of each insured may appear) as to all applicable coverage;
- b. Endorsement: Provide for thirty (30) days prior written notice will be given to the County for cancellation, non-renewal or material reduction/change in coverage provided under all policies, except in cases of cancellation for non-payment, in the event of which notice shall be provided as required by state law to Dallas County;
- c. Endorsement: Contractor agrees to waive subrogation against Dallas County, its officers and employees for injuries, including death, property damage or any other loss;
- d. Provide for endorsement that the "other insurance" clause shall not apply to County where County is the additional insured on the policy;
- e. All insurance required herein shall be maintained in full force and effect until all work or services required to be performed under the terms of the contract is satisfactorily completed and formally accepted;
- f. All insurance coverage shall be on a per occurrence basis, if coverage is written on a claims-made basis, the retroactive date shall be prior to or coincide with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. The coverage shall be continuous for the duration of the contract agreement and for not less than two (2) years following the end of the contract agreement. Coverage, including renewals, shall have the same retroactive date as the original policy applicable to the contract agreement;
- g. Contractor shall be solely responsible for the deductible and/or self-insured retention for any loss;
- h. Contractor insurance policies coverage shall be written on a primary basis and non-contributory with any other insurance coverages and/or self-insurance carried by Dallas County;
- i. Default/Cumulative Rights/Mitigation. It is not a waiver of default if the non-defaulting party fails to immediately declare a default or delays in taking any action. The rights and remedies provided by this contract agreement are cumulative, and either Party's use of any right or remedy will not preclude or waive its right to use any other remedy. These rights and remedies are in addition to any other rights the Parties may have by law, statute, ordinance or otherwise. Contractor has a duty to mitigate damages.
- j. Approval and acceptance of Contractor's services and work by County shall not constitute nor be deemed a release of the responsibility and liability of Contractor for the accuracy and competency of Contractor's services or work; nor shall such approval and acceptance be deemed to be an assumption of such responsibility by the County for any defect, error or omission in the services performed by Contractor in this regard;
- k. Contractor shall provide that all provisions of this contract agreement concerning liability, duty and standard of care, shall be underwritten by contractual liability coverage sufficient to include obligation within applicable policies;

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- l. Contractor and their freight contractors must be prepared to show coverage verification prior to entering upon County premises;
- m. Failure to comply with lawful requirements or adequate liability requirements may result in delay of payments, subject to the orders of the Commissioners Court, not to exceed a period of up to two years from the termination of this contract agreement, or cancellation of this contract agreement or both (Dallas County Commissioners Court Order 2003-1792, September 30, 2003);
- n. Insurance Certificates: The certificates of insurance shall list County as the certificate holder. Any and all copies of Certificates of Insurance shall reference any applicable (Bid Number, Commissioners Court Order Number, or contract number for which the insurance is being supplied). All insurance policies or duly executed certificates for the same required to be carried by Contractor under this contract agreement, together with satisfactory evidence of the payment of the premium thereof, shall be delivered to the: Dallas County Purchasing Agent located at 500 Elm Street, Suite 5500, Dallas, Texas 75202; and
- o. All insurance required to be carried by Contractor or subcontractors under this contract agreement shall be acceptable to the County in form and content, in its sole discretion. All policies shall be issued by an insurance company acceptable and satisfactory to County and authorized to do business in the State of Texas. Acceptance of or the verification of insurance by County shall not relieve or decrease the liability of Contractor.

2. Insurance Lapse

In the event successful firm fails to maintain insurance as required by this contract, successful firm shall immediately cure such lapse in insurance coverage at successful firm's sole expense and pay County in full for all costs and expenses incurred by County under this contract as a result of such failure to maintain insurance by successful firm, including costs and reasonable attorney's fees relating to County's attempt to cure such lapse in insurance coverage. Such costs and attorney's fees, not to exceed fifteen hundred and 00/100 dollars (\$1,500.00), shall be automatically deducted from monies or payments owed to successful firm by County. Moreover, the County shall retain five percent (5%) of the value of the Contract that shall be placed into an account from monies or payments owed to Contractor by County to cover County's potential exposure to liability during the period of such lapse. The five percent (5%) retainage shall be held by County until six (6) months after the date lapse in coverage is cured or Term of the Contract has ended or has otherwise been terminated, canceled or expired and shall be released if no claims are received or lawsuits filed against County for any matter that should have been covered by the required insurance. The County shall retain the funds if a claim is received or lawsuit and use the funds to defend, pay costs of defense or settle the claim.

XIV. Rejection or Acceptance of Bids

The County reserves the right to accept or reject in part or in whole any bids submitted. The Purchasing Agent will recommend to Commissioners Court award to the lowest responsive and responsible bidder as determined by the Purchasing Agent.

XV. Late and Withdrawn Bids

All bids must be submitted no later than the bid due date and time established by this solicitation. Bid arriving after the due date and time will not be accepted. Late bids delivered by carrier will be return to the bidder unopened.

A bidder has the right to withdraw their bid prior to the bid due date and time, thereafter, the bidder shall submit a formal request to the Dallas County Purchasing Agent requesting to withdraw their bid.

XVI. Confidentiality

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Any information deemed confidential, shall be clearly noted as such on each page of the solicitation response by the bidder. County cannot guarantee it will not be compelled to disclose all or part of any public record under the Texas Open Record Act. Respondents who include information in a bid that is legally protected as trade secret or confidential shall clearly indicate the information which constitutes a trade secret or confidential information by marking that part of the bid “trade secret” or “confidential” at the appropriate place. If a request is made under the Texas Open Records Act to inspect information designated as trade secret or confidential in a bid, the bidder shall, upon request, immediately furnish sufficient written reasons and information as to why the information designated as a trade secret or confidential should be protected from disclosure to Attorney General of Texas for final determination.

XVII. Disqualification of Bidders

Bidders may be disqualified for, but not limited to, the following reasons:

- Reason to believe collusion exists among the bidders
- The bidder is involved in any litigation against Dallas County
- The bidder is in arrears on an existing contract or has failed to perform on a previous contract with Dallas County

XVIII. Permits Required by Law

Contractor shall comply with all requirements of federal, state, and local statutory requirements and regulations pertinent to or affecting any phase of this contract.

XIX. Records and Audit

The Contractor shall keep accurate records of all components of invoices to the County as they relate to this contract. These records shall be retained for a minimum of two years after the conclusion of the Contract. The County reserves the right to audit any records it deems necessary for the execution of this Contract.

XX. Assignment of Contract

The Contractor shall not assign, transfer, sublet, convey or otherwise dispose of the Contract of any part therein or its right, title or interest therein or its power to execute the same to any other persons, firm, partnership, company or corporation without the prior written consent of the County. Should the Contractor assign, transfer, sublet, convey or otherwise dispose of its right, title or interest or any part thereof in violation of this section, the County may, at its discretion, cancel the Contract and all rights, title and interest of the Contractor shall therein cease and terminate, and the Contractor shall be declared in default.

XXI. Default by Contractor

The following events shall be deemed to be events of default by Contractor under the Contract:

- Contractor shall become insolvent, or shall make a transfer in fraud of creditors, or shall make an assignment for the benefit of creditors;
- Contractor attempts to assign the Contract without the prior written consent of the County;
- Contractor shall fail to perform, keep or observe any term, provision or covenant of the Contract; or
- Contractor fails to properly and timely pay Contractor personnel, suppliers or other contractors and the failure impacts the County in any manner.

In the event a default occurs, the Director shall give the Contractor written notice of the default. If the default is not corrected to the satisfaction and approval of the Director within the time specified in such notice, the County may immediately cancel the Contract. At the direction of the Director, the Contractor shall vacate the facility, if applicable, and shall have no right to further operate under the Contract.

The Contractor, in accepting the Contract, agrees that the County shall not be liable to prosecution for damages or lost anticipated profits if the County cancels or terminates the Contract.

No Waiver: No waiver by the County of any default or breach of any covenant, condition, or stipulation shall be treated as a waiver of any subsequent default or breach of the same or any other covenant, condition, or stipulation.

XXII. Termination

The County may terminate this agreement in whole or in part by giving thirty days written notice thereof to Contractor. The County will compensate Contractor in accordance with the terms of the agreement for all goods and services delivered and accepted prior to the effective date of such termination notice.

XXIII. Miscellaneous

1. After executing the contract or issuance of a purchase order, no consideration will be given to any claim of misunderstanding.
2. Bidders shall submit with their bid, the required Contractor's qualification statement with supporting information as stated herein along with all other supporting documentation requested.
3. Bidders shall thoroughly familiarize themselves with the provisions of these specifications/scope of work.
4. A bid may be disqualified if the corporation or individual bidder is in arrears or in default to the County for delinquent taxes or assessments or on any debt or contract, whether as defaulter or bondsman; or who has defaulted upon any obligation to the County by failing to perform satisfactorily any previous agreement or Contract within the past seven years. Also, bidders may be disqualified for poor prior performance on similar Contracts with other entities.
5. The Contractor agrees to abide by the rules and regulations as prescribed herein. The Contractor will, in all solicitations or advertisements for personnel to perform services under the Contract, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, or national origin.
6. If either party hereto is prevented from completing its obligations under the Contract by act of God, strike, lockout, material or labor restrictions by any governmental authority, civil riot, flood, or any other cause beyond the control of the parties hereto, then such party shall be excused from such performance for such period of time as is reasonably necessary after such occurrence to remedy the effects thereof.
7. The section headings in these Specifications are for convenience in reference and are not intended to define or limit the scope of any of the conditions, terms or provisions of these specifications.
8. Should any question arise as to the proper interpretation of the terms and conditions of these specifications, the decision of the department director and/or Purchasing Agent or his authorized representative shall be final.

XXIV. Indemnity

The selected bidder agrees to defend, indemnify and hold the County, its officers, agents and employees, harmless against any and all claims, lawsuits, judgments, costs, and expenses for personal injury (including death), property damage or other harm for which recovery of damages is sought, suffered by any person or

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persons, that may arise out of or be occasioned by the selected bidder's breach of any of the terms or provisions of the contract, or by any other negligent or strictly liable act or omission of the selected bidder, its officers, agents, employees, or subcontractors, in the performance of the contract; except that the indemnity provided for in this paragraph shall not apply to any liability resulting from the sole negligence or fault of the County, its officers, agents, or employees and in the event of joint and concurrent negligence or fault of the selected bidder(s) and County, responsibility, and indemnity, if any, shall be apportioned comparatively in accordance with the laws of the State of Texas, without waiving any governmental immunity available to the County under Texas law and without waiving any defenses of the parties under Texas law. The provisions of this paragraph are solely for the benefit of the parties hereto and are not intended to create or grant any rights, contractual or otherwise, to any other person or entity.

XXV. Development Costs

Neither Dallas County nor its representatives shall be liable for any expenses incurred in connection with preparing a response to this IFB. Respondents are encouraged to prepare their bids simply and economically, providing a straightforward and concise description of your firm's ability to meet the requirements of the IFB.

XXVI. Certificate of Interested Parties (Form 1295)

Section 2252.908 of the Texas Government Code: An Act Addressing Disclosure of Interested Parties.

Effective January 1, 2016, Dallas County, must comply with the "Disclosure of Interest Parties, requirements established under Section 2252.908 of the Texas Government Code as implemented by the Texas Ethics Commission. Briefly stated, all contracts requiring an action or vote by the governing body of the entity or agency before the contract may be signed (regardless of the dollar amount) or that has a value of at least \$1 million will require the on-line completion of Form 1295 "Certificate of Interested Parties", in accordance with Texas Government Code Statute §2252.908. Form 1295 is also required for any and all contract amendments, extensions or renewals. All business entities are required to complete and file electronically with the Texas Ethics Commission using the online filing application.

Step 1: Business Entity completes Form 1295 in electronic format on the Texas Ethics Commission website: (https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm)

Step 2: Upon receipt of a completed Interested Parties Disclosure Form, Texas Ethics Commission issues a Certification of Filing to the Business Entity and the Business Entity download(s), print, sign(s) and notarize(s) Form 1295. An authorized agent of the business entity will need to sign the printed copy of the form and have the form notarized.

Step 3: At the time of submission of the solicitation to Dallas County the Business Entity must submit the completed notarized Form 1295 with the Certification of Filing with their contract (i.e.: bid, rfp, rfq, soq, etc.) to Dallas County. Upon receipt, Dallas County may proceed with the award and/or execution of the contract.

Step 4: Not later than the 30th day after the date the contract has been signed by all parties, Dallas County must notify the Texas Ethics Commission (in electronic format) of the receipt of (1) Form 1295, and (2) the Certification of Filing.

Step 5: Not later than the 7th business day after receipt of the above notice, Texas Ethics Commission makes the disclosure available to the public by posting the disclosure on its website.

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County Offices and Departments submitting contracts to Commissioners Court for award/execution are responsible for acknowledging and filing the Form 1295.

Definitions:

- a) “Contract” includes an amended, extended, or renewed contract.
- b) “Business entity” includes an entity through which business is conducted with a governmental entity or state agency, regardless of whether the entity is a for-profit or nonprofit entity. The term does not include a governmental entity or state agency.
- c) “Controlling interest” In accordance with the Texas Ethics Commission, Chapter 46.3(c) and applicable to Texas Government Code §2252.908 - (1) an ownership interest or participating interest in a business entity by virtue of units, percentage, shares, stock, or otherwise that exceeds 10 percent; (2) membership on the board of directors or other governing body of a business entity of which the board or other governing body is composed of not more than 10 members; or (3) service as an officer of a business entity that has four or fewer officers, or service as one of the four officers most highly compensated by a business entity that has more than four officers.
- d) “Interested party” (1) a person who has a controlling interest in a business entity with whom a governmental entity or state agency contracts; or (2) a person who actively participates in facilitating a contract or negotiating the terms of a contract with a governmental entity or state agency, including a broker, intermediary, adviser, or attorney for the business entity.
- e) “Intermediary” for purposes of this rule, means, a person who actively participates in the facilitation of the contract or negotiating the contract, including a broker, adviser, attorney, or representative of or agent for the business entity who:
 - 1. receives compensation from the business entity for the person’s participation;
 - 2. communicates directly with the governmental entity or state agency on behalf of the business entity regarding the contract; and
 - 3. is not an employee of the business entity.

To obtain additional information on Section 2252 and to learn more about the Texas Ethics Commission process to create a new account or to complete an electronic version of Form 1295 for submission with a signed contract, please go to the following website:

<https://www.ethics.state.tx.us/tec/1295-Info.htm>

Instructional Videos for Business Entities on how to file online can be found at:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

XXVII. Conflict of Interest

No County elected or appointed official or representative, or any employees shall have any financial interest, direct or indirect, in any contract with the County or be financially interested, directly or indirectly, in the sale to the County of any land, materials, supplies, goods or services, except on behalf of the County as an official or employee. Any violation of this Section, with knowledge, expresses or implied, of the person or corporation contracting with the County shall render this Agreement involved voidable by the Commissioners Court of Dallas County. It is the responsibility of Contractor during all phases of this Agreement to notify the County in writing of any potential conflict of interest. Contractor covenants that

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neither it nor any member of its corporation presently has any interest or shall acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of this Agreement. Contractor further covenants that in the performance of this Agreement no person having such interest shall be employed or appointed by Contractor.

XXVIII. Small Business Enterprise (SBE) Program

See Attachment S – Small Business Enterprise Program (SBE) and SBE forms

Attachment A – List of Languages

This list is provided to be representative of the types of languages included in each category for pricing but is not all inclusive of all languages Dallas County may need.

Standalone languages for billing shall include the following:

- Arabic
- Armenian
- Chinese (Cantonese)
- Chinese (Mandarin)
- Japanese
- Korean
- Portuguese
- Spanish
- Vietnamese

Most Asian Languages for billing shall include the following:

- Bhojpuri
- Bengali
- Burmese
- Cambodian
- Chinese (Wu)
- Dari
- Dhivehi
- Gujarati
- Hindi
- Indonesian
- Javanese
- Kannada
- Karen
- Hmong
- Kazakh
- Khmer
- Lao
- Kyrgyz
- Malay
- Marathi
- Marshallese
- Mongolian
- Nepali
- Pashto
- Punjabi
- Sinhala
- Tagalog
- Tajik
- Tamil
- Telugu
- Thai
- Tonga

- Uzbek

Most Middle Eastern Languages for billing shall include the following:

- Azerbaijani
- Farsi
- Hebrew
- Kurdish
- Persian
- Turkish
- Urdu

Most European Languages for billing shall include the following:

- Albanian
- Belarusian
- Bosnian
- Bulgarian
- Croatian
- Czech
- Danish
- Dutch
- Estonian
- Finnish
- Flemish
- French
- German
- Greek
- Hungarian
- Icelandic
- Italian
- Latvian
- Lithuanian
- Macedonian
- Moldovan
- Montenegrin
- Norwegian
- Polish
- Romanian
- Russian
- Serbian
- Slovak
- Slovenian
- Swedish
- Ukrainian
- Georgian

Most African Languages for billing shall include the following:

- Afrikaans
- Amharic
- Dinka

- Hausa
- Somali
- Swahili

Agency Identification

Agency Name		ORI
Agency Address		
City		Zip
Agency Representative (Title and Name)		
Phone Number		Fax Number
Email address		

Contractor Identification

Company Name		Service Providing Agency	
Company Address			
City		State	Zip
Contractor Representative (Title and Name)			
Phone Number		Fax Number	
Email address			

Visit our website www.dps.texas.gov/securityreview for information on submitting vendor/contractor fingerprints.

Email can be sent to: security.committee@dps.texas.gov

Main office number is: (512) 424-5686

Parties may use the following Security Addendum with the Texas Signatory Page or, in their contract, choose to incorporate the Security Addendum by reference. If the Addendum is incorporated by reference into the contract, a copy of the contract must be provided to the TX DPS CJIS Security Office.

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM
Legal Authority for and Purpose and Genesis of the
Security Addendum**

Traditionally, law enforcement and other criminal justice agencies have been responsible for the confidentiality of their information. Accordingly, until mid-1999, the Code of Federal Regulations Title 28, Part 20, subpart C, and the National Crime Information Center (NCIC) policy paper approved December 6, 1982, required that the management and exchange of criminal justice information be performed by a criminal justice agency or, in certain circumstances, by a noncriminal justice agency under the management control of a criminal justice agency.

In light of the increasing desire of governmental agencies to contract with private entities to perform administration of criminal justice functions, the FBI sought and obtained approval from the United States Department of Justice (DOJ) to permit such privatization of traditional law enforcement functions under certain controlled circumstances. In the Federal Register of May 10, 1999, the FBI published a Notice of Proposed Rulemaking, announcing as follows:

1. Access to CHRI [Criminal History Record Information] and Related Information, Subject to Appropriate Controls, by a Private Contractor Pursuant to a Specific Agreement with an Authorized Governmental Agency To Perform an Administration of Criminal Justice Function (Privatization). Section 534 of title 28 of the United States Code authorizes the Attorney General to exchange identification, criminal identification, crime, and other records for the official use of authorized officials of the federal government, the states, cities, and penal and other institutions. This statute also provides, however, that such exchanges are subject to cancellation if dissemination is made outside the receiving departments or related agencies. Agencies authorized access to CHRI traditionally have been hesitant to disclose that information, even in furtherance of authorized criminal justice functions, to anyone other than actual agency employees lest such disclosure be viewed as unauthorized. In recent years, however, governmental agencies seeking greater efficiency and economy have become increasingly interested in obtaining support services for the administration of criminal justice from the private sector. With the concurrence of the FBI's Criminal Justice Information Services (CJIS) Advisory Policy Board, the DOJ has concluded that disclosures to private persons and entities providing support services for criminal justice agencies may, when subject to appropriate controls, properly be viewed as permissible disclosures for purposes of compliance with 28 U.S.C. 534.

We are therefore proposing to revise 28 CFR 20.33(a) (7) to provide express authority for such arrangements. The proposed authority is similar to the authority that already exists in 28 CFR 20.21(b)(3) for state and local CHRI systems. Provision of CHRI under this authority would only be permitted pursuant to a specific agreement with an authorized governmental

agency for the purpose of providing services for the administration of criminal justice. The agreement would be required to incorporate a security addendum approved by the Director of the FBI (acting for the Attorney General). The security addendum would specifically authorize access to CHRI, limit the use of the information to the specific purposes for which it is being provided, ensure the security and confidentiality of the information consistent with applicable laws and regulations, provide for sanctions, and contain such other provisions as the Director of the FBI (acting for the Attorney General) may require. The security addendum, buttressed by ongoing audit programs of both the FBI and the sponsoring governmental agency, will provide an appropriate balance between the benefits of privatization, protection of individual privacy interests, and preservation of the security of the FBI's CHRI systems.

The FBI will develop a security addendum to be made available to interested governmental agencies. We anticipate that the security addendum will include physical and personnel security constraints historically required by NCIC security practices and other programmatic requirements, together with personal integrity and electronic security provisions comparable to those in NCIC User Agreements between the FBI and criminal justice agencies, and in existing Management Control Agreements between criminal justice agencies and noncriminal justice governmental entities. The security addendum will make clear that access to CHRI will be limited to those officers and employees of the private contractor or its subcontractor who require the information to properly perform services for the sponsoring governmental agency, and that the service provider may not access, modify, use, or disseminate such information for inconsistent or unauthorized purposes.

Consistent with such intent, Title 28 of the Code of Federal Regulations (C.F.R.) was amended to read:

§ 20.33 Dissemination of criminal history record information.

- a) Criminal history record information contained in the Interstate Identification Index (III) System and the Fingerprint Identification Records System (FIRS) may be made available:
 - 1) To criminal justice agencies for criminal justice purposes, which purposes include the screening of employees or applicants for employment hired by criminal justice agencies.
 - 2) To noncriminal justice governmental agencies performing criminal justice dispatching functions or data processing/information services for criminal justice agencies; and
 - 3) To private contractors pursuant to a specific agreement with an agency identified in paragraphs (a)(1) or (a)(6) of this section and for the purpose of providing services for the administration of criminal justice pursuant to that agreement. The agreement must incorporate a security addendum approved by the Attorney General of the United

States, which shall specifically authorize access to criminal history record information, limit the use of the information to the purposes for which it is provided, ensure the security and confidentiality of the information consistent with these regulations, provide for sanctions, and contain such other provisions as the Attorney General may require. The power and authority of the Attorney General hereunder shall be exercised by the FBI Director (or the Director's designee).

This Security Addendum, appended to and incorporated by reference in a government-private sector contract entered into for such purpose, is intended to insure that the benefits of privatization are not attained with any accompanying degradation in the security of the national system of criminal records accessed by the contracting private party. This Security Addendum addresses both concerns for personal integrity and electronic security which have been addressed in previously executed user agreements and management control agreements.

A government agency may privatize functions traditionally performed by criminal justice agencies (or noncriminal justice agencies acting under a management control agreement), subject to the terms of this Security Addendum. If privatized, access by a private contractor's personnel to NCIC data and other CJIS information is restricted to only that necessary to perform the privatized tasks consistent with the government agency's function and the focus of the contract. If privatized the contractor may not access, modify, use or disseminate such data in any manner not expressly authorized by the government agency in consultation with the FBI.

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM**

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A-130 as “security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information.”

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes.

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification, the FBI reserves the right to:

- a. Investigate or decline to investigate any report of unauthorized use;
- b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Assistant Director
Criminal Justice Information Services Division, FBI
1000 Custer Hollow Road
Clarksburg, West Virginia 26306

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES
SECURITY ADDENDUM
CERTIFICATION**

I hereby certify that I am familiar with the contents of (1) the Security Addendum, including its legal authority and purpose; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20, and agree to be bound by their provisions.

I recognize that criminal history record information and related data, by its very nature, is sensitive and has potential for great harm if misused. I acknowledge that access to criminal history record information and related data is therefore limited to the purpose(s) for which a government agency has entered into the contract incorporating this Security Addendum. I understand that misuse of the system by, among other things: accessing it without authorization; accessing it by exceeding authorization; accessing it for an improper purpose; using, disseminating or re-disseminating information received as a result of this contract for a purpose other than that envisioned by the contract, may subject me to administrative and criminal penalties. I understand that accessing the system for an appropriate purpose and then using, disseminating or re-disseminating the information received for another purpose other than execution of the contract also constitutes misuse. I further understand that the occurrence of misuse does not depend upon whether or not I receive additional compensation for such authorized activity. Such exposure for misuse includes, but is not limited to, suspension or loss of employment and prosecution for state and federal crimes.

Signature of Contractor Employee

Date

Printed or Typed Contractor Employee Name

Sex: ____ Race: _____ DOB: _____ State/ID or DL: _____

Signature of Contractor Representative

Date

Printed or Typed Name of Contractor
Representative

Organization Name and Representative's Title

Texas Signatory Page

The undersigned parties agree that the *Security Addendum* is now a part of the contract between the entities. The parties agree to abide by all requirements of the *Security Addendum* and the *CJIS Security Policy*, and it shall remain in force for the term of the contract. Any violation of this addendum constitutes a breach of the contract.

To the extent there is a conflict between a confidentiality clause in the underlying contract and the *Security Addendum* and/or the *CJIS Security Policy*, the *Security Addendum* and the *CJIS Security Policy* shall govern any information covered by the *Security Addendum* and/or the *CJIS Security Policy*.

(To be signed and dated by the vendor and law enforcement agency representative(s) who signed the original contract, or at least who have authority to bind each entity.)

Printed Name of Agency Representative

Signature of Agency Representative

Title

Agency Name and ORI

Date

Printed Name of Vendor (Contractor) Representative

Signature of Vendor (Contractor) Representative

Title

Vendor Organization Name

Date

EXHIBIT B
BUSINESS ASSOCIATE AGREEMENT

This Business Associate Agreement (“Agreement”), is entered into by and between _____, (the “Business Associate”) and *DALLAS COUNTY, TEXAS* (“Covered Entity” or “County”), (each a “Party” and collectively the “Parties”).

WHEREAS, Covered Entity and Business Associate are parties to a certain Contract for _____ dated _____, 2025, (the “Underlying Agreement”), pursuant to which Business Associate provides certain services to Covered Entity and, in connection with such services, creates, receives, uses or discloses for or on behalf of Covered Entity certain individually identifiable Protected Health Information (“PHI”) (defined below) relating to patients of Covered Entity;

WHEREAS, the Parties wish to execute this Agreement to comply with the requirements of: (i) the Health Insurance Portability and Accountability Act of 1996 as amended and the regulations promulgated thereunder, including the Standards for Privacy of Individually Identifiable Health Information (the “Privacy Standards”), at 45 C.F.R. Parts 160 and 164, requiring certain individuals and entities subject to the Privacy Standards to protect the privacy of PHI and the Security Standards (the “Security Standards”), at 45 C.F.R. Parts 160, 162 and 164, for the protection of electronic protected health information (“EPHI”), (ii) the requirements of the Health Information Technology for Economic and Clinical Health Act, enacted as Title XIII of the American Recovery and Reinvestment Act of 2009 (the “HITECH Act”) and regulations promulgated thereunder, as such laws and regulations may be amended from time to time (collectively, referred to in this Agreement as “HIPAA”); and (iii) federal substance abuse confidentiality laws including federal regulations governing the Confidentiality of Alcohol and Drug Abuse Patient Records, 42 U.S.C. §290dd-2 and 42 C.F.R. Part 2;

WHEREAS, the Texas Legislature has adopted certain privacy and security requirements that are more restrictive than those required by HIPAA, and such requirements are applicable to Business Associates as “Covered Entities” as defined by Texas law; and

WHEREAS, Covered Entity and Business Associate wish to comply in all respects with the requirements of HIPAA and Texas law, including requirements applicable to the relationship between a covered entity and its business associates.

NOW, THEREFORE, in consideration of the above recitals, the mutual covenants of the parties set forth below, and other good and valuable consideration, receipt and sufficiency of which is hereby acknowledged, the Parties agree that the Underlying Agreement shall hereby be amended as follows:

1. **Catch-all definition:** The following terms used in this Agreement shall have the same meaning as those terms in the Health Information Portability and Accountability Act of 1996, as codified at 42 U.S.C. § 1320d (“HIPAA”), the Health Information Technology Act of 2009, as codified at 42 U.S.C.A. prec. § 17901 (“HITECH”), and any current and future regulations promulgated under HIPAA or HITECH: Breach, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health Information,

Required By Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information, and Use.

Definitions.

- (a) “Breach”- shall have same meaning given to such term as defined in 45 CFR § 164.402.
- (b) “Business Associate” shall have the same meaning given to such term as defined in 45 CFR § 160.103.
- (c) “Covered Entity” shall have the same meaning given to such term as defined in 45 CFR § 160.103.
- (d) “Designated Record Set” shall have the same meaning given to such term as defined in 45 CFR § 164.501.
- (e) “Disclosure” shall have the same meaning given to such terms as defined in 45 CFR § 160.103.
- (f) “Electronic Protected Health Information” or “e-PHI” shall have the same meaning given to such term as defined in 45 CFR § 160.103 limited to the information transmitted or maintained by the Business Associate in electronic form, format or media.
- (g) “Individual” shall have the same meaning given to such term as defined in 45 CFR § 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR § 164.502(g).
- (h) “Privacy Rule” shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR part 160 and part 164, subparts A and E respectively.
- (i) “Protected Health Information” or “PHI” shall have the same meaning given to such term as defined in 45 CFR § 160.103, and include substance abuse testing and treatment information and is limited to the information created or received by Business Associate from or on behalf of Covered Entity.
- (j) “Required By Law” shall have the same meaning given such term as defined in 45 CFR § 164.103 and The Health Information Technology for Economic and Clinical Health Act (HITECH) Division A: Title XIII, Subtitle D.
- (k) “Security” or “Security Measures” encompass all of the administrative, physical, and technical safeguards in an information system specified in subpart C of 45, CFR § 164.
- (l) “Security Rule” shall mean the Standards for Security of Electronic Protected Health Information as specified in 45 C.F.R. Parts 160, 162 and 164, respectively.

- (m) “Secretary” shall mean the Secretary of the Department of Health and Human Services or his/her designee.

2. Obligations and Activities of Business Associate.

- (a) Business Associate may not use or disclose Protected Health Information other than as permitted or required by the Underlying Agreement, this Agreement or as Required By Law.
- (b) Business Associate agrees to use appropriate safeguards, including without limitation, administrative, physical and technical safeguards, to prevent use or disclosure of the Protected Health Information other than as provided for by this Agreement and to reasonably and appropriately employ the same standards as required by law to, protect the confidentiality, integrity and availability of any electronic Protected Health Information (e-PHI) that it may receive, maintain or transmit on behalf of the Covered Entity in compliance with Subpart C of 45 CFR Part 164.
- (c) Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of Protected Health Information by Business Associate in violation of the requirements of this Agreement or applicable law. Business Associate shall have and apply appropriate sanctions against any employee, subcontractor or agent who uses or discloses Covered Entity’s PHI in violation of this Agreement of applicable law.
- (d) Consistent with its obligations under HIPAA, including 45 CFR 164.410, Business Associate shall report in writing to Covered Entity’s SAMHSA Grant Project Director, Shenna Oriabure, within five (5) business days of discovery of any Security Incident or use or disclosure of PHI in violation of this Agreement by Business Associate, its officers, directors, employees, contractors or agents, or by a subcontractor to which Business Associate disclosed PHI, including any Breach of Unsecured PHI within the meaning of HIPAA.
- (e) Business Associate must in accordance with 45 CFR §164.502(e)(1)(ii); §164.504(e)(2); §164.308(b)(2) and §164.314, if applicable, ensure that any subcontractors, agents or affiliates of the Business Associate that create, receive, maintain, or transmit PHI on behalf of the Business Associate agree, in writing, to the same restrictions, conditions, and requirements that apply to the Business Associate with respect to such information. Business Associate shall be fully liable to Covered Entity for any acts, failures, or omissions of the agent and subcontractor in providing the services as if they were the Business Associate’s own acts, failures or omissions, to the extent permitted by law. Subject to the United States and State of Texas export control and foreign outsourcing laws, rules and regulations, the Business Associate will require any of its subcontractors and agents either based in the United States or a foreign country, to provide a reasonable assurance, evidenced in writing, that the subcontractor or agent will comply with the same privacy and security obligations as the Business Associate with respect to such PHI either set forth in this Agreement or in applicable law, rules and regulations.

- (f) Business Associate agrees to provide access, at the written request of Covered Entity, and in the time and manner designated by Covered Entity, to Protected Health Information in a Designated Record Set, to Covered Entity in order to meet the requirements under 45 CFR §164.524.
- (g) Business Associate agrees to make any amendment(s) to Protected Health Information in a Designated Record Set that the Covered Entity directs or agrees to pursuant to 45 CFR §164.526 at the written request of Covered Entity or an Individual, and in the time and manner designated by Covered Entity.
- (h) Business Associate agrees to make available internal practices, books, and records relating to the use and disclosure of Protected Health Information received from, or created or received by Business Associate on behalf of, Covered Entity, or at the request of the Covered Entity to the Secretary, the Texas Office of the Attorney General, or any officer or employee to whom the Secretary or the Texas Attorney General has delegated such authority for the purpose of determining Covered Entity's compliance with HIPAA, the HIPAA Regulations and/or the Texas Medical Records Privacy Act, in a time and manner designated by the Covered Entity or the Secretary or the Texas Attorney General, for purposes of the Secretary or the Texas Attorney General determining Covered Entity's or Business Associate's compliance with the Privacy and Security Rules.
- (i) Business Associate agrees to document such disclosures of Protected Health Information and information related to such disclosures as would be required for Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 CFR §164.528.
- (j) Business Associate agrees to provide to Covered Entity or an Individual, in time and manner designated by Covered Entity, information collected in accordance with Section (2)(i) of this Agreement, to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 CFR §164.528 and the HITECH Act. This Section shall survive the termination of this Agreement.
- (k) Business Associate hereby acknowledges and agrees that Covered Entity has notified Business Associate that Business Associate is required to comply with the confidentiality, disclosure and re-disclosure requirements of Texas law to the extent such requirements may be applicable.
- (l) If Business Associate, in performance of the contracted services, extends, renews or continues credit to patients or regularly allows patients to defer payment for services including setting up payment plans in connection with one or more covered accounts, as defined at 16 C.F.R. § 681.2(b)(3), the Business Associate shall comply with the Federal Trade Commission's "Red Flag" Rules, if applicable, or develop and implement a written identity theft prevention program designed to identify, detect, mitigate and respond to suspicious activities that could indicate that identity theft has occurred in the Business Associate practice or business.

- (m) Business Associate understands and agrees that it will not access or use any Protected Health Information of any patient except for those patients whose accounts have been assigned to Business Associate, and it will further limit access to that Protected Health Information that is necessary to the activities undertaken by Business Associate on behalf of Covered Entity.
- (n) Business Associate will, pursuant to the HITECH Act and its implementing regulations, comply with all additional applicable requirements of the Privacy Rule, including those contained in 45 CFR §§ 164.502(e) and 164.504(e)(1)(ii), at such time as the requirements are applicable to Business Associate. Business Associate will not directly or indirectly receive remuneration in exchange for any Protected Health Information, received from or on behalf of Covered Entity except as permitted by the HITECH Act and the Texas Medical Records Privacy Act. Business Associate will not engage in any communication, which might be deemed to be “Marketing” under the HITECH Act. In addition, Business Associate acknowledges that the HITECH Act requires Business Associate to comply with 45 CFR §§ 164.308, 164.310, 164.312, and 164.316 as if Business Associate were a Covered Entity, and Business Associate agrees to comply with these provisions of the Security Standards and the requirements of the Security Rule and all additional security provisions of the HITECH Act.

3. Permitted Uses and Disclosures by Business Associate.

- (a) Except as otherwise limited by this Agreement, Business Associate may use or disclose PHI on behalf of Covered Entity only in connection with the performance of the services contracted for in the Underlying Agreement or as Required by Law.
- (b) Except as otherwise limited in this Agreement, Business Associate may use Protected Health Information received by Business Associate in its capacity as Covered Entity’s Business Associate, for the proper management and administration of the Business Associate in connection with the performance of the services in the Underlying Agreement, as permitted by this Agreement and to carry out the legal responsibilities of the Business Associate.
- (c) Except as otherwise limited in this Agreement, Business Associate may disclose Protected Health Information for the proper management and administration of the Business Associate, provided that disclosures are Required By Law or Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and used or further disclosed only as Required By Law or for the purpose for which it was disclosed to the person, and the person notifies the Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.
- (d) Business Associate understands and agrees that its access to Protected Health Information stored in databases and information systems at the Covered Entity is subject to review and audit by the Covered Entity or agents of the State of Texas at any time, that remote audits of such access may occur at any time, that on-site audits of such access

will be conducted during regular business hours, and that any review or audit may occur with or without prior notice by the Covered Entity.

4. Responsibilities of the Parties with Respect to Protected Health Information

(a) Responsibilities of Covered Entity. With regard to the use and/or disclosure of Protected Health Information by the Business Associate, Covered Entity hereby agrees:

- (1) to inform the Business Associate of any limitations in the form of notice of privacy practices that Covered Entity provides to individuals pursuant to 45CFR §164.520, to the extent that such limitation may affect Business Associate's use or disclosure of PHI.
- (2) to inform the Business Associate of any changes in, or revocation of, the permission by an individual to use or disclose Protected Health Information, to the extent that such limitation may affect Business Associate's use or disclosure of Protected Health Information.
- (3) to notify the Business Associate, in writing and in a timely manner, of any restriction on the use or disclosure of Protected Health Information that Covered Entity has agreed to or is required to abide by under 45 CFR §164.522, to the extent that such restriction may impact in any manner the use and/or disclosure of Protected Health Information by the Business Associate under this Agreement. Except if the Business Associate will use or disclose Protected Health Information for (and the Underlying Agreement includes provisions for) data aggregation or management and administration and legal responsibilities of the Business Associate, Covered Entity will not request Business Associate to use or disclose Protected Health Information in any manner that would not be permissible under the Privacy and Security Rule if done by the Covered Entity.

5. Application of Security and Privacy Provisions to Business Associate.

(a) Security Measures: 45 CFR §164.308, 164.310, 164.312 and 164.316, dealing with the administrative, physical and technical safeguards as well as policies, procedures and documentation requirements that apply to Covered Entity shall in the same manner apply to Business Associate as Required By Law. Any additional security requirements contained in the Health Information Technology for Clinical and Economic Health Act, as amended by Division A Title XIII of the American Recovery and Reinvestment Act of 2009 that apply to Covered Entity shall also apply to Business Associate as of February 17, 2010. Business Associates that require access to Covered Entity electronic patient systems and electronic infrastructure systems (either on site or remote) will supply the necessary information of employees to uniquely identify such employees, as employees with a need to access systems and will supply to Covered Entity Information Security Officer a valid state or federal issued photo ID for such employees to receive a unique user name and password to access the system(s).

(b) Application of Civil and Criminal Penalties. If Business Associate violates any security provision as Required By Law specified in subparagraph (a) above, sections 1176 and 1177 of the Social Security Act 42 U.S.C. §1320d-5, 1320d-6 shall apply to Business Associate with respect to such violation in the same manner that such sections apply to Covered Entity if it violates such security provision.

6. Information Breach Notification Requirements.

(a) Business Associate expressly recognizes that Covered Entity has certain reporting and disclosure obligations to the Secretary of the Department of Health and Human Services and the Individual in case of a security breach of unsecured Protected Health Information (as defined in 45 CFR §164.402).

(b) Business Associate agrees to implement reasonable systems for the discovery and prompt reporting to Covered Entity of any “breach” of “unsecured PHI” as those terms are defined by 45 C.F.R. § 164.402. Specifically, a breach is an unauthorized acquisition, access, use or disclosure of unsecured PHI, including ePHI, which compromises the security or privacy of the PHI/ePHI. A breach compromises the security or privacy of PHI/ePHI if it poses a significant risk of financial, reputational, or other harm to the individual whose PHI/ePHI was compromised (hereinafter a “HIPAA Breach”). The parties acknowledge and agree that 45 C.F.R. § 164.404, as described below in this Section 6(b), governs the determination of the date of discovery of a HIPAA Breach. In addition to the foregoing and notwithstanding anything to the contrary herein, Business Associate will also comply with applicable state law, including without limitation, Section 521 Texas Business and Commerce Code, as amended or such other laws or regulations as may later be amended or adopted. In the event of any conflict between this Section 6(b), HIPAA, HITECH Act, federal substance abuse confidentiality laws, Texas Medical Records Privacy Act, Section 521 of the Texas Business and Commerce Code, and any other later amended or adopted laws or regulations, the most stringent requirements shall govern.

(c) Discovery of Breach. Business Associate will, following the discovery of a HIPAA Breach, notify Covered Entity without unreasonable delay and in no event later than the earlier of the maximum of time allowable under applicable law or three (3) business days after Business Associate discovers such HIPAA Breach, unless Business Associate is prevented from doing so by 45 C.F.R. §164.412 concerning law enforcement investigations. For purposes of reporting a HIPAA Breach to Covered Entity, the discovery of a HIPAA Breach shall occur as of the first day on which such HIPAA Breach is known to the Business Associate or, by exercising reasonable diligence, would have been known to the Business Associate. Business Associate will be considered to have had knowledge of a HIPAA Breach if the HIPAA Breach is known, or by exercising reasonable diligence would have been known, to any person (other than the person committing the HIPAA Breach) who is an employee, officer, subcontractor or other agent of the Business Associate.

(d) Reporting a Breach. Without unreasonable delay and no later than the earlier of the maximum of time allowable under applicable law or three (3) business days following a HIPAA Breach, Business Associate shall provide Covered Entity with

sufficient information to permit Covered Entity to comply with the HIPAA Breach notification requirements set forth at 45 C.F.R. § 164.400 et seq. Specifically, if the following information is known to (or can be reasonably obtained by) the Business Associate, Business Associate will provide Covered Entity with:

(i) contact information for individuals who were or who may have been impacted by the HIPAA Breach (e.g., first and last name, mailing address, street address, phone number, email address);

(ii) a brief description of the circumstances of the HIPAA Breach, including the date of the HIPAA Breach and date of discovery;

(iii) a description of the types of unsecured PHI involved in the HIPAA Breach (e.g., names, social security number, date of birth, addressees), account numbers of any type, disability codes, diagnostic and/or billing codes and similar information);

(iv) a brief description of what the Business Associate has done or is doing to investigate the HIPAA Breach, mitigate harm to the individual impacted by the HIPAA Breach, and protect against future HIPAA Breaches; and

(v) appoint a liaison and provide contact information for same so that Covered Entity may ask questions or learn additional information concerning the HIPAA Breach.

Following a HIPAA Breach, Business Associate will have a continuing duty to inform Covered Entity of new information learned by Business Associate regarding the HIPAA Breach, including but not limited to the information described in items (i) through (v), above.

(e) Covered Entity and Business Associate recognizes that the Unsecured Protected Health Information may contain the social security numbers, financial account information or driver's license number or non-driver identification card number. Business Associate shall be liable for the costs associated with such HIPAA Breach if caused by the Business Associate's negligent or willful acts or omissions, or the negligent or willful acts or omissions of Business Associate's agents, officers, employees or subcontractors.

7. State Privacy Laws.

Business Associate shall comply with laws of the State of Texas that are More Stringent than HIPAA Regulations because the laws provide greater privacy protections for PHI or provide greater rights to individuals with respect to PHI, including without limitation the Texas Medical Records Privacy Act, chapter 181 of the Texas Health and Safety Code and the Identity Theft Enforcement and Protection Act, chapter 521 of the Texas Business and Commerce Code.

8. Compliance with Federal Substance Abuse Confidentiality Requirements.

If Business Associate is a qualified service organization within the meaning of federal regulations governing Confidentiality of Alcohol and Drug Abuse Patient Records, 42 C.F.R.

Part 2 and receives, stores, processes or otherwise deals with any patient record maintained in connection with a federally assisted alcohol and drug abuse program, Business Associate shall be fully bound by 42 C.F.R. Part 2, and if necessary, shall resist in judicial proceedings any efforts to obtain access to patient records except as permitted by those regulations.

9. Term and Termination.

- (a) Term. This Agreement shall become effective on the effective date of the Underlying Agreement (the “Effective Date”) and shall continue unless or until the Agreement is terminated in accordance with the provisions of this Agreement, the Underlying Agreement between the parties terminates or the Business Associate has completed performance of the services in the Underlying Agreement whichever is earlier.
- (b) Termination for Cause. The parties acknowledge that in the event the Covered Entity learns that Business Associate has violated any material term of this Agreement or engaged in a pattern of activity or practice that constitutes a material breach or violation of Business Associate’s obligations under this Agreement, then the parties promptly shall take reasonable steps to cure the violation. If such steps to cure the violation are, in the judgment of the Covered Entity, unsuccessful, ineffective or not feasible, then the Covered Entity may terminate, in its sole discretion, any or all of the Underlying Agreement and this Agreement upon written notice to the Business Associate.
- (c) Knowledge of Non-Compliance. Any non-compliance by Business Associate with this Agreement will automatically be considered a breach or violation of a material term of this Agreement if Business Associate knew or reasonably should have known of such non-compliance and failed to immediately take reasonable steps to cure the non-compliance.
- (d) Effect of Termination.
 - (1) Except as provided in paragraph (2) of this section, upon termination of this Agreement or the Underlying Agreement(s) for any reason, Business Associate shall return or destroy all Protected Health Information pursuant to 45 CFR § 164.504(e)(2)(I) received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.
 - (2) In the event that Business Associate determines that returning or destroying the Protected Health Information is infeasible, Business Associate shall provide to Covered Entity notification, in writing, of the conditions that make return or destruction infeasible. Said notification shall include: (i) a statement that the Business Associate has determined that it is not feasible to return or destroy the Protected Health Information in its possession, and (ii) the specific reasons for such determination. The Covered Entity may disagree with the Business

Associate's determination. Upon mutual agreement of the Parties that return or destruction of Protected Health Information is infeasible, Business Associate shall extend the protections of this Agreement to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such Protected Health Information. If it is infeasible for the Business Associate to obtain, from a subcontractor or agent, any Protected Health Information in the possession of the subcontractor or agent, the Business Associate must provide a written explanation to the Covered Entity and require the subcontractors and agents to agree to extend any and all protections, limitations, and restrictions contained in this Agreement to the subcontractors and/or agents' use and/or disclosure of any Protected Health Information retained after the termination of this Agreement, and to limit any further uses and/or disclosures to the purposes that make the return or destruction of Protected Health Information infeasible.

- (e) Automatic Termination. This Agreement will automatically terminate without any further action of the Parties upon termination or expiration of the Underlying Agreement.

10. INDEMNIFICATION.

EACH PARTY, INCLUDING ITS RESPECTIVE ELECTED OFFICERS, AGENTS, AND EMPLOYEES, AGREES TO BE RESPONSIBLE FOR ITS NEGLIGENT ACTS OR OMISSIONS, OR OTHER TORTIOUS CONDUCT DURING PERFORMANCE OF THIS AGREEMENT WITHOUT WAIVING ANY SOVEREIGN IMMUNITY, GOVERNMENTAL IMMUNITY OR OTHER DEFENSES AVAILABLE TO THE PARTIES UNDER FEDERAL OR TEXAS LAW. NOTHING IN THIS PARAGRAPH SHALL BE CONSTRUED TO CREATE OR GRANT ANY RIGHTS, CONTRACTUAL OR OTHERWISE, IN OR TO ANY THIRD PERSONS OR ENTITIES. ALL PARTIES AGREE THAT ANY SUCH LIABILITY OR DAMAGES OCCURRING DURING THE PERFORMANCE OF THIS AGREEMENT CAUSED BY THE JOINT OR COMPARATIVE NEGLIGENCE OF THE PARTIES, OR THEIR EMPLOYEES, AGENTS, OR OFFICERS, SHALL BE DETERMINED IN ACCORDANCE WITH COMPARATIVE RESPONSIBILITY LAWS OF TEXAS.

11. Miscellaneous.

- (a) Regulatory References. A reference in this Agreement to a section in the Privacy and Security Rules means the section as in effect or as amended, and for which compliance is required.
- (b) Agreement. The Parties agree to take such action as is necessary to amend this Agreement from time to time as is necessary for Covered Entity to comply with the requirements of the Privacy and Security Rules and HIPAA; provided, however, that no Agreement shall be deemed valid unless signed by both parties.

- (c) Amendments / Waiver. This Agreement may not be modified, nor shall any provision hereof be waived or amended, except in a writing duly signed by authorized representatives of the Parties. A waiver with respect to one event shall not be construed as continuing, or as a bar to a waiver of any right or remedy as to subsequent events.
- (d) Survival. The respective rights and obligations of Business Associate under Section 6(e) of this Agreement shall survive the termination of this Agreement and/or the Underlying Agreement, as shall the rights of access and inspection of Covered Entity. The rights and obligations set forth in this Agreement which by their terms or implications are intended by the parties to continue in effect after termination of this Agreement or the Underlying Agreement shall survive termination and shall remain in effect and enforceable by the parties.
- (e) No Third Party Beneficiaries. Nothing expressed or implied in this Agreement is intended to confer, nor shall anything herein confer, upon any person other than the parties and the respective successors or assigns of the Parties, any rights, remedies, obligations, or liabilities whatsoever.
- (f) Interpretation. The parties agree that any ambiguity in this Agreement shall be resolved in favor of a meaning that complies and is consistent with applicable law protecting the privacy, security and confidentiality of PHI, including but not limited to, MRPA, HIPAA, the HIPAA Regulations and the HITECH Act.
- (g) Equitable Relief. Business Associate understands and acknowledges that any disclosure or misappropriation of any PHI in violation of this Agreement will cause Covered Entity irreparable harm, the amount of which may be difficult to ascertain, and therefore agrees that Covered Entity shall have the right to apply to a court of competent jurisdiction for specific performance and/or an order restraining and enjoining any such further disclosure or breach and for such other relief as Covered Entity shall deem appropriate. Such right of Covered Entity is to be in addition to the remedies otherwise available to Covered Entity at law or in equity. Business Associate expressly waives the defense that a remedy in damages will be adequate and further waives any requirement in an action for specific performance or injunction for the posting of a bond by Covered Entity.
- (h) Notice. All notices, requests, demands and other communications required or permitted to be given or made under this Agreement shall be in writing and will be delivered either personally or by postage prepaid registered or certified mail or express overnight courier service, return receipt requested, to the party's address for notices set forth below. Either party may change its address for notice by providing written notice of such change to the other party in the foregoing manner.

To County:

To Business Associate:

Clay Lewis Jenkins
County Judge
500 Elm Street, Suite 7000
Dallas, TX 75202

w/ copy to:

Barbara Nicholas
Chief, Civil Division
Dallas County District Attorney's Office
500 Elm Street, Suite 6300
Dallas, TX 75202

(i) Nature of Agreement; Independent Contractor. Nothing in this Agreement shall be construed to create (i) a partnership, joint venture or other joint business relationship between the parties or any of their affiliates, or (ii) a relationship of employer and employee between the parties. Business Associate is an independent contractor, and not an agent of Covered Entity. This Agreement does not express or imply any commitment to purchase or sell goods or services.

12. Governing Law; Conflict.

The validity and interpretation of this Agreement, and the rights and obligations of the Parties hereunder, shall be governed by and construed in accordance with the laws of the State of Texas. This Agreement is performable and enforceable in Dallas County, Texas where the principal office of County is located and the federal and state courts physically located in Dallas County shall be the sole and exclusive venue for any litigation, special proceeding, or other proceeding as between the Parties that may be brought, or arise out of, in connection with, or by reason of this Agreement. In the event of a conflict between the terms of this Agreement and the terms of the Underlying Agreement, the terms of this Agreement shall control.

13. SOVEREIGN IMMUNITY

This Agreement is expressly made subject to the County's Sovereign Immunity and the Governmental Immunity of the Parties, including, without limitation, Title 5 of the Texas Civil Practices and Remedies Code, and all applicable federal and State laws. The parties expressly agree that NO PROVISION OF THIS AGREEMENT IS IN ANY WAY INTENDED TO CONSTITUTE A WAIVER OF ANY IMMUNITIES FROM SUIT OR FROM LIABILITY, OR A WAIVER OF ANY TORT LIMITATION THAT EITHER PARTY HAS BY OPERATION OF LAW OR OTHERWISE. Nothing in this Agreement is intended to benefit any third-party beneficiary.

The County and Parkland expressly DO NOT WAIVE any applicable local, State and federal rules and laws, including Sovereign Immunity, Chapter 72 of the Texas Civil Practice and Remedies Code, and Article XI, Section 7 of the Texas Constitution.

14. Severability

If any provision of this Agreement is construed to be illegal or invalid, this will not affect the legality or validity of any of the other provisions in this Agreement. The illegal or invalid provision will be deemed stricken and deleted, but all other provisions shall continue and be given effect as if the illegal or invalid provisions had never been incorporated.

15. Signatory warranty

The undersigned signatories for the parties hereby represent and warrant that they are officers of their respective organizations for which they have executed this Agreement and that they have full and complete authority to enter into this Agreement on behalf of their respective organizations and that the execution thereof are the acts of the parties involved and have been delivered and constitute legal, valid and binding obligations of the respective parties.

16. Acceptances

By their signatures below, the duly authorized representatives of the Covered Entity and Business Associate accept the terms of this Agreement in full.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

[SIGNATURES ON FOLLOWING PAGE]

DALLAS COUNTY:

BUSINESS ASSOCIATE:

BY: Clay Lewis Jenkins
Dallas County Judge

BY: 

DATE: _____

DATE: _____

Recommended:

Philip Huang, MD, MPH
Director, DCHHS

APPROVED AS TO FORM*:

JOHN CREUZOT
DALLAS COUNTY DISTRICT ATTORNEY

BARBARA NICHOLAS
CHIEF, CIVIL DIVISION

By: _____
<attorney>
Assistant District Attorney

*BY LAW, THE DISTRICT ATTORNEY’S OFFICE MAY ONLY ADVISE OR APPROVE CONTRACTS OR LEGAL DOCUMENTS ON BEHALF OF ITS CLIENTS. IT MAY NOT ADVISE OR APPROVE A LEASE, CONTRACT, OR LEGAL DOCUMENT ON BEHALF OF OTHER PARTIES. OUR REVIEW OF THIS DOCUMENT WAS CONDUCTED SOLELY FROM THE LEGAL PERSPECTIVE OF OUR CLIENT. OUR APPROVAL OF THIS DOCUMENT WAS OFFERED SOLELY FOR THE BENEFIT OF OUR CLIENT. OTHER PARTIES SHOULD NOT RELY ON THIS APPROVAL, AND SHOULD SEEK REVIEW AND APPROVAL BY THEIR OWN RESPECTIVE ATTORNEY(S).

<u>Company Name</u>	<u>Legal Name</u>	<u>Owner Name</u>	<u>Email Address</u>	<u>Email Address 2</u>	<u>Address</u>	<u>Address 2</u>	<u>City</u>	<u>State</u>	<u>Zip Code</u>	<u>Phone Number</u>	<u>Fax Number</u>
541930											
A&C Galvan Group LLC	Galvan Strategy Group	Melody Doddy-Munoz	mdoddy@galvanstrategygroup.com	mdoddy@galvanstrategygroup.com	405 Forest River Cir		Fort Worth	TX	76112	817-760-8303	
Green Pencil Consulting	Green Pencil Consulting, LLC	Elizabeth Dosser	liz@greenpencilconsulting.com	liz@greenpencilconsulting.com	3161 Catamore Ln		Dallas	TX	75229	972-768-0683	
Interlingua International, Inc.		Rosa Hernandez	rosa@interlinguauasa.com	rosa@interlinguauasa.com	16801 Addison Rd	Suite 110	Addison	TX	75001	972-818-3455	
Signs2go Interpreting & Support Services, LLC	Signs2go Interpreting	PHYLLIS S BULLON	signs2go@sbcglobal.net	signs2go@sbcglobal.net	7307 S. Hulen Street		FORT WORTH	TX	76133	817-294-7446	817-294-7449
Teneo Linguistics Company, LLC		Hana Laurenzo	hana@tltranslation.com	hana@tltranslation.com	3010 W Park Row Dr	STE 301	Pantego	TX	76013	817-441-9974	817-231-0052
The Translation Company Group LLC		Camila Oliveira	csaunier@thetranslationcompany.com		2770 Main Street	Suite 235	Frisco	TX	75033	212-300-5990	