

Notice

Basic Information

Reference Number	0000379038
Issuing Organization	Dallas County
Owner Organization	
Solicitation Type	RFP - Request for Proposal (Formal)
Solicitation Number	2025-031-7056
Title	Certified Language Interpreters, American Sign Language Interpreters, and...
Source ID	PU.AG.USA.2438.C18536276
Piggyback Solicitation	No

Details

Location	Dallas County, Texas
Purchase Type	Duration:5 years
Description	<p>The intent of this request for proposal (RFP) is to enter into a firm fixed service price agreement for a five-year term for certified on-site and virtual interpreter services, American sign language interpretation, and communication access real-time translation (CART) for Dallas County Courts in accordance with the requirements described herein and regulatory statutes. Although this agreement is primarily used for Court, other department such as Health and Human Services, Law Enforcement agencies, and other social services related departments may use this agreement.</p> <p>Courts are mandated to provide specially trained certified interpreters for witnesses, victims, and defendants who understand little or no English or who are deaf or hearing/speech impaired. Court interpreters serve during in court legal proceedings and other out-of-court proceedings. Dallas County Court staff conducts interviews to obtain information for the Court while providing supervision of individuals as ordered by the Court. Individuals interviewed by staff may include: victims, witnesses, and alleged offenders, and include adults (18 years of age and older) and juveniles (17 years of age and younger). Interviews may take place at, but are not limited to, correctional facilities, juvenile institutions, court locations and office settings throughout Dallas County.</p> <p>Dallas County is soliciting proposals for the provision of Certified Interpreter Services, American sign language interpretation, and communication access real-time translation (CART) in strict accordance with the governing statutes, terms, conditions, scope of work, and an all-inclusive pricing structure.</p> <p>All prices must be held a minimum of 120 days.</p>

Dates

Publication	03/06/2025 01:56 PM CST
Question Acceptance Deadline	03/27/2025 02:00 PM CDT
Questions are submitted online	Yes
Closing Date	04/17/2025 02:00 PM CDT

Prebid Conference	03/20/2025 01:00 PM CDT
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Contact Information

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

Pre-Bidding Events

Event Type	Prebid Conference
Attendance	Recommended
Event date	03/20/2025 01:00 PM CDT
Location	Microsoft Teams
Event Note	<p>Microsoft Teams Need help? Join the meeting now Meeting ID: 239 380 268 125 Passcode: BB9rR3Qn Dial in by phone +1 469-208-1731,,512123370# United States, Carrollton Find a local number Phone conference ID: 512 123 370# For organizers: Meeting options Reset dial-in PIN</p>

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
Attachment S SBE Documents	Submit SBE documents here	Yes	No
2025 W-9	Submit 2025 W-9 signed within the last 6 months.	Yes	No
Reference Letters	Reference Letters	Yes	No
Proposal Documents	Proposal Documents	Yes	No

Documents & Items

Documents

Document	Size	Uploaded Date	Language
SBE_Language_for_RFP_02.2024_ATTACHMENT_S.pdf [pdf]	540 Kb	12/19/2024 11:17 AM CST	English
RFP Terms and conditions .pdf [pdf]	174 Kb	12/19/2024 11:16 AM CST	English
RFP 2025-031-7056 Documents.pdf [pdf]	612 Kb	03/06/2025 11:45 AM CST	English
Attachment A - Cost Sheet.xlsx [xlsx]	24 Kb	03/06/2025 11:45 AM CST	English
Attachment B - List of Languages.pdf [pdf]	83 Kb	03/06/2025 01:55 PM CST	English

Items

Project 1			
1 - Group 1: Certified Language Interpreters			
No	Description	UOM	Qty
1	Year 1 - Regular In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	5117
2	Year 1 - Regular Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	408
3	Year 1 - After Hours In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	550
4	Year 1 - After Hours Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	550
5	Year 1 - Emergency In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
6	Year 1 - Emergency Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
7	Year 1 - Regular In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	37
8	Year 1 - Regular Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
9	Year 1 - After Hours In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
10	Year 1 - After Hours Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
11	Year 1 - Emergency In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
12	Year 1 - Emergency Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
13	Year 1 - Regular In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
14	Year 1 - Regular Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
15	Year 1 - After Hours In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
16	Year 1 - After Hours Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
17	Year 1 - Emergency In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3

Project 1

1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
18	Year 1 - Emergency Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
19	Year 1 - Regular In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
20	Year 1 - Regular Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
21	Year 1 - After Hours In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
22	Year 1 - After Hours Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
23	Year 1 - Emergency In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
24	Year 1 - Emergency Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
25	Year 1 - Regular In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
26	Year 1 - Regular Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
27	Year 1 - After Hours In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
28	Year 1 - After Hours Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
29	Year 1 - Emergency In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
30	Year 1 - Emergency Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
31	Year 1 - Regular In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
32	Year 1 - Regular Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
33	Year 1 - After Hours In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
34	Year 1 - After Hours Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
35	Year 1 - Emergency In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
36	Year 1 - Emergency Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
37	Year 1 - Regular In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
38	Year 1 - Regular Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
39	Year 1 - After Hours In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
40	Year 1 - After Hours Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
41	Year 1 - Emergency In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

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1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
42	Year 1 - Emergency Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
43	Year 1 - Regular In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
44	Year 1 - Regular Virtual Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
45	Year 1 - After Hours In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
46	Year 1 - After Hours Virtual Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
47	Year 1 - Emergency In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
48	Year 1 - Emergency After Hours Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
49	Year 1 - Regular In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
50	Year 1 - Regular Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
51	Year 1 - After Hours In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
52	Year 1 - After Hours Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
53	Year 1 - Emergency In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
54	Year 1 - Emergency Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
55	Year 1 - Regular In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
56	Year 1 - Regular Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
57	Year 1 - After Hours In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
58	Year 1 - After Hours Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
59	Year 1 - Emergency In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
60	Year 1 - Emergency Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
61	Year 1 - Regular In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
62	Year 1 - Regular Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	10
63	Year 1 - After Hours In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	18
64	Year 1 - After Hours Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	18
65	Year 1 - Emergency In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

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1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
66	Year 1 - Emergency Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
67	Year 1 - Regular In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
68	Year 1 - Regular Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
69	Year 1 - After Hours In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
70	Year 1 - After Hours Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
71	Year 1 - Emergency In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
72	Year 1 - Emergency Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
73	Year 1 - Regular In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
74	Year 1 - Regular Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
75	Year 1 - After Hours In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
76	Year 1 - After Hours Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
77	Year 1 - Emergency In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
78	Year 1 - Emergency Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
79	Year 1 - Regular In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	34
80	Year 1 - Regular Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
81	Year 1 - After Hours In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	7
82	Year 1 - After Hours Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	7
83	Year 1 - Emergency In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
84	Year 1 - Emergency Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
85	Year 1 - Regular In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	76
86	Year 1 - Regular Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	28
87	Year 1 - After Hours In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
88	Year 1 - After Hours Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
89	Year 1 - Emergency In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

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No	Description	UOM	Qty
90	Year 1 - Emergency Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
91	Year 2 - Regular In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	5117
92	Year 2 - Regular Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	408
93	Year 2 - After Hours In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	550
94	Year 2 - After Hours Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	550
95	Year 2 - Emergency In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
96	Year 2 - Emergency Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
97	Year 2 - Regular In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	37
98	Year 2 - Regular Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
99	Year 2 - After Hours In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
100	Year 2 - After Hours Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
101	Year 2 - Emergency In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
102	Year 2 - Emergency Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
103	Year 2 - Regular In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
104	Year 2 - Regular Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
105	Year 2 - After Hours In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
106	Year 2 - After Hours Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
107	Year 2 - Emergency In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
108	Year 2 - Emergency Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
109	Year 2 - Regular In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
110	Year 2 - Regular Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
111	Year 2 - After Hours In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
112	Year 2 - After Hours Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
113	Year 2 - Emergency In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	4

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1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
114	Year 2 - Emergency Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
115	Year 2 - Regular In-Person Armenian (Eastern) Intepreting Brand Preference: Not Applicable - Service Item	Hour	2
116	Year 2 - Regular Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
117	Year 2 - After Hours In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
118	Year 2 - After Hours Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
119	Year 2 - Emergency In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
120	Year 2 - Emergency Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
121	Year 2 - Regular In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
122	Year 2 - Regular Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
123	Year 2 - After Hours In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
124	Year 2 - After Hours Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
125	Year 2 - Emergency In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
126	Year 2 - Emergency Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
127	Year 2 - Regular In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
128	Year 2 - Regular Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
129	Year 2 - After Hours In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
130	Year 2 - After Hours Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
131	Year 2 - Emergency In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
132	Year 2 - Emergency Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
133	Year 2 - Regular In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
134	Year 2 - Regular Virtual Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
135	Year 2 - After Hours In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
136	Year 2 - After Hours Virtual Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
137	Year 2 - Emergency In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

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No	Description	UOM	Qty
138	Year 2 - Emergency After Hours Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
139	Year 2 - Regular In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
140	Year 2 - Regular Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
141	Year 2 - After Hours In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
142	Year 2 - After Hours Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
143	Year 2 - Emergency In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
144	Year 2 - Emergency Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
145	Year 2 - Regular In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
146	Year 2 - Regular Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
147	Year 2 - After Hours In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
148	Year 2 - After Hours Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
149	Year 2 - Emergency In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
150	Year 2 - Emergency Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
151	Year 2 - Regular In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
152	Year 2 - Regular Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	10
153	Year 2 - After Hours In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	18
154	Year 2 - After Hours Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	18
155	Year 2 - Emergency In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
156	Year 2 - Emergency Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
157	Year 2 - Regular In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
158	Year 2 - Regular Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
159	Year 2 - After Hours In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
160	Year 2 - After Hours Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
161	Year 2 - Emergency In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

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1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
162	Year 2 - Emergency Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
163	Year 2 - Regular In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
164	Year 2 - Regular Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
165	Year 2 - After Hours In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
166	Year 2 - After Hours Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
167	Year 2 - Emergency In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
168	Year 2 - Emergency Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
169	Year 2 - Regular In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	34
170	Year 2 - Regular Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
171	Year 2 - After Hours In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	7
172	Year 2 - After Hours Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	7
173	Year 2 - Emergency In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
174	Year 2 - Emergency Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
175	Year 2 - Regular In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	76
176	Year 2 - Regular Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	28
177	Year 2 - After Hours In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
178	Year 2 - After Hours Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
179	Year 2 - Emergency In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
180	Year 2 - Emergency Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
181	Year 3 - Regular In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	5117
182	Year 3 - Regular Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	408
183	Year 3 - After Hours In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	550
184	Year 3 - After Hours Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	550
185	Year 3 - Emergency In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	70

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No	Description	UOM	Qty
186	Year 3 - Emergency Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
187	Year 3 - Regular In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	37
188	Year 3 - Regular Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
189	Year 3 - After Hours In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
190	Year 3 - After Hours Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
191	Year 3 - Emergency In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
192	Year 3 - Emergency Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
193	Year 3 - Regular In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
194	Year 3 - Regular Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
195	Year 3 - After Hours In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
196	Year 3 - After Hours Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
197	Year 3 - Emergency In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
198	Year 3 - Emergency Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
199	Year 3 - Regular In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
200	Year 3 - Regular Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
201	Year 3 - After Hours In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
202	Year 3 - After Hours Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
203	Year 3 - Emergency In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
204	Year 3 - Emergency Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
205	Year 3 - Regular In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
206	Year 3 - Regular Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
207	Year 3 - After Hours In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
208	Year 3 - After Hours Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
209	Year 3 - Emergency In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

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1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
210	Year 3 - Emergency Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
211	Year 3 - Regular In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
212	Year 3 - Regular Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
213	Year 3 - After Hours In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
214	Year 3 - After Hours Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
215	Year 3 - Emergency In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
216	Year 3 - Emergency Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
217	Year 3 - Regular In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
218	Year 3 - Regular Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
219	Year 3 - After Hours In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
220	Year 3 - After Hours Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
221	Year 3 - Emergency In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
222	Year 3 - Emergency Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
223	Year 3 - Regular In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
224	Year 3 - Regular Virtual Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
225	Year 3 - After Hours In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
226	Year 3 - After Hours Virtual Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
227	Year 3 - Emergency In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
228	Year 3 - Emergency After Hours Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
229	Year 3 - Regular In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
230	Year 3 - Regular Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
231	Year 3 - After Hours In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
232	Year 3 - After Hours Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
233	Year 3 - Emergency In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

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1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
234	Year 3 - Emergency Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
235	Year 3 - Regular In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
236	Year 3 - Regular Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
237	Year 3 - After Hours In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
238	Year 3 - After Hours Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
239	Year 3 - Emergency In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
240	Year 3 - Emergency Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
241	Year 3 - Regular In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
242	Year 3 - Regular Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	10
243	Year 3 - After Hours In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	18
244	Year 3 - After Hours Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	18
245	Year 3 - Emergency In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
246	Year 3 - Emergency Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
247	Year 3 - Regular In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
248	Year 3 - Regular Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
249	Year 3 - After Hours In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
250	Year 3 - After Hours Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
251	Year 3 - Emergency In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
252	Year 3 - Emergency Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
253	Year 3 - Regular In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
254	Year 3 - Regular Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
255	Year 3 - After Hours In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
256	Year 3 - After Hours Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
257	Year 3 - Emergency In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

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1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
258	Year 3 - Emergency Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
259	Year 3 - Regular In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	34
260	Year 3 - Regular Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
261	Year 3 - After Hours In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	7
262	Year 3 - After Hours Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	7
263	Year 3 - Emergency In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
264	Year 3 - Emergency Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
265	Year 3 - Regular In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	76
266	Year 3 - Regular Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	28
267	Year 3 - After Hours In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
268	Year 3 - After Hours Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
269	Year 3 - Emergency In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
270	Year 3 - Emergency Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
271	Year 4 - Regular In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	5117
272	Year 4 - Regular Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	408
273	Year 4 - After Hours In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	550
274	Year 4 - After Hours Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	550
275	Year 4 - Emergency In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
276	Year 4 - Emergency Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
277	Year 4 - Regular In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	37
278	Year 4 - Regular Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
279	Year 4 - After Hours In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
280	Year 4 - After Hours Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
281	Year 4 - Emergency In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	4

Project 1

1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
282	Year 4 - Emergency Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
283	Year 4 - Regular In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
284	Year 4 - Regular Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
285	Year 4 - After Hours In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
286	Year 4 - After Hours Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
287	Year 4 - Emergency In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
288	Year 4 - Emergency Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
289	Year 4 - Regular In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
290	Year 4 - Regular Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
291	Year 4 - After Hours In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
292	Year 4 - After Hours Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
293	Year 4 - Emergency In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
294	Year 4 - Emergency Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
295	Year 4 - Regular In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
296	Year 4 - Regular Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
297	Year 4 - After Hours In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
298	Year 4 - After Hours Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
299	Year 4 - Emergency In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
300	Year 4 - Emergency Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
301	Year 4 - Regular In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
302	Year 4 - Regular Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
303	Year 4 - After Hours In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
304	Year 4 - After Hours Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
305	Year 4 - Emergency In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

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1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
306	Year 4 - Emergency Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
307	Year 4 - Regular In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
308	Year 4 - Regular Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
309	Year 4 - After Hours In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
310	Year 4 - After Hours Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
311	Year 4 - Emergency In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
312	Year 4 - Emergency Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
313	Year 4 - Regular In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
314	Year 4 - Regular Virtual Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
315	Year 4 - After Hours In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
316	Year 4 - After Hours Virtual Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
317	Year 4 - Emergency In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
318	Year 4 - Emergency After Hours Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
319	Year 4 - Regular In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
320	Year 4 - Regular Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
321	Year 4 - After Hours In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
322	Year 4 - After Hours Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
323	Year 4 - Emergency In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
324	Year 4 - Emergency Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
325	Year 4 - Regular In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
326	Year 4 - Regular Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
327	Year 4 - After Hours In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
328	Year 4 - After Hours Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
329	Year 4 - Emergency In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

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1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
330	Year 4 - Emergency Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
331	Year 4 - Regular In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
332	Year 4 - Regular Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	10
333	Year 4 - After Hours In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	18
334	Year 4 - After Hours Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	18
335	Year 4 - Emergency In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
336	Year 4 - Emergency Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
337	Year 4 - Regular In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
338	Year 4 - Regular Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
339	Year 4 - After Hours In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
340	Year 4 - After Hours Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
341	Year 4 - Emergency In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
342	Year 4 - Emergency Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
343	Year 4 - Regular In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
344	Year 4 - Regular Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
345	Year 4 - After Hours In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
346	Year 4 - After Hours Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
347	Year 4 - Emergency In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
348	Year 4 - Emergency Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
349	Year 4 - Regular In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	34
350	Year 4 - Regular Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
351	Year 4 - After Hours In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	7
352	Year 4 - After Hours Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	7
353	Year 4 - Emergency In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
354	Year 4 - Emergency Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
355	Year 4 - Regular In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	76
356	Year 4 - Regular Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	28
357	Year 4 - After Hours In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
358	Year 4 - After Hours Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
359	Year 4 - Emergency In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
360	Year 4 - Emergency Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
361	Year 5 - Regular In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	5117
362	Year 5 - Regular Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	408
363	Year 5 - After Hours In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	550
364	Year 5 - After Hours Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	550
365	Year 5 - Emergency In-Person Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
366	Year 5 - Emergency Virtual Spanish Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
367	Year 5 - Regular In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	37
368	Year 5 - Regular Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
369	Year 5 - After Hours In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
370	Year 5 - After Hours Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
371	Year 5 - Emergency In-Person Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
372	Year 5 - Emergency Virtual Vietnamese Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
373	Year 5 - Regular In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
374	Year 5 - Regular Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
375	Year 5 - After Hours In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
376	Year 5 - After Hours Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
377	Year 5 - Emergency In-Person Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3

Project 1

1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
378	Year 5 - Emergency Virtual Korean Interpreting Brand Preference: Not Applicable - Service Item	Hour	3
379	Year 5 - Regular In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
380	Year 5 - Regular Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
381	Year 5 - After Hours In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
382	Year 5 - After Hours Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
383	Year 5 - Emergency In-Person Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
384	Year 5 - Emergency Virtual Arabic Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
385	Year 5 - Regular In-Person Armenian (Eastern) Intepreting Brand Preference: Not Applicable - Service Item	Hour	2
386	Year 5 - Regular Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
387	Year 5 - After Hours In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
388	Year 5 - After Hours Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
389	Year 5 - Emergency In-Person Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
390	Year 5 - Emergency Virtual Armenian (Eastern) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
391	Year 5 - Regular In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
392	Year 5 - Regular Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
393	Year 5 - After Hours In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
394	Year 5 - After Hours Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
395	Year 5 - Emergency In-Person Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
396	Year 5 - Emergency Virtual Armenian (Western) Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
397	Year 5 - Regular In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
398	Year 5 - Regular Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
399	Year 5 - After Hours In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
400	Year 5 - After Hours Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
401	Year 5 - Emergency In-Person Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
402	Year 5 - Emergency Virtual Cantonese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
403	Year 5 - Regular In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
404	Year 5 - Regular Virtual Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
405	Year 5 - After Hours In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
406	Year 5 - After Hours Virtual Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
407	Year 5 - Emergency In-Person Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
408	Year 5 - Emergency After Hours Japanese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
409	Year 5 - Regular In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	4
410	Year 5 - Regular Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
411	Year 5 - After Hours In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
412	Year 5 - After Hours Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
413	Year 5 - Emergency In-Person Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
414	Year 5 - Emergency Virtual Mandarin Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
415	Year 5 - Regular In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
416	Year 5 - Regular Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
417	Year 5 - After Hours In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
418	Year 5 - After Hours Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
419	Year 5 - Emergency In-Person Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
420	Year 5 - Emergency Virtual Portuguese Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
421	Year 5 - Regular In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
422	Year 5 - Regular Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	10
423	Year 5 - After Hours In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	18
424	Year 5 - After Hours Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	18
425	Year 5 - Emergency In-Person Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
426	Year 5 - Emergency Virtual Most Asian Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
427	Year 5 - Regular In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	8
428	Year 5 - Regular Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
429	Year 5 - After Hours In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
430	Year 5 - After Hours Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
431	Year 5 - Emergency In-Person Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
432	Year 5 - Emergency Virtual Most Middle Eastern Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
433	Year 5 - Regular In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
434	Year 5 - Regular Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
435	Year 5 - After Hours In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
436	Year 5 - After Hours Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
437	Year 5 - Emergency In-Person Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
438	Year 5 - Emergency Virtual Most European Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
439	Year 5 - Regular In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	34
440	Year 5 - Regular Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
441	Year 5 - After Hours In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	7
442	Year 5 - After Hours Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	7
443	Year 5 - Emergency In-Person Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
444	Year 5 - Emergency Virtual Most African Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
445	Year 5 - Regular In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	76
446	Year 5 - Regular Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	28
447	Year 5 - After Hours In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
448	Year 5 - After Hours Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
449	Year 5 - Emergency In-Person Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

1 - Group 1: Certified Language Interpreters

No	Description	UOM	Qty
450	Year 5 - Emergency Virtual Unique Languages Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

2 - Group 2: American Sign Language Interpreting and Hard of Hearing Reading

No	Description	UOM	Qty
451	Year 1 - Regular In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	9
452	Year 1 - Regular Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
453	Year 1 - After Hours In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
454	Year 1 - After Hours Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
455	Year 1 - Emergency In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
456	Year 1 - Emergency Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
457	Year 1 - Regular In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
458	Year 1 - Regular Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
459	Year 1 - After Hours In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
460	Year 1 - After Hours Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
461	Year 1 - Emergency In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
462	Year 1 - Emergency Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
463	Year 1 - Regular In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	30
464	Year 1 - Regular Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
465	Year 1 - After Hours In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
466	Year 1 - After Hours Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
467	Year 1 - Emergency In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
468	Year 1 - Emergency Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
469	Year 1 - Regular Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
470	Year 1 - After Hours Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
471	Year 1 - Emergency Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
472	Year 2 - Regular In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	9
473	Year 2 - Regular Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
474	Year 2 - After Hours In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	15

Project 1

2 - Group 2: American Sign Language Interpreting and Hard of Hearing Reading

No	Description	UOM	Qty
475	Year 2 - After Hours Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
476	Year 2 - Emergency In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
477	Year 2 - Emergency Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
478	Year 2 - Regular In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
479	Year 2 - Regular Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
480	Year 2 - After Hours In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
481	Year 2 - After Hours Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
482	Year 2 - Emergency In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
483	Year 2 - Emergency Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
484	Year 2 - Regular In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	30
485	Year 2 - Regular Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
486	Year 2 - After Hours In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
487	Year 2 - After Hours Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
488	Year 2 - Emergency In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
489	Year 2 - Emergency Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
490	Year 2 - Regular Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
491	Year 2 - After Hours Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
492	Year 2 - Emergency Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
493	Year 3 - Regular In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	9
494	Year 3 - Regular Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
495	Year 3 - After Hours In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
496	Year 3 - After Hours Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
497	Year 3 - Emergency In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
498	Year 3 - Emergency Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

2 - Group 2: American Sign Language Interpreting and Hard of Hearing Reading

No	Description	UOM	Qty
499	Year 3 - Regular In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
500	Year 3 - Regular Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
501	Year 3 - After Hours In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
502	Year 3 - After Hours Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
503	Year 3 - Emergency In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
504	Year 3 - Emergency Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
505	Year 3 - Regular In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	30
506	Year 3 - Regular Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
507	Year 3 - After Hours In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
508	Year 3 - After Hours Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
509	Year 3 - Emergency In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
510	Year 3 - Emergency Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
511	Year 3 - Regular Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
512	Year 3 - After Hours Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
513	Year 3 - Emergency Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
514	Year 4 - Regular In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	9
515	Year 4 - Regular Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
516	Year 4 - After Hours In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
517	Year 4 - After Hours Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
518	Year 4 - Emergency In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
519	Year 4 - Emergency Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
520	Year 4 - Regular In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
521	Year 4 - Regular Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
522	Year 4 - After Hours In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	15

Project 1

2 - Group 2: American Sign Language Interpreting and Hard of Hearing Reading

No	Description	UOM	Qty
523	Year 4 - After Hours Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
524	Year 4 - Emergency In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
525	Year 4 - Emergency Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
526	Year 4 - Regular In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	30
527	Year 4 - Regular Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
528	Year 4 - After Hours In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
529	Year 4 - After Hours Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
530	Year 4 - Emergency In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
531	Year 4 - Emergency Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
532	Year 4 - Regular Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
533	Year 4 - After Hours Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
534	Year 4 - Emergency Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
535	Year 5 - Regular In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	9
536	Year 5 - Regular Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
537	Year 5 - After Hours In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
538	Year 5 - After Hours Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
539	Year 5 - Emergency In-Person American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
540	Year 5 - Emergency Virtual American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
541	Year 5 - Regular In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	70
542	Year 5 - Regular Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
543	Year 5 - After Hours In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	15
544	Year 5 - After Hours Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
545	Year 5 - Emergency In-Person Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	6
546	Year 5 - Emergency Virtual Court Certified American Sign Language Interpreting Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

2 - Group 2: American Sign Language Interpreting and Hard of Hearing Reading

No	Description	UOM	Qty
547	Year 5 - Regular In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	30
548	Year 5 - Regular Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
549	Year 5 - After Hours In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	5
550	Year 5 - After Hours Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
551	Year 5 - Emergency In-Person Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
552	Year 5 - Emergency Virtual Court Certified American Sign Language Trilingual Interpreting Brand Preference: Not Applicable - Service Item	Hour	2
553	Year 5 - Regular Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
554	Year 5 - After Hours Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2
555	Year 5 - Emergency Reader for a Hard of Hearing Person Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

3 - Group 3: Communication Assisted Realtime Translation

No	Description	UOM	Qty
556	Year 1 - Regular In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
557	Year 1 - Regular Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
558	Year 1 - After Hours In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
559	Year 1 - After Hours Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
560	Year 1 - Emergency In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
561	Year 1 - Emergency Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
562	Year 2 - Regular In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
563	Year 2 - Regular Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
564	Year 2 - After Hours In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
565	Year 2 - After Hours Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
566	Year 2 - Emergency In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
567	Year 2 - Emergency Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
568	Year 3 - Regular In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
569	Year 3 - Regular Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
570	Year 3 - After Hours In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
571	Year 3 - After Hours Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
572	Year 3 - Emergency In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
573	Year 3 - Emergency Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
574	Year 4 - Regular In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
575	Year 4 - Regular Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
576	Year 4 - After Hours In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
577	Year 4 - After Hours Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
578	Year 4 - Emergency In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
579	Year 4 - Emergency Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2

Project 1

3 - Group 3: Communication Assisted Realtime Translation

No	Description	UOM	Qty
580	Year 5 - Regular In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
581	Year 5 - Regular Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
582	Year 5 - After Hours In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
583	Year 5 - After Hours Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
584	Year 5 - Emergency In-Person Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2
585	Year 5 - Emergency Virtual Court Certified Communication Access Realtime Translation Brand Preference: Not Applicable - Service Item	Hour	2

Categories

Selected Categories

NIGP Categories (3)	
961	MISCELLANEOUS SERVICES, NO. 1 (NOT OTHERWISE CLASSIFIED)
96175	Translation Services Translation Services
96117	Interpreter Services - Electronically Assisted - Foreign Language, Hearing Impaired, etc., (See Item 46 For Interpreter Services - Not Electronically Assisted) Interpreter Services - Electronically Assisted - Foreign Language, Hearing Impaired, etc., (See Item 46 For Interpreter Services - Not Electronically Assisted)
96146	Interpreter Services (Foreign Language, Hearing Impaired, etc.) (See Item 17 for Interpreter Services - Electronically Assisted) Interpreter Services (Foreign Language, Hearing Impaired, etc.) (See Item 17 for Interpreter Services - Electronically Assisted)

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RFP

ATTACHMENT S
SBE PROGRAM AND FORMS



SBE LANGUAGE FOR RFP SOLICITATIONS

REQUEST FOR PROPOSAL (RFP)

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 its 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 playing field 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 set 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 eligible for points, 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) 51% or more owned and controlled
- c) Firm must be organized as for-profit business
- d) 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. 121.2; and
- e) All eligible firms 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 SBE Scoring

The maximum number of points to be earned is 15 points. Self-performance and subcontracting may be used to achieve the aspirational goals and earn points.

- a) Certified SBE Prime Contractor: **5 points**
- b) Subcontracting to a Certified SBE Firm: **Up to 10 Points**
 - SBE Participation Percentage between 1% and 9.99% = **2 points**
 - SBE Participation Percentage between 10% and 19.99% = **4 points**
 - SBE Participation Percentage between 20% and 29.99% = **6 points**
 - SBE Participation Percentage between 30% and 39.99% = **8 points**
 - SBE Participation Percentage meeting or exceeding 40.00% = **10 Points**

The SBE or certified sub-contractor aspirational 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 for scoring purposes based upon SBE and other eligible certified firm's 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. This form is required and considered to be a part of the response to the RFP. **Should the Good Faith Effort Plan or any of the specified documents listed below be incomplete, not signed, and/or not submitted, the proposal/bid may 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; and
- 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 Proposal.

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 good faith basis for 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.

7.7. 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 Dallas County's Office for Small Business Enterprise. 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.

- 7.8. **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 2 columns: Chamber/Advocacy group, 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, Regional Hispanic Contractors Association.

RFP TERMS AND CONDITIONS

INCORPORATION OF PROPOSAL INTO THE CONTRACT

The contents of this RFP/RFQ, and the selected Proposer's Proposal, cost, exhibits, and negotiated changes and any other attachments will be incorporated, in entirety, into the future formal Contract. This Contract constitutes the entire agreement between the parties hereto and supersedes any other agreement concerning the subject matter of this transaction, whether oral or written.

ENTIRE AGREEMENT

This Agreement supersedes all prior agreements, written or oral, between Proposer and County and will constitute the entire agreement and understanding between the parties with respect to the subject matter of this Agreement. This Agreement and each of its provisions will be binding upon the parties and may not be waived, modified, amended or altered except by a writing signed by both Proposer and County with formal approval by the Dallas County Commissioners Court.

a) **BINDING EFFECT**

This Contract and the respective rights and obligations of the parties hereto shall inure to the benefit and be binding upon the successors and assigns of the parties hereto, as well as the parties themselves.

b) **FORMAL REQUIREMENTS CONTRACT NECESSARY**

Proposer agrees that any Contract resulting from this RFP/RFQ and award will be the formal requirements contract between Proposer and County.

This RFP/RFQ or any resulting award does not guarantee any acceptance of products or services and does not guarantee that any purchases of products or services will be made.

c) **ORDER OF PRECEDENCE**

In the event there is a conflict between the documents comprising this RFP/RFQ and any resulting contracts, the following order of precedence shall govern: (i) the term/conditions in the body of any resulting Master Contract Agreement; (ii) the RFP/RFQ; and (iii) Contractor's Response. In the event that a conflict exists between any state statute or federal law the most restrictive terms shall apply.

d) **FORCE MAJEURE**

Neither party hereto shall be held responsible for any loss or damage or for any delays or failure to perform due to causes beyond its reasonable control including acts of God, strikes, epidemics, war, riots, flood, fire, sabotage, or any other circumstances of like character ("**force majeure occurrence**"). Contractor shall make all reasonable efforts to remove or eliminate such a cause of delay or default and shall, upon the cessation of the cause, diligently pursue performance of its obligations under this Agreement.

e) FAIR LABOR STANDARDS

Proposer shall comply with all applicable provisions of the Federal Fair Labor Standards Act and shall indemnify, defend, and hold harmless the County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for work performed by the Contractor's employees for which the County may be found jointly or solely liable.

CONTRACT TERM

Dallas County reserves the right, upon notice to the Proposer, to extend the Term of the Contract, or any part of the Contract, for up to one hundred twenty (120) days based on the same terms and conditions upon termination or extension. This will be utilized to prevent a lapse in contract coverage and only for the time necessary, up to one hundred twenty (120) days, to enter into a new contract agreement. Proposer shall agree to assist the County with the transition planning to a different contractor.

ACCEPTANCE – REJECTION

Dallas County reserves the right to accept or reject any or all bids/proposals, to waive any technicality in any bid/proposal submitted, and to accept any part of a bid/proposal as deemed to be in the best interests of the Dallas County.

COMPLIANCE WITH LAWS AND VENUE JURISDICTION

In providing Services required by this Contract, Proposer must observe and comply with all applicable federal, State, and local statutes, ordinances, rules, regulations, licenses, legal certifications, or inspections required for the Services, facilities, equipment, or materials, and all applicable federal, state, and local statutes, ordinances, rules, and regulations.

This Contract shall be governed by Texas law and exclusive venue shall lie in Dallas County, Texas.

FISCAL FUNDING

Any agreement resulting from this RFP/RFQ will be subject to the availability of governmental fiscal funding. If such funds become reduced or unavailable, any contract agreement shall be subject to immediate modifications, reduction or termination on the expiration date or date in which the funds have been reduced or eliminated.

BEST PRICE IN THE COUNTY

If Proposer offers a lower Proposer Fee rate to any Governmental Agency or Municipality during the Term of the contract resulting from this RFP/RFQ, the County shall have the immediate benefit of such lower Proposer Fee rate.

PERMITS AND LICENSES

Proposer shall secure and pay for all fees for all necessary statutory and regulatory authorizations, permits, approvals, certifications, licenses, and insurance required by the laws of Federal, State, County, and municipal laws, ordinances, rules and regulations that are required in order to perform the services stated in RFP/RFQ. Proposer shall maintain these licenses and permits in effect for the duration of this contract agreement. Proposer will notify County immediately of loss or suspension of any such licenses and permits. Failure to maintain a required license or permit may result in immediate termination of this contract agreement.

INDEMNIFICATION

To the fullest extent permitted by law contractor shall indemnify, hold harmless and defend owner, and all of its officers, directors, agents and employees, from and against all claims, damages, losses and expenses, including, but not limited to, attorneys fees, arising out of or resulting from bodily injury or death of any person, or property damage, including loss of use of property, arising or alleged to arise out of or in any way related to this contract or contractor's performance of the work or other activities of contractor, but only to the extent caused in whole or in part by any negligent act or omission of contractor or anyone directly or indirectly employed by contractor or anyone for whose acts contractor may be liable. Notwithstanding the foregoing, to the fullest extent permitted by law, contractor shall indemnify, hold harmless and defend owner, and all of its officers, directors, agents and employees (the "indemnitees"), from and against all claims, damages, losses and expenses, including, but not limited to, attorneys fees, arising out of or resulting from bodily injury to, or sickness, disease or death of, any employee, agent or representative of contractor or any of its subcontractors, regardless of whether such claim, damage, loss or expense is caused, or is alleged to be caused, in whole or in part by the negligence of any indemnitee, it being the expressed intent of owner and contractor that in such event the contractor is to indemnify, hold harmless and defend the indemnitees from the consequences of their own negligence, whether it is or is alleged to be the sole or concurring cause of the bodily injury, sickness, disease or death of contractor's employee or the employee of any of its subcontractors. The indemnification obligations under this paragraph shall not be limited by any limitation on the amount or type of damage, compensation or benefits payable by or for contractor under workers compensation acts, disability benefit acts or other employee benefit acts.

It is mutually understood and agreed that the assumption of liabilities and indemnification provided for in this agreement shall indefinitely survive any expiration, completion or termination of this agreement. In the event contractor and owner are found jointly liable by a court of competent jurisdiction, liability will be apportioned comparatively in accordance with the laws of the state of Texas, without waiving any governmental immunity available to the state under Texas law and without waiving any defenses of the parties under Texas law.

Approval and acceptance of Contractor's services by County shall not constitute nor be deemed a release of the responsibility and liability of Contractor for the accuracy and competency of their services; 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. Contractor shall defend, hold harmless and indemnify the County for damages resulting from such defects, errors or omissions.

No Indemnification by County: Awardee acknowledges and agrees that Dallas County does not have the ability under Article XI, Section 7 of the Texas Constitution to indemnify Awardee or any other third party for damages arising under this Contract.

Survival. These provisions shall survive completion, suspension, termination, expiration and/or cancellation of this Contract, or any determination that this Contract or any portion hereof is void, voidable, invalid or unenforceable.

TAXES

Dallas County, as a county of the State of Texas, is exempted from the payment of Texas state and local sales, excise, and use taxes pursuant to Texas Local Government Code § 151.309, and shall therefore not be liable or responsible to the Proposer for the payment of such taxes under this Contract.

The fees paid to Proposer pursuant to this Contract are inclusive of any applicable sales, use, personal property or other taxes attributable to periods on or after the applicable effective date of this Contract and based upon or measured by Proposer's cost in acquiring or providing products and/or Services and related materials and supplies furnished or used by Proposer in performing its obligations hereunder, including all personal property and use taxes, if any, due on equipment or software owned by Proposer.

Proposer accepts full and exclusive liability for the payment of any and all contributions or taxes for Social Security, Workers' Compensation Insurance, Unemployment Insurance, or Retirement Benefits, Pensions, or annuities now or hereafter imposed under any state or federal laws which are measured by the wages, salaries, or other remuneration pay to persons employed by Proposer for work performed under the terms of this Contract and agrees to indemnify and save harmless the County from any such contribution or taxes or liability.

SALARIES AND EXPENSES RELATING TO THE SUCCESSFUL PROPOSERS EMPLOYEES

The successful proposer shall pay all salaries and expenses of, and all Federal, Social Security taxes, Federal and State Unemployment taxes, and any similar taxes relating to its employees used in the performance of the contract. The successful proposer further agrees to comply with all Federal, State and local wage and hour laws and all licensing laws applicable to its employees or other personnel furnished under this agreement

WITHHOLDING/RETURN OF PAYMENT

Dallas County reserves the right to withhold payment to the Contractor or to require Contractor to return payment(s) received from Dallas County in the event Contractor performance does not comply with the provision of this agreement. Contractor agrees to return any unearned amounts paid by Dallas County within thirty (30) days following the final date of the contract period or within thirty (30) days following Dallas County delivery of a notice to the Contractor that amounts paid to be returned.

PAYMENT TERMS

Invoices accompanied by detailed supplements and other backup documentations are to be submitted in arrears, after services and/or goods have been received. Dallas County payment terms are Net 30 Days after receipt of invoice. Invoices shall be verified and approved by the Dallas County Auditors Office and subject to routine processing requirements. Payment will be authorized for all services covered under this contract upon completion of services in accordance with specification requirements and inspection of the products/services covered under this contract by Dallas County authorized representative. Payments made by the County shall not preclude the right of Dallas County from thereafter disputing any items involved or billed under this contract and shall not be construed as acceptance of any part of the services and/or goods. Dallas County requires timely and accurate accounting and billing information.

ASSIGNMENT

Contractors' assures that it will not transfer or assign its interest in this Contract without prior written consent of County. Contractors' understands that in the event that all or substantially all of Awardees' assets are acquired by another entity, Contractors' is still obligated to fulfill the terms and conditions of this Contract. County approval to transfer or assign Contractors' interest in this Contract to an entity that acquires all or substantially all of Awardees' assets is subject to formal approval by the Dallas County Commissioners Court.

AMENDMENTS AND CHANGES IN THE LAW

No modification, amendment, novation, renewal or other alteration of this Contract shall be effective unless mutually agreed upon in writing and executed by the parties hereto with final approval by the Dallas County Commissioners Court through Court Order. Any alteration, addition or deletion to the terms of this Contract which are required by changes in federal or State law are automatically incorporated herein without written amendment to this Contract and shall be effective on the date designated by said law.

NOTICES

Any notice to be given under this Contract shall be deemed to have been given if reduced to writing and delivered in person or mailed by overnight or Certified Mail (returned receipt request), postage pre-paid, to the party who is to receive such notice, demand or request at the addresses set forth in the contract agreement. Such notice, demand or request shall be deemed to have been given three (3) business days subsequent to the date it was so delivered or mailed.

INDEPENDENT CONTRACTOR

Proposer, including its agents or employees, is an independent contractor and not an agent, servant, joint enterpriser, joint venture or employee of the County, and is responsible for its own acts, forbearance, negligence and deeds, and for those of its agents or employees in conjunction with the performance of work covered under this Contract.

SUBCONTRACTING

Proposer may not enter into agreements with subcontractors for delivery of the designated Services outlined in this Contract without prior written consent of the County, which consent shall not be unreasonably withheld. The costs of all subcontracted services are included in the fees paid herein. Subcontracts, if any, entered into by the Proposer will be in writing and subject to all requirements herein. Proposer agrees that Proposer is solely responsible to County for the performance of this Contract. Proposer shall pay all subcontractors in a timely manner. County shall have the right to prohibit Proposer from using any subcontractor.

LITIGATION

In the best interest of the Dallas County, any 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.

SOVEREIGN IMMUNITY

This Contract is expressly made subject to County's Sovereign Immunity, 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 Contract is in any way intended to constitute a waiver of any immunities from suit or from liability that the County has by operation of law. Nothing in this Contract is intended to benefit any third party beneficiary.

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 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. Proposer has a duty to mitigate damages.

LIABILITY FOR LOSS OF INFORMATION

In the event of loss of information or data due to negligence of Proposer or its employees, Proposer's liability for such loss shall be limited to the replacement or regeneration of the lost information or data by the methods or means deemed most suitable by Proposer for such regeneration or replacement.

TERMINATION FOR CONVENIENCE

County may terminate the Contract for convenience. County shall exercise its termination option by delivering to Proposer written notice of such termination identifying the termination date which shall be at least thirty (30) days after the date of such notice. In connection with any such termination County shall have no liability to Proposer for amounts in excess of the normal charges through the date of termination. After receipt of a notice of termination and except as otherwise directed by the County, the Proposer shall: Stop work under this Contract on the date and to the extent specified in such notice, and Complete performance of such part of the work as shall not have been terminated by such notice

Such notice of termination shall be by registered or certified mail, return receipts requested, and will be deemed given upon receipt of such notice by the other party.

TERMINATION FOR INSOLVENCY

County shall have the option to terminate the Contract in its entirety if Proposer (i) becomes insolvent or is unable to meet its debts as they mature, (ii) files a voluntary petition in bankruptcy or seeks reorganization or to effect a plan or other arrangement with creditors, (iii) files an answer or other pleading admitting, or fails to deny or contest, the material allegations of an involuntary petition filed against it pursuant to any applicable statute relating to bankruptcy or reorganization, (iv) shall be adjudicated a bankrupt or shall make an assignment for the benefit of its creditors generally, (v) shall apply for, consent to or acquiesce in the appointment of any receiver or trustee for all or a substantial part of its property, (vi) any such receiver or trustee shall appointed and shall not be discharged within thirty (30) days after date of such appointment.

TERMINATION FOR DEFAULT

County shall have the option to terminate the Contract, for cause: (i) for a material breach of such Contract by Proposer that is not cured by Proposer within ten (10) days of the date on which County provides written notice of breach; (ii) for a material breach of such Contract by Proposer that is not reasonably subject to cure within ten (10) days after it occurrence; (iii) if it is determined by County, that there exists a plurality of non-material breaches by Proposer that have a material adverse impact on of services. In the event that the County terminates this Contract in whole or in part, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. The Proposer shall be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services.

County shall exercise its termination option by delivering the termination date which shall be at least ten (10) days from the date such termination notice is delivered to Proposer . Such notice of termination shall be by registered or certified mail, return receipts requested, and will be deemed given upon receipt of such notice by the other party.

TERMINATION FOR NON PERFORMANCE

County may suspend, terminate, or modify this contract immediately upon written notice to the Contractor in the event of a non-performance of stated objectives or other material breach of contractual obligations; or upon the happening of any event which would jeopardize the ability of the Contractor to perform any of its contractual obligations. If the Contractor should persistently or repeatedly refuse or should fail, except in cases for which extension of time is provided, to provide enough properly skilled workers or proper materials, or persistently disregard laws and ordinances, or not proceed with work or otherwise be guilty of, a substantial violation of any provision of this Contract, then the County may terminate this Contract. Prior to termination of this Contract, the County shall give the Contractor ten (10) days written notice.

Upon receipt of such termination notice, the Contractor shall be allowed (10) days to cure such deficiencies or non-performance issues.

MONETARY RESTITUTION

In the event the contract is prematurely terminated due to breach, 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 Contractor's rate and new company's rate) beginning the date of Contractor's termination through the contract expiration date. In the event civil suit is filed to enforce this provision, Dallas County will seek its attorney's fees and cost of suit from the Contractor.

SEVERABILITY

If any provision of this Contract is construed to be illegal or invalid, this will not affect the legality or validity of any of the other provisions in this Contract. 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.

PROPOSER'S PROFESSIONAL WARRANTIES

- I. No Actions, Suits, or Proceedings: Proposer warrants that there are no actions, suits, or proceedings, pending or threatened, that will have a material adverse effect on Proposer's ability to fulfill its obligations under this Contract. Proposer further warrants that it will notify County immediately if Proposer becomes aware of any action, suit, or proceeding, pending or threatened, which will have a material adverse effect of Proposer's ability to fulfill the obligations under this Contract.
- II. Warranty of Proposer's Capability: Proposer warrants that it is financially capable of fulfilling all requirements of this Contract and that Proposer is a validly organized entity that has the authority to enter into this Contract. Proposer warrants that it is not prohibited by any loan, contract, financing arrangement, trade covenant, or similar restriction from entering into this Contract.
- III. Professional Quality: Proposer warrants to County that all materials and Services will be of professional quality conforming to generally accepted practices, and that all

Services provided under this Contract will be performed in a manner consistent with that degree of care, qualification and skill ordinarily exercised by members of the same profession currently practicing under similar circumstances. If there are no applicable or recognized professional standards in the applicable area or areas of expertise required to perform such Services, then Proposer will perform all Services in a good and professional manner that meets County's goals and objectives as stated herein as well as otherwise adds value to and/or improves the performance of County's expectations, objectives and purposes as stated in this Contract. Any work that is determined by County to be less than professional quality will be corrected without charge. This warranty extends for ninety (90) business days past termination or expiration of this Contract. This warranty is limited to rework of the unsatisfactory service or product without change to the original specifications and without regard to the amount of the effort expended on the original service or work product.

ASSURANCES

- I. Proposer agrees to establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest or personal gain.
- II. Proposer assures that neither it nor its employees, volunteers, agents or officers shall receive personal benefits, commission, consideration, or gains in performance of the Services outlined in this Contract. Furthermore, Proposer agrees to disclose prior to commencement of a particular assignment any material/financial interests that it or a third party may have in the Services required under this Contract.
- III. Proposer assures that funds received pursuant to this Contract will not be used for lobbying the Texas legislature or any governmental agency in connection with a particular contract.
- IV. Proposer shall pay all subcontractors in a timely manner. County shall have no liability to any subcontractors in the event Proposer does not pay or delays payment to any subcontractors. At termination or expiration of this Contract, Proposer shall deliver to County an affidavit of all bills paid. Final payment shall be contingent upon receipt of such affidavits as resolution of all accounting for which County is or may be liable under this Contract.
 - a. Under Section 231.006, Texas Family Code, Proposer certifies to County that the owner(s) of at least a 25% interest in the organization is not delinquent in any child support obligation that renders him/her ineligible to receive payment under the terms of this Contract. Proposer hereby acknowledges that this Contract may be terminated and payment may be withheld if this Certification is inaccurate.
 - b. Proposer certifies that neither it nor any of its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participating in this Contract by any Federal department or agency.

- c. Proposer assures that it shall not receive personal benefits or gains in performance of the Services outlined in this Contract. Furthermore, Proposer agrees to disclose prior to commencement of a particular assignment any material/financial interests that it or a third party may have in the Services required under this Contract.
- d. Best Efforts to Minimize Costs to County: Proposer shall use its best efforts to complete each assigned task in as economical a manner as possible and to minimize any charges incurred in connection therewith to the maximum extent possible, consistent with Proposer's other obligations under this Contract.
- e. Failure to comply with any of these assurances or any other requirements specified within this Contract will put Proposer in default and/or breach of this Contract and may result, at the sole discretion of County, in the disallowance of funds and the withholding of future awards, in addition to any other remedies permitted by law.
- f. Governmental Consent: Proposer warrants that no consent, approval, or withholding of objection is required from any governmental authority with respect to the entering into or the performance of this Contract.
- g. Corporate Good Standing: Proposer represents and warrants that it: (i) is a corporation duly incorporated, validly existing and in good standing; (ii) has all requisite corporate power and authority to execute, deliver and perform its obligations hereunder; (iii) is duly licensed, authorized or qualified to do business and is in good standing in every jurisdiction in which a license, authorization or qualification is required for the ownership or leasing of its assets or the transaction of business of the character transacted by it except when the failure to be so licensed, authorized or qualified would not have a material adverse effect on Proposer's ability to fulfill its obligations hereunder.

RECORD KEEPING AND AUDIT

Proposer, at its sole expense, must make all of its facilities and related documentation available to Dallas County or designated third party the on-site right to review, examine, and audit all financials, records, books, papers, documents, expenditures incurred, and other pertinent records or documents relating to any contract resulting from this RFP/RFQ held by Contractor, as requested, and shall have absolute right to monitor the performance of Contractor in the delivery of services provided under this Contract.

AVAILABILITY AND RETENTION OF RECORDS

All records pertaining to services delivered and all financial books, records, statistical and management books and records shall be available for examination and audit by County, Federal, State and/or the County duly authorized representatives for a period of not less than five (5) years after final payment of the Contractor's fee expenses under the Contract or until all pending County, State, and Federal audits are completed, whichever is later.

All records related to this Contract must be kept in a single location, either at the Contractor's principle place of business or its place of business where the work was done. If this is not practical, the Contractor will assume the cost of collecting, organizing, and relocating the records and any technology needed to access the records to the Contractor's office nearest Dallas County, Texas whenever the County or anyone else with audit rights requests access to the Contractor's records associated with the services covered under this RFP/RFQ. The Contractor will do so with all due speed, not to exceed five (5) business days. If any audit reveals any material deviation from the RFP/RFQ's service and specification requirements, any misrepresentation, or any overcharge to the Dallas County, the County will be entitled to recover damages, as well as the cost of the audit.

ADEQUACY OF RECORDS

If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that allowable services were provided to eligible clients the Contractor shall reimburse Dallas County for the services not so adequately supported and documented.

AUDIT DISALLOWANCE

If at any time it is determined by the County that a cost for which payment has been made is disallowed cost, the County shall notify the Contractor in writing of the disallowance and the required course of action, which shall be at the option of the County either to adjust any future claim submitted by the Contractor by the amount of the disallowance or to require repayment of the disallowed amount by the Contractor forthwith issuing a check payable to Dallas County.

CONFLICT OF INTEREST

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, expresses 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.

Contractor covenants that neither it nor any member of its agency 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 contract. Contractor further covenants that in the performance of this contract no person having such interest shall be employed or appointed by contractor.

ANTI-KICKBACK CLAUSE

Contractor hereby certifies that it will comply with all applicable "Anti-Kickback" Laws (including (18 USC 874) as supplemented in Department of Labor regulations (29 CFR, Part 3), and shall insert appropriate provisions in all subcontracts covering work under this Agreement

POLITICAL ACTIVITY PROHIBITED

None of the funds provided under this agreement shall be used for influencing the outcome of any election, or the passage or defeat of any legislative measure. This prohibition shall not be construed to prevent its governing body upon request or to any other local or state official or employee or to any citizen information in the hands of the employee or official not considered under law to be confidential information. Any action taken against an employee or official for supplying such information shall subject the person initiating the action to immediate dismissal from employment.

No funds provided under this agreement may be used directly or indirectly to hire employees or in any other way fund or support candidates for the legislative, executive, or judicial branches of government of Contractor, the State of Texas, or the government of the United States.

None of the funds provided under this agreement shall be paid to any official or employee who violates any of the provisions of this section.

COLLUSION

Proposer expressly warrants and certifies that neither the Proposer nor its employees or associates has directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competition in conjunction with the Proposal or Contract. This paragraph does not however, preclude two or more supplier of certain parts of the requirements from presenting a combined or joint proposal for the purpose of providing a complete Proposal.

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.

NON-DISCRIMINATION/AFFIRMATIVE ACTION

This Contract is subject to applicable federal and state laws and executive orders, including the Fair Labor Standards Act of 1938, relating to equal opportunity and nondiscrimination in employment. Neither Proposer nor its agents or subcontractors shall discriminate in their

employment practices against any person by reason of disability, age, race, creed, national origin, color, religion, sex, political affiliation, or veteran status.

Proposer agrees to comply with Title VI of the Civil Rights Act of 1964, Executive Order 11246 (Public Law 88- 352), Section 504 of the Rehabilitation Act of 1973 (Public Law 93-112), The Americans with Disabilities Act of 1990 (Public Law 101-336), and all amendments to each, and all requirements imposed by the regulations issued pursuant to these Acts. In addition, Proposer agrees to comply with Title 40, Chapter 73, of the Texas Administrative Code. These provide in part that no persons in the United States must, on the grounds of disability, age, race, creed, national origin, color, religion, sex, political affiliation, or veteran status, be excluded from, be denied the benefit of or be subjected to discrimination under any program or activity funded in whole or in part under this Contract.

Proposer agrees to comply and to cause its agents and subcontractors to comply, with the provisions of said laws and orders to the extent any such laws and orders are applicable in the performance of this Contract.

SECTARIAN ACTIVITY

Contractor expressly warrants and certifies that no funds under this contract are used either directly or indirectly, in the support of any religious or anti-religious activity, worship, or instruction.

FEDERAL DEBARRED VENDORS

No products and/or services utilizing Federal funds may be procured from vendors that are listed (debarred or otherwise suspended) on System for Award Management (SAM) formerly known as the Federal Excluded Parties List. 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.

DISCLOSURE FORM CIQ

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any Proposer or person considering doing business with a local government entity disclose in the Questionnaire Form CIQ, the Proposer 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. The questionnaire is included in this solicitation. By submitting a response to this request, the Proposer represents that it is in compliance with the requirements of Chapter 176 of the Texas Local Government Code. Please send completed forms to the Dallas County Clerk at 509 Main Street, 2nd Floor, Dallas, Texas 75202.

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.

AUTHORITY TO TRANSACT BUSINESS IN THE STATE OF TEXAS

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.

USE OF CONTRACT BY OTHER POLITICAL JURISDICTIONS

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. Proposers are advised that all awarded contracts may be extended, with the authorization of the Proposer, to others. If any other jurisdiction or political jurisdictions is authorized, their ordering of services/goods shall be at the prices, terms and conditions as of the results the final contract. The Contractor(s) must deal directly with that jurisdiction or political subdivision concerning the placement of orders, services, issuance of purchase orders, contractual disputes, invoicing and payment. Dallas County acts only as the "Contracting Agent" for these jurisdictions and political subdivisions. Failure to extend a contract to any jurisdiction will have no effect on consideration of your offer.

Each participating jurisdiction and political subdivision has the option of executing a separate contract with the awardee. Contracts entered into with them may contain general terms and conditions unique to those jurisdictions and political subdivisions covering minority participation, non-discrimination, etc. If, when preparing such a contract, the general terms and conditions of a jurisdiction are unacceptable to the awardee, the awardee may withdraw its extension of the award to that jurisdiction.

Dallas County is indemnified against any and all claims that may arise from Interlocal Agreements entered into by the Contractor and by another jurisdiction as a result of any award extended to that jurisdiction or political subdivision by the awardee.

COUNTERPARTS, NUMBER/GENDER AND HEADINGS

This Contract may be executed in multiple counterparts, each of which shall be deemed an original, but all of which shall constitute one and the same instrument. Words of any gender used in this Contract shall be held and construed to include any other gender any words in

the singular shall include the plural and vice versa, unless the context clearly requires otherwise. Headings herein are for the convenience of reference only and shall not be considered in any interpretation of this Contract.

**Solicitation Number No.: 2025-031-7056, Pre-Proposal Meeting Date: 3/20/25 at 1:00pm
Project Title: Certified Language Interpreters, American Sign Language Interpreters, and
Communication Assisted Realtime Translation Services for Dallas County's Courts, Proposal Due Date:
4/17/25 at 2:00pm**



**REQUEST FOR PROPOSAL 2025-031-7056 for Certified Language Interpreters, American Sign
Language Interpreters, and Communication Assisted Realtime Translation Services for Dallas County's
Courts**

**Solicitation Number No.: 2025-031-7056, Pre-Proposal Meeting Date: 3/20/25 at 1:00pm
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I. Introduction, Purpose and Intent

The intent of this request for proposal (RFP) is to enter into a firm fixed service price agreement for a five-year term for certified on-site and virtual interpreter services, American sign language interpretation, and communication access real-time translation (CART) for Dallas County Courts in accordance with the requirements described herein and regulatory statutes. Although this agreement is primarily used for Court, other department such as Health and Human Services, Law Enforcement agencies, and other social services related departments may use this agreement.

Courts are mandated to provide specially trained certified interpreters for witnesses, victims, and defendants who understand little or no English or who are deaf or hearing/speech impaired. Court interpreters serve during in court legal proceedings and other out-of-court proceedings. Dallas County Court staff conducts interviews to obtain information for the Court while providing supervision of individuals as ordered by the Court. Individuals interviewed by staff may include: victims, witnesses, and alleged offenders, and include adults (18 years of age and older) and juveniles (17 years of age and younger). Interviews may take place at, but are not limited to, correctional facilities, juvenile institutions, court locations and office settings throughout Dallas County.

Dallas County is soliciting proposals for the provision of Certified Interpreter Services, American sign language interpretation, and communication access real-time translation (CART) in strict accordance with the governing statutes, terms, conditions, scope of work, and an all-inclusive pricing structure.

II. Specifications or Scope of Work

A. Vendor Qualifications

1. The vendor must have a minimum of five-years experience providing certified court interpreter services, certified American sign language (ASL) interpreting, and CART services.
2. The vendor must have the ability to provide ASL interpreters certified by the Office of Deaf and Hard of Hearing Services or Registry of Interpreters for the Deaf (RID) for all ASL assignments.
3. The vendor shall have the ability to provide CART providers with a Certification Level III or higher certificate of competency issued by the Texas Court Reporters Association or a current Certified Real-time Reporter (CRR), Certified CART Provider (CCP), or Certified Broadcast Captioner (CBC) certificate of competency issued by the National Court Reporter Association on all CART assignments under this contract.
4. The vendor shall provide three reference letters from clients for whom the vendor has provided services of a similar size and scope within the last 5 years.

B. Interpreter Qualifications

1. Level III Intermediary: Holders of this certificate are deaf or hard of hearing, who may work alone or partner with an interpreter while working in a variety of general settings and routine situations. Holders demonstrate flexibility in interpreting for a wide range of communication styles, which may include but, not limited to: non-standard signs and gestures, limited communication skills, characteristics of Deaf Culture that may not be familiar to hearing interpreters, deaf-blind, minimal language skills, indigenous communication, situations where intermediary interpreters are used for any discourse needs.
2. Advanced: Holders of this certificate have skills necessary to interpret in more complex settings than educational. The performance test emphasizes terms and scenarios in routine medical, public forums,

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government workforce, and mental health and social service settings. The Advanced certificate sets a clear standard for an interpreter wanting to work in the majority of settings and perform a range of tasks. The Advanced certificate raises the standard of the current Level III interpreter.

3. Trilingual Advanced: Holders of this certificate are able to meaningfully and accurately understand, produce and transform American Sign Language (ASL) to and from English and Spanish in a culturally appropriate way. They are able to maintain appropriate delivery, pacing, coherence, and composure consistently throughout the interpretation. They possess the ability to produce spoken language, including accurate English and Spanish phonology, and use the appropriate rhythm, stress and intonation without interfering with meaning or undermining comprehensibility.
4. Advanced CART Provider: The holders of this certificate are able to simultaneously translate the spoken word at 170-210 words per minute, with a minimum of 96 percent accuracy. Current level III/IV. Dallas County Courts require voice captioners to be certified by the National Court Reporters Association (NCRA). If voice writing software is not certified by NCRA, then voice writing software will not be authorized.
5. The vendor shall provide qualified, experienced, and certified American Sign Language Interpreters and Communication Access Real-Time Translation (CART) providers, on an “as-needed” or as-requested” basis, to meet the needs of Dallas County user departments, courts, health agencies, law enforcement agencies for meetings, appointments, conferences, assignments, hearings, court proceeding, County sponsored events, on-call services for walk-in clients/general public, emergency services and/or training purposes. For meetings, assignments, conferences, or events requiring more than 1.5 hours of continuous interpreting, the County will require a team of interpreters of non-stop ASL to avoid Repetitive Stress Injury (RSI). Sign language interpreters and CART provides will be secured with a two-hour minimum and hourly there-after. All services performed under this contract will be on-site at the location specified in the request by the Dallas County requester. Unless the requester permits virtual interpreting, the vendor will be in non-compliance with the contract terms if they do not provide an in-person interpreter. Virtual interpreting will only be permitted if the Dallas County requesting department allows it. The services defined herein are very important services for Dallas County and therefore, Dallas County is looking for a provider that has extensive experience in providing services, hiring and retaining service providers, logistics, and doing business in providing similar services to a government agency similar in size and scope. Failure to provide certified interpreter and/or CART provider may be grounds to cancel the contract for cause.
6. The vendor shall ensure that all sign language interpreters and cart providers providing services under this Contract is certified by the Office of Deaf and Hard of Hearing Services (DHHS) Board for Evaluation of Interpreters (BEI), Registry of Interpreters for the Deaf (RID), Texas Court Reporters Association or by the National Court Reporter Association.
7. All interpreters and CART providers must be at least eighteen (18) years of age or older.
8. The vendor shall ensure that all sign language interpreters and CART providers providing service under this contract holds an active, valid and current certificate from the appropriate agencies. All interpreters and CART providers must present proof of current certification to Dallas County representative at the location of the assignment. Failure to provide certified interpreters will be grounds for non-payment services due to non-compliance and to cancellation of assignment and/or contract.

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9. The vendor must perform criminal background checks including the Texas Department of Public Safety Criminal Records Search and the Nationwide Sex Offender Public Registry Search on all interpreters and CART Providers.
10. The Code of Professional Conduct of the National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID), has been adopted by Texas Health and Human Services Commission (HHSC) Rules to govern the professional conduct of interpreters/transliterators certified by HHSC. All interpreters providing service to Dallas County must also adhere to this code of professional conduct.
11. The full version of the Code of Professional Conduct may be obtained from the Office of Deaf and Hard of Hearing Services (DHHS) office or the RID-NAD Web site at www.rid.org
12. Interpreters must be proficient in interpreting the spoken English Language to American Sign Language (ASL) and ASL to the spoken English Language. The interpreter(s) are required to have proficiency in both voice to sign and sign to voice skills. Sign Language Interpreter(s) must present proof of current certification to the Dallas County representative at the location of the assignment.
13. The vendor shall provide word-for-word speech-to-text interpreting service, using a steno machine, or voice writing software, with a computer, and real time software, to facilitate communication for an individual or larger group. All equipment (stenotype machine and computer), software and supplies required for CART services is the sole responsibility of the vendor to provide.
14. The vendor understands and agrees that all interpreters providing services hereunder shall be licensed under Subchapter C by the Texas Commission of Licensing and Regulation or certified under Subchapter B by the Department of Assistive and Rehabilitative Services and complies with all requirements set forth in the following, unless otherwise provided for herein: (1) Texas Administrative Code, Title 16, Chapter 80; (2) Texas Government Code, Title 2, Subtitle D, Chapter 57; and (3); all other Dallas County requirements. If a certified/licensed interpreter is not available for a specified language, and/or is not reasonably available, and/or can only be provided at additional expense as quoted in the proposal of this contract, the vendor may offer a qualified, but unlicensed, interpreter to the County. However, Dallas County has right to accept or reject.
15. The vendor shall provide the Courts Administration Department or the department requesting the appointment with a copy of the current and valid interpreter license for all licensed interpreters providing services hereunder. If an interpreter is not so licensed, vendor shall submit such information in writing to the Purchasing Department and include the reason the interpreter is not licensed. During the term of this contract and at no cost to County, vendor shall ensure that the licenses/certifications of each licensed interpreter providing services hereunder are continually maintained and current. Failure to maintain licenses/certifications and/or falsification of any licenses/certifications shall render vendor non-compliant with contract specifications and be just cause for immediate termination of this contract. If an interpreter fails to provide the documentation required under this contract, the interpreter will be deemed non-compliant and will be dismissed immediately and replaced by another interpreter at no cost to County.
16. After five (5) hours of work, the interpreters are required to take an unpaid lunch break of at least ½ hour. In the event two (2) vendor agents are working the same job assignment, each must relieve the other for an unpaid lunch break. At no time will the vendor work through lunch or charge time for a “working lunch”.

C. Vendor Responsibilities

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1. The vendor must adhere to all applicable regulations, standards, and laws throughout the term of the agreement for the listed agencies and organizations:
 - a. The Office of Deaf and Hard of Hearing Services (DHHS), Texas Board for Evaluation of Interpreters (BEI)
 - b. National Registry of Interpreters for the Deaf (RID)
 - c. Texas Court Reporters Association
 - d. National Court Reporter Association
 - e. Civil Practice and Remedies Code, Chapter 21, Interpreters, Sec. 21.006 (b)
 - f. Code of Criminal Procedure, Chapter 38, Evidence in Criminal Actions, Section 38.31(f), Interpreters for Deaf Persons
 - g. Any and all County, City, State and Federal rules and regulations.
2. The vendor shall provide licensed/certified court interpreter services for County. Pursuant to Texas Government Code § 57.001, a licensed court interpreter is an individual licensed under Subchapter C by the Texas Commission of Licensing and Regulation to interpret court proceedings for an individual who can hear but who does not comprehend English or communicate in English. A certified court interpreter is an individual who is a qualified interpreter as defined in Article 38.31 of the Texas Code of Criminal Procedure, or Section 21.003 of the Texas Civil Practice and Remedies Code. A court proceeding may include virtual sessions, an arraignment, deposition, trial, jury trial, mediation, court-ordered arbitration, or other form of alternative dispute resolution. vendor shall provide on-site oral language interpretation for County courts and other County user departments.
3. Interpreters shall provide on-site interpretation services at the designated site requested by the County court or user department. All services shall be performed within the Dallas County area, which shall include, but not be limited to, all Dallas County offices and departments, including the Dallas County Sheriff’s Department, Juvenile Department, all Dallas County courts and offices.
4. The vendor must ensure there are certified interpreters and CART providers for all languages available for on-site and virtual services 24 hours a day, 7 days a week, 365 days per year provided that such interpreters reside in the Dallas Fort Worth Metropolitan Statistical Area. The vendor must have sufficient interpreters to serve numerous County courts and departments on any given day for each language requested.
5. If the interpreter or CART provider is required to travel, the interpreter’s actual expenses of travel, lodging, and meals relating to the case shall be paid at the same rate provided for state employees with proper documentation and receipts. Travel reimbursement will be considered for someone living outside of the Dallas Fort-Worth metropolitan statistical area.
6. The vendor shall notify the Courts Administration Department within ten (10) calendar days of any and all changes in an interpreter’s licensing status.
7. Interpreters must be completely fluent in both English and in the targeted language requested for the assignment.
8. Interpretation shall be consecutive or simultaneous, whichever is appropriate under the circumstances. The vendor shall communicate to the department requestor at acceptance of the appointment of the type of interpretation they believe is appropriate for the scenario.
9. The vendor is responsible for coordinating with the various County courts and user departments to meet all County scheduling requirements.

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10. The vendor understands and agrees that all interpreters shall render a complete and accurate 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 conserved. While interpreting, interpreters shall use the same grammatical person as the speaker. Guessing by interpreters shall be avoided at all times. Interpreter errors are to be corrected for the record as soon as possible. Interpreters shall always interpret thoroughly and exactly, omitting nothing and stating precisely what has been said, given the exigencies of grammar and syntax in both languages. Interpreters 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 interpretation. Interpreters must be able to render interpretation promptly and without hesitation. Interpreters must be able to interpret under pressure of time constraints, adversarial settings, and emotionally charged circumstances.
11. Interpreters shall accurately and completely represent their certifications, accreditations, training, education, and pertinent experience. Interpreters shall bring to the Presiding Judge’s and/or Court authority’s attention any circumstances or conditions that impede full compliance with any requirements of this contract, including, but not limited to, interpreter fatigue, inability to hear, and/or inadequate knowledge of specialized terminology and must decline assignments under conditions that make such compliance unattainable. Acceptance of a case by an interpreter represents and warrants linguistic competency in legal settings. Interpreters shall only provide professional interpreter services in matters in which they are confident of their capacity to perform accurately.
12. Interpreters shall be impartial and unbiased and shall refrain from conduct that may give an appearance of bias. Interpreters shall immediately disclose to the Court and all parties any real, potential, or perceived conflicts of interest. Any conditions that interfere with the objectivity of an interpreter shall constitute a conflict of interest. A conflict may exist if the interpreter is acquainted with or related to any witness or related to any witness or party to the action or if the interpreter has an interest in the outcome of the case. An interpreter shall not engage in conduct creating the appearance of bias, prejudice, or partiality. Interpreters shall abstain from comment on cases in which they serve. Sometimes the testimony to be interpreted is shocking or traumatic, and the interpreter must be able to deal with such matters without becoming emotionally involved. Interpreters must also be able to refrain from expressing personal opinions or acting as an advocate for one side or the other side in a case, and must be able to work well under pressure and react quickly to solve complex linguistic and ethical problems as they arise. Interpreters who are also attorneys should not serve in both capacities in the same matter, unless agreed to by the Presiding Judge and all parties.
13. Interpreters shall conduct themselves in a manner consistent with the dignity of the Court and shall be as unobtrusive as possible.
14. Interpreters shall keep all information related to assignments strictly confidential. Interpreters shall not disclose privileged or confidential communications or information acquired in the course of interpreting or preparing for interpretation, unless authorized by the Court or by law. Interpreters must protect the confidentiality of all knowledge gained during the course of their duties. Interpreters may have access to private documents, police records, medical files, etc. during an assignment. Consequently, interpreters must remember that they have an absolute responsibility to keep such information, whether oral or written, completely confidential. The vendor shall ensure that 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 interpreter, and shall establish and maintain safeguards for the protection thereof.

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15. Interpreters must be versatile, flexible, and skilled professionals. Interpreters shall render the message faithfully, always conveying the content and spirit of the speaker using language most readily understood by the clients whom they serve. Dishonorable (lacking in integrity, indicating an intent to deceive or take unfair advantage of another person, bringing disrepute to the profession of court interpretation, or unethical) conduct that does not conform to generally accepted standards of conduct for professional court interpreters will not be tolerated. Interpreters shall not counsel or interject personal opinion. When interpreting, respect for the clients’ rights must always be evident. Interpreters shall accept assignments using discretion with regard to skill, setting, and the clients involved. Interpreter services shall always be competent, impartial, and professional. Interpreters shall limit themselves to interpreting, and shall not give legal advice, express personal opinions to individuals for whom they are interpreting or engage in any other activities which may be construed to constitute a service other than interpreting while serving as an interpreter. An interpreter may convey legal advice, including the explanation of forms and/or services, to a client only when interpreting on behalf of the client’s attorney or other legal representative.
16. Interpreters shall assess at all times their ability to deliver the services pursuant to this contract. If an interpreter has any reservation regarding their ability to satisfy and/or complete an assignment competently, they shall immediately convey such reservation to the Presiding Judge or other appropriate court authority. Interpreters found displaying dishonorable conduct is grounds for immediate removal and replacement at no additional cost to the County.
17. Interpreters shall report to the Presiding Judge any effort to influence or impede the performance of their duties, or their compliance with any legal requirement, any requirements contained herein, or any other official rule, policy, or procedure governing court interpretation. An interpreter having knowledge that another interpreter has committed a violation of any provision of this contract or requirement contained herein shall immediately notify the Presiding Judge and/or the appropriate licensing authority.
18. Interpreters shall sign-in and sign-out on a daily basis for each daily assignment with each requesting court(s) and/or user department(s). Written documentation of the services performed shall include actual arrival and departure time, cause or case number, and be signed by the Presiding Judge, authorized court, or department personnel who has authority to sign and approve such services on behalf of the court or department. If a Judge, authorized court, or department does not sign off on the time sheet for services that were in fact rendered, the vendor must submit the appropriate proof to Court Administration for review and if the facts support the position of the vendor, Court Administration will have authority to approve the time sheet. A copy of the sign-in/sign-out form must be left with each requesting court(s) and/or user department(s). County will only pay the minimum service fee or the hours actually worked (excluding lunch), whichever is greater, for each assignment. The County form used for written documentation of service performed shall be for the purpose of determining the language interpreted and the time spent; however, the form does not directly determine the vendor’s fee. The determination of the fee the vendor charges the County is based on the relevant rate as delineated in the cost proposal multiplied by the documented hours.
19. If an interpreter fails to appear at a scheduled assignment at the day and time requested by County, they are subject to immediate termination of participation and performance of this Contract and removal from the Dallas County master list for licensed/certified interpreting services. County will allow a ten (10) minute grace period on the scheduled time. Continuous failure to appear or non-performance with contract terms and conditions may result in the termination of this contract by County. It is additionally understood by the vendor that once an interpreter is assigned, the interpreter will complete the assignment in its entirety. If the interpreter or CART Provider does not report for scheduled service assignment without notification as required elsewhere or is otherwise a “no-show”, and no suitable substitute interpreter or CART Provider is provided by the vendor by the scheduled assignment start date and time, Dallas County will not pay for

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the scheduled service under any circumstances. If an emergency prevents an interpreter or CART provider from completing an assignment, the interpreter or CART provider must notify Dallas County requesting department, office, agencies and/or requestor authorized representative immediately and shall not bill Dallas County for those costs.

20. The vendor must commit to continued professionalism in the practice of oral interpretation and CART services. Interpreters shall continually improve their skills and knowledge and advance the profession through activities, such as professional training and education, and interaction with colleagues and specialists in related fields. Interpreters shall keep informed of all statutes, rules of courts, and policies of the judicial system that relate to the performance of their professional duties. Interpreters shall maintain an impartial, professional relationship with all court officers, attorneys, jurors, parties, and witnesses.
21. The vendor must guarantee unconditional satisfaction of all individual interpreter performance levels and skills for the assignment. The county may request the vendor to remove an 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 where said interpreter is engaged in conduct or activities inconsistent with the terms and conditions of this Contract, or upon a determination that an individual interpreter simply is not compatible with County personnel. If, within two (2) hours of assignment or any time thereafter, County finds the respective interpreter to be unacceptable, for whatever reason as determined solely by County, vendor shall replace the interpreter as soon as possible at no additional cost to County.
22. Interpreters, while on County property, shall observe and comply with all County site rules and regulations, including, but not limited to, parking and security regulations. County, in its sole discretion, shall approve all interpreters requesting and/or requiring access to any County site or facility prior to admittance on County property.
23. Legal and medical interpreting is a very demanding job and requires complete fluency both in English and the language requested. The level of expertise required for this type of interpretation is far greater than that required for everyday bilingual conversation. A legal and/or medical interpreter shall be able to deal with the specialized language of doctors, judges, and attorneys used in medical evaluation, civil or criminal court proceedings (e.g., arraignment, motion, pretrial conference, preliminary hearing, deposition, trial, etc.), as well as with the street slang of witnesses and technical jargon of criminalists, police officers, and expert witnesses. In addition to total fluency in both English and the requested language, a legal and/or medical interpreter shall have excellent public speaking and interpersonal skills.
24. County reserves the right to conduct criminal background checks on any and all of the vendor’s personnel assigned to this contract, including interpreters providing services hereunder. In the event an individual’s file/background check proves other than satisfactory, as determined solely by County, 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.

D. Communication

1. The vendor must provide a primary contact person and a back-up contact person who will be contacted by Dallas County, via telephone or email, to initiate the orders for these services throughout the term of the contract. The vendor must be available during normal business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. (CT), to process Dallas County’s requests for the Services.

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2. The vendor must provide a contact person for billing inquiries for these services throughout the term of the contract. All of the contact persons must be available via local (Dallas County, Texas) telephone number or toll free number and via email.
3. The vendor must respond to all calls or emails from County personnel within 24 hours of receiving the call or email.
4. The vendor must confirm the name of the assigned interpreter or CART provider no later than forty-eight (48) hours upon receipt of the notification request received during normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m.), unless additional time is granted or stated by the requestor. If the vendor does not confirm an assigned Interpreter or CART provider within forty-eight (48) hours of the standard notification request, Dallas County reserves the right to seek services from another vendor.
5. The vendor shall not bill for cancellation of services if Dallas County or designated representative notifies the vendor in writing, fax or email at least twenty-four (24) hours during normal business hours (Monday through Friday), prior to the assignment date.

E. Total Cost of Goods and/or Services

1. The vendor shall furnish all labor, personnel, service, supervision, license, certification, expertise, experience, travel time, parking, toll fees, transportation, mileage, material, resources, and documentation necessary to perform the services required hereunder. The cost model the County seeks is a all-inclusive cost model. No other or additional fees shall be allowed other than those fees included in this cost structure.
2. The vendor will be responsible for any and all parking fees required to fulfil this contract. No free parking will be provided by Dallas County. Below are the current rates for Dallas County parking garages:

DALLAS COUNTY PARKING PARKING RATES

FRANK CROWLEY HOURLY RATES	FRANK CROWLEY GARAGE C	FRANK CROWLEY GARAGE D	FRANK CROWLEY LOT F	GEORGE ALLEN/FOUNDERS PLAZA HOURLY RATES
0 - 30 Minutes	\$3.00	\$3.00	\$4.00	0 - 20 Minutes \$3.00
31 - 60 Minutes	\$4.00	\$4.00	\$4.00	21 - 40 Minutes \$5.00
61 - 90 Minutes	\$5.00	\$5.00	\$4.00	41 - 60 Minutes \$7.00
91 Minutes +	\$6.00	\$5.00	\$4.00	61 Minutes + \$10.00
Jurors	\$3.00	\$3.00		Jurors \$3.00
Grand Jurors	No Charge	No Charge		Grand Jurors No Charge
Night/Weekend	\$3.00	\$3.00	4.00	Night/Weekend 4.00
MONTHLY PARKING RATES				
Employees	\$40.00	\$40.00	\$30.00	Employees \$40.00
Non-Employees	\$95.00	\$70.00	\$50.00	Non-Employees \$150.00
EMPLOYEE RIDESHARE PROGRAM (MONTHLY FEES)				
Employee + 1 Passenger	\$25.00	\$25.00		Employee + 1 Passenger \$25.00
Employee + 2 Passengers	\$17.50	\$17.50		Employee + 2 Passengers \$17.50
Employee + 3 or more	\$10.00	\$10.00		Employee + 3 or more \$10.00
Hours of Operation:	Open: 24/7	Open: 24/7	Open: 24/7	Open: 24/7

8/10/2018

F. Performance Measures and Contract Management

1. For all courts, the cancellation standard is one business day (24-hour notice) from the appointment date and start time. For example, a 9:00am, Monday morning appointment would require cancellation notice by 9:00 am the Friday before, in order to avoid a cancellation fee.

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2. The primary vendor representative will be required to have at minimum, one monthly meeting with Courts administration to review any issues within the past month.
3. In order to facilitate proper management of the performance of this contract, the vendor shall at each meeting provide County with written documentation of any problem or circumstance encountered by vendor which may prevent or tend to prevent the vendor from completing any of its obligations hereunder, or may cause or tend to cause County to generate unnecessary or excessive fees or other charges under this contract.
4. If the vendor is unable to locate a certified interpreter within 75 miles of the Courthouse where the interpreting will take place, the vendor may present an uncertified interpreter after a diligent search of the area. If the vendor can only find an uncertified interpreter, then the vendor must notify the department at least 24 hours prior to the appointment that the provided interpreter is uncertified. The vendor must provide documentation of conducting the search within 75 miles of the Courthouse when they notify the department the interpreter is uncertified.

G. Service Completion Schedule

1. Normal service hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. After hours service hours are any time outside of the normal service hours period. Emergency services are for any unscheduled appointments where service is needed in less than 24 hours’ notice.
2. The vendor must be able to respond and provide an interpreter (on-site at a Dallas County facility or other identified location within Dallas County) to cover emergency and non-scheduled requests within two (2) hours of the initial request, regardless of the time of day or night, provided that a qualified interpreter resides in contiguous county.
3. The vendor must be able to respond to requests for emergency services within 2 hours of the request.

III. Evaluation Criteria

Proposals shall be evaluated by an evaluation committee and award consideration shall be given to the highest ranked proposer(s). Award is subject to Dallas County Commissioners Court approval.

Criteria	Points
Approach	35
Experience	30
Cost	20
Small Business Enterprise	15
Total Points	100

IV. Proposal Format

The proposal shall be divided into tabbed, marked sections and shall include but not limited to information in the format as described in this section.

1. Letter of Transmittal - The letter of transmittal must include the following: clearly identify the submitting organization; identify the name and title of the person authorized by the organization to contractually obligate the organization; identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization; identify the names, titles and telephone numbers of persons to be

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contacted for clarification; identify the tax identification number; explicitly indicate acceptance of all the General Conditions and Requirements conditions.

2. Vendor shall describe the organizational and operational structure it proposes to utilize for the work described in this RFP and identify the responsibilities to be assigned to each person.
3. Staffing Capacity - The Vendor selected must have the capacity to handle all samples submitted, begin work immediately upon their receipt, and provide a reasonable and efficient turnaround time.
4. Approach – Approach represents how the vendor will deal with the scheduling and administrative challenges presented by this project. Vendor’s proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.
 - a. The vendor must describe their scheduling process and scheduling model proposed to provide the County a seamless and consistent fulfillment of County appointments.
 - b. Vendor must describe their method of recruitment, engagement, retainage, and success rate in providing similar services for other similar projects of similar scope.
 - c. If the vendor does not employ their own service providers, describe how the vendor competes in the market and is able to retain contractors to ensure vendor fulfills contract requirements on a consistent basis.
 - d. Please describe the vendor process when dealing with contractor (service provider) that does not want to accept an assignment or abandons the assignment.
 - e. The vendor must describe their recruiting process to ensure they have the appropriate number of interpreters available to meet County needs. If it is difficult to find interpreters for certain languages, the vendor should outline which languages are most difficult to fill and describe how they would meet a request for a hard to fill language.
 - f. Describe your order intake process, documentation required, and how this process reconciles with the vendors billing department.
 - g. The vendor will outline their approach to invoicing and reconciling billing. Will the vendor submit a monthly bill for all appointments rendered in the past month? Will they send individual invoices for each appointment? Each Dallas County user department is responsible for issuing their own purchase orders for each appointment. In FY2024, approximately 1100 purchase orders were provided to the vendor. Given this volume, it is important that the vendor have an administrative approach that will make it easy for the County to reconcile their invoices.
 - h. The vendor will describe what standards for training they have and how they ensure their interpreters are kept up to date on the latest best practices for interpretation.
5. Experience - The vendor shall provide a background detailing their interpreting experience in the public sector and relevant settings such as court rooms, witness interviews, health settings, criminal justice settings, and any other relevant experience.
 - a. Provide your proposed staffing plan to support this contract.
 - b. Provide resumes of proposed supporting staff who will be supporting this contract.
 - c. Provide your proposed staffing plan, process for your order intake department, and workflow for fulfilling orders.
 - d. Provide proposed customer service support infrastructure, staffing levels, and their role in supporting this contract.
 - e. Provide the process and protocol to support contract compliance, billing and invoicing integrity, and dispute resolution.

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- f. Provide a list and the number of assets the vendor has in their portfolio for each line to support this contract.
- g. Provide a report of the vendor’s key performance indicators, fill rate, and on time fulfillment for similar contracts.
- h. Provide three reference letters from existing contracts and/or at least one contract that has been expired for not more than one year. The reference letter must be from a government agency that has Court proceedings as part of their daily business or similar business and volume.

V. Documents Submitted with Proposal or Upon Request

- 1. Attachment S - Small Business Enterprise (SBE) Forms (mandatory must be submitted with proposal).
- 2. 2025 W-9 signed within the last 6 months.
- 3. Reference Letters
- 4. Proposal Documents

VI. Pre-Proposal Meeting

During the solicitation process proposers are required to limit their communication regarding this project to the Buyer referenced herein. A pre-proposal meeting will be held by the County whereby the respondents will have an opportunity to ask the requesting department(s) questions and/or obtain clarification. The pre-proposal meeting will be the only time when respondent 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-proposal conference 3/20/25 at 1:00 p.m. (CST), the pre-proposal meeting will be conducted through a conference call.

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Meeting ID: 239 380 268 125

Passcode: BB9rR3Qn

Dial in by phone

[+1 469-208-1731,,512123370#](#) United States, Carrollton

[Find a local number](#)

Phone conference ID: 512 123 370#

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

The deadline for the submission of questions is on 3/27/25 at 2:00p.m. (CST) through Bidnet.

It is the vendor's sole responsibility to request clarification for any part of this solicitation where the vendor identifies ambiguous information or inconsistencies with respective regulatory statutes governing services requested herein. The County highly encourages participating vendors to submit their questions seeking clarification for any section where the vendor may have questions or needs clarification. If no questions are submitted, the County will consider the vending community agrees with the services being requested meet the general practices of the industry.

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VII. Term and Commencement Date

This will be a five-year term contract with no renewal options commencing upon award by Commissioners Court, upon meeting any insurance and/or bonding requirements (if applicable) and/or fully executing the contract (if applicable).

VIII. Award Method

The County’s intent is to award this solicitation by group, but the County reserves the right to award in the method that is most advantageous to the County.

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

IX. Opening of Proposals

Proposal reading shall be conducted: 4/17/25 at 2:30pm (CST) on the day the proposals are due. The reading will be conducted via a live meeting online at https://teams.microsoft.com/l/meetup-join/19%3ameeting_Yjc3ODEwOTUtYTJIMy00ZTE1LWEyZTQtNmNIYWfKjQ0NDhk%40thread.v2/0?context=%7B%22Tid%22%3A%2251adcfad-72f1-479c-b28f-52412e04014b%22%2C%22Oid%22%3A%22dc94b7d2-ce5b-456d-9ec6-391faa5311ac%22%2C%22IsBroadcastMeeting%22%3Atrue%2C%22role%22%3A%22a%22%7D&btype=a&role=a . Proposals will be publicly opened in compliance with public proposal opening statutory requirements.

Proposer names will be publicly read aloud. It is the responsibility of the proposer to clearly mark and identify all portions of the proposal, which, in the proposer’s opinion, contain trade secrets, confidential information and other proprietary information. All proposals are subject to the Texas Open Records Act process.

X. Additional Questions and Answers During and/or After the Pre-Proposal Conference

Firms will be required to submit any additional questions presented at the pre-proposal and/or after the conference. All additional questions must be received by 3/27/25 at 2:00pm (CST)

All questions and responses will be posted to the County’s website in the manner as previously stated herein. Dallas County reserves the right to reject/not respond to any questions received after the deadline date.

XI. Proposal Submittal and Exception Requirements

To be considered for award, the proposal response must be submitted by 4/17/25 at 2:00 p.m. (CST). 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 respondent may elect to submit their proposal 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 response 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 response to be considered nonresponsive and not considered for award.

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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.

XII. 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.

All orders for services shall require the County to provide a purchase order, outlining services requested, quantity, and contract pricing, at the time of ordering services. The purchase order shall include the services, quantity, and contract pricing. Accepting such a purchase order and rendering such services shall constitute vendor’s validation with contract compliance protocols and agrees to provide such services under the terms, conditions, and pricing in accordance to contract requirements. 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.

XIII. Communication

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) (<https://www.bidnetdirect.com/texas/dallas-county>), the County’s procurement platform. If the respondent does not have access to the County’s solicitation platform, the respondent may submit their questions in writing via email to benedict.parks@dallascounty.org. Please reference the Solicitation number in the subject of the email.

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All questions, comments and requests for clarification must reference the 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 solicitation will be made available exclusively through the Dallas County website for retrieval. Respondents are solely responsible for frequently checking this website for updates to this solicitation Addendums to this solicitation can be located at the following web address: <http://www.dallascounty.org/department/purchasing/currentbids.php> (go to the appropriate solicitation #, click on the appropriate hyperlink for viewing and/or downloading.)

XIV. Review of Proposals

All proposals will be examined by an evaluation committee consisting of various Dallas County personnel, Dallas County Purchasing, and representatives selected by the County of Dallas in proportion to contribution sizes.

Proposals that do not conform to the instructions or which do not address all the services as specified may be eliminated from consideration. However, Dallas County reserves the right to accept such a proposal if it is determined to be in the best interest of Dallas County.

Evaluations are based on the information provided. Accuracy and completeness are essential. Omissions, ambiguous and equivocal statements may be construed against the proposer. The proposal response may be incorporated into any contract which results from this RFP, and proposers are cautioned not to make claims or statements it is not prepared to commit to contractually. Failure of the proposer to meet such claims will result in a requirement that the proposer provide resources necessary to meet submitted claims.

Dallas County Purchasing may initiate discussions with selected proposers; however, discussions may not be initiated by proposers. Dallas County Purchasing expects to conduct discussions with vendor’s representatives authorized to contractually obligate the vendor with an offer. Proposers shall not contact any Dallas County personnel during the RFP process without the express permission from the Office of the Dallas County Purchasing Agent. Dallas County Purchasing may disqualify any vendor who has made site visits, contacted Dallas County personnel or distributed any literature without authorization from Dallas County Purchasing.

All correspondence relating to this RFP, from advertisement to award shall be sent to Dallas County Purchasing. All presentations and/or meetings between Dallas County and the vendor relating to this RFP shall be coordinated by Dallas County Purchasing.

Selected proposers may be expected to make a presentation/product demonstration to an evaluation committee. Proposals, presentations and product/service evaluations may develop into negotiating sessions with the proposer(s) as selected by the Evaluation Committee. Dallas County expects to conduct negotiations with proposer’s representatives authorized to contractually obligate with an offer. If proposer is unable to agree to contract terms and conditions, Dallas County reserves the right to terminate contract negotiations with that proposer and initiate negotiations with another proposer. In addition to a presentation, visits by the Evaluation Committee to representative proposer’s client sites may be conducted where the proposed solution can be demonstrated in a production environment.

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XV. Proposal Pricing

Bid pricing shall be firm for the entirety of the contract unless otherwise stated herein. 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. Cumulative change orders shall not exceed 25% of the original amount awarded during contract term.

XVI. Insurance

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:

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

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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
- 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.

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;

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- 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;
- 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 (Solicitation 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

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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.

XVII. Discussion With Reasonably Qualified Proposals

The County reserves the right to engage in discussions or conduct interviews, either oral or written, with the proposers determined by the evaluation criteria to be reasonably viable to being selected for award. If discussions or interviews are held, the Contract Specialist may request best and final offers. The request for best and final offers may include:

- Notice that this is the opportunity to submit written best and final offers
- Notice of the date and time for submission of the best and final offer
- Notice that if any modification is submitted, it shall be received by the date and time specified or it will not be considered
- Notice of any changes in the Proposal requirements

Following evaluation of the best and final offers, purchasing may select for negotiations the offer that is most advantageous to the County, considering price or cost and the evaluation factors in the RFP.

After the most advantageous proposer(s) has been identified, Contract negotiations may commence. If at any time Contract negotiation activities are judged to be ineffective, Office of Procurement Services will cease all activities with the proposer and begin Contract negotiations with the next highest ranked proposer. This process may continue until either both the proposer and Commissioner’s Court executes a completed Contract or the Procurement Department determines that no acceptable alternative proposal exists.

The County reserves the right to reject any or all proposals received or to award, without discussions or clarifications, a Contract based on initial proposals received. Therefore, each proposal should contain the Proposer’s best terms from a price and technical standpoint. Also, only proposers submitting a proposal will be notified of any communications after the RFP closing.

XVIII. Rejection or Acceptance of Proposals

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

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XIX. Late and Withdrawn Proposals

All proposals must be submitted no later than the proposal due date and time established by this solicitation. Proposals arriving after the due date and time will not be accepted. Late proposals delivered by carrier will be return to the respondent unopened.

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

XX. Confidentiality

Any information deemed confidential, shall be clearly noted as such on each page of the solicitation response by the respondent. 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 proposal 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 proposal “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 proposal, the respondent 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.

XXI. Disqualification Of Proposers

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

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

XXII. Permits Required by Law

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

XXIII. Records and Audit

The Proposer shall keep accurate records of all components of invoices to the County, including but not limited to times and payroll receipts for hourly personnel utilized by 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.

XXIV. Assignment of Contract

The Proposer 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 Proposer 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 Proposer shall therein cease and terminate, and the Proposer shall be declared in default.

XXV. Default by Proposer

The following shall be deemed as events of default by Proposer under the Contract:

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

In the event a default occurs, the Director shall give the Proposer 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 Proposer shall vacate the facility, if applicable, and shall have no right to further operate under the Contract.

The Proposer, 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.

XXVI. Termination

The County may terminate this agreement in whole or in part by giving thirty days written notice thereof to Proposer. The County will compensate Proposer 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.

XXVII. Miscellaneous

1. After executing the Contract, no consideration will be given to any claim of misunderstanding.
2. Proposers shall submit with the Proposal, the required Proposer’s qualification statement with supporting information as stated herein along with all other supporting documentation requested.
3. Proposers shall thoroughly familiarize themselves with the provisions of the Scope of Work and the Facilities.
4. The County reserves the right to reject all Proposals and to waive any minor irregularities.
5. A Proposal may be disqualified if the corporation or individual Proposer 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, Proposers may be disqualified for poor prior performance on similar Contracts with other entities.
6. The Contract with the Proposer will be drawn by the County and may contain such other provisions as are deemed necessary to protect the interests of the County.
7. The Proposer agrees to abide by the rules and regulations as prescribed herein. The Proposer 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.
8. 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

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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.

9. 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.
10. Should any question arise as to the proper interpretation of the terms and conditions of these specifications, the decision of the County Attorney or his authorized representative shall be final.

XXVIII. Indemnity

The selected proposer 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 persons, that may arise out of or be occasioned by the selected respondent’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 respondent 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 proposal(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.

XXIX. Selection Process

The internal team will evaluate all proposals received in response to this RFP. After reviewing the proposal submissions, consultants may be selected for in-person interviews/oral presentations. From those presentations and possible interviews, the proposals will be re-evaluated, and final determination will be made. The County will pursue negotiations with the top ranked respondent with the goal of entering into a contract.

XXX. Development Costs

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

XXXI. Contract Award

Upon selection of a successful Proposer, the County and the Proposer will negotiate a final contract, based on the terms outlined in this RFP. A sample agreement, with the general terms for the final contract, is attached as Sample Contract for Services. By submitting a proposal, the Proposer agrees to be bound by these terms and conditions unless otherwise noted in the Submittal. The final contract is subject to County Council approval.

XXXII. 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

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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.

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;

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(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

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm, and submit a copy to the buyer before the contract information will be sent to the County Attorney’s Office to draft the contract. Once the terms of the contract are fully negotiated; the recommended vendor has signed the contract indicating agreement with the terms of the contract; and the Form 1295 is on file at the Texas Ethics Commission website with a copy provided to the buyer; the staff recommendation will be placed on a County Council agenda to award the contract.

XXXIII. 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 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.

Attachment B – 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