

Solicitation 042-608859-AF

LANGUAGE INTERPRETATION AND
TRANSLATION SERVICES



County of Orange

Bid 042-608859-AF LANGUAGE INTERPRETATION AND TRANSLATION SERVICES

Bid Number 042-608859-AF
Bid Title LANGUAGE INTERPRETATION AND TRANSLATION SERVICES

Bid Start Date Mar 22, 2010 10:01:48 AM PDT
Bid End Date Apr 8, 2010 4:00:00 PM PDT
Question & Answer End Date Mar 31, 2010 10:00:00 AM PDT

Bid Contact Ana E Figueroa
Procurement Contract Specialist
afigueroa@ochca.com

Standard Disclaimer The County of Orange is not responsible for and accepts no liability for any technical difficulties or failures that result from conducting business electronically.

Description

THE HEALTH CARE AGENCY IS SOLICITING COMPETITIVE BIDS FOR LANGUAGE INTERPRETATION AND TRANSLATION SERVICES. THE RESULTANT CONTRACT SHALL BE EFFECTIVE: JULY 1, 2010 THROUGH JUNE 30, 2011, RENEWABLE FOR FOUR (4) ADDITIONAL ONE-YEAR PERIODS. QUESTIONS OR CLARIFICATIONS SHALL BE POSTED ON BIDSYNC.COM INTERNET SITE USING THE QUESTION & ANSWER FEATURE.

**INVITATION FOR BID
BID MUST BE RECEIVED
PRIOR TO 4:00 p.m.**

April 8, 2010



COUNTY OF ORANGE
Health Care Agency
Purchasing Department
511 North Sycamore Street
Santa Ana, CA 92701
(714) 834-2170

Date: March 22, 2010

| |
|--------------------------------|
| FOR OFFICE USE ONLY |
| Date/Time Stamp |

DATE/TIME

042-608859-AF

BID NUMBER

COVER PAGE

INVITATION FOR BID

County of Orange HCA Purchasing, hereinafter referred to as ("County"), is requesting competitive bids for **Language Interpretation and Translation Services**.

Contractor's services shall be provided in accordance with the requirements herein, inclusive of the Scope of Work attached hereto and incorporated herein by this reference as Attachment A.

Proposed contract will be effective: July 1, 2010 through and including June 30, 2011, renewable for four (4) additional one-year periods.

Submitted bids will be valid for **180** days after closing date.

BID CLOSES April 8, 2010 AT 4:00 p.m. (Pacific Daylight Time).

Public Bid Opening on April 8, 2010 at 4:05 p.m. at HCA Purchasing, 511 N. Sycamore, Santa Ana, CA 92701.

| | | |
|--|------|-------|
| <input type="radio"/> I have read and understand and agree to the terms and conditions herewith and I am submitting a response and concurrence to this solicitation. | | |
| OR | | |
| <input type="radio"/> I prefer not to submit a bid in response to this solicitation per the reason(s) given below. | | |
| Company Name: _____ | | |
| Date: _____ | | |
| *Authorized Signature | Name | Title |
| *Authorized Signature | Name | Title |
| Reason(s) _____ | | |
| _____ | | |

* If a corporation, this document must be signed by two corporate officers. The first signature must be either the Chairman of the Board, President, or any Vice President. The second signature must be the Secretary, an Assistant Secretary, the Chief Financial Officer, or any Assistant Treasurer.

RETURN THIS SHEET WITH YOUR RESPONSE

IMPORTANT NOTICE

The County does not guarantee that you will receive addenda to this solicitation. Prospective bidders should review Bidsync.com internet site for notice of addenda. It is the responsibility of prospective bidders to request all additional information/modifications to this solicitation.

For information or questions concerning this Invitation for Bid (IFB) and/or any addenda shall be posted on Bidsync.com internet site by using the Questions and Answers feature.

The County does not require and neither encourages nor discourages the use of lobbyists or other consultants for the purpose of securing business.

I. GENERAL INFORMATION

- 1. HCA Purchasing’s regular business hours are 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m., Monday through Friday.
- 2. HCA Purchasing will be closed for the following County holidays during the bidding cycle:
NONE
- 3. All bids received by the County and opened shall be public record. All such bids will be available for review by any member of the public, in accordance with the California Public Records Act. Appointments must be made with the County’s assigned buyer for review of bids.

II. INSTRUCTIONS - GENERAL

- 1. This IFB consists of the following items attachments and exhibits:

| <u>Items</u> | <u>Page(s)</u> |
|---|----------------|
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| <u>Attachments</u> | |
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| <u>Items</u> | |
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| Exhibit 1 Company Profile | 37 |
| Exhibit 2 References | 38, 39 |
| Exhibit 3 Child Support Enforcement Requirements..... | 40-42 |

RESPONSIVE BIDS WILL INCLUDE THE FOLLOWING COMPLETED PAGES:

| <u>Items</u> | <u>Page(s)</u> |
|--|----------------|
| 1. Cover Page Signed and dated by authorized company representatives | 1 |
| <u>Bid Items</u> | |
| 2. Attachment C Cost Summary/Pricing..... | 27-31 |
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| 4. Exhibit 2 References | 38, 39 |
| 5. Exhibit 3 Child Support Enforcement Requirements..... | 40-42 |

Note! Exhibit 3 - Child Support Enforcement Requirements..... 40-42
Completion of Child Support certification will be required from the winning bidder only.

2. Bids must be provided for each item separately; "all-or-none" bids will not be accepted unless in the best interest of the County.
3. Out-of-state contractors must include California sales tax permit number.
4. All bids must be received by HCA Purchasing and time and date-stamped on the outside of the package by the receptionist of HCA Purchasing prior to 4:00 p.m. on the date bids are due. It is the bidder's responsibility to ensure that delivery is made to the HCA Purchasing lobby at the address below by the due date and time specified herein.

County of Orange
HCA/Purchasing
Attn: Ana Figueroa
511 North Sycamore Street
Santa Ana, CA 92701

Once in the lobby you must have an HCA Purchasing employee accept your bid response. A delivery confirmation is available upon request.

Bids received after 4:00 p.m. on the date bids are due will not be accepted. **LATE BIDS WILL NOT BE ACCEPTED FOR ANY REASON.**

5. All envelopes containing mailed bids must be marked with the solicitation number and date and time of the bid closing. It is the bidder's responsibility to verify that the closing date on the bid envelope matches the closing date of the bid. Only one bid submittal will be accepted per envelope.
6. The County has attempted to provide all information available. It is the responsibility of each bidder to review, evaluate, and, where necessary, request any clarification prior to submission of a bid. If any person contemplating submitting a bid for the proposed contract is in doubt as to the true meaning of any part of the solicitation documents or finds discrepancies in or omissions from the drawings or specifications, he/she may post the request on the Bidsync.com internet site unless otherwise directed, for interpretations thereof or corrections thereto. The person submitting the request will be responsible for its prompt and timely submission. Any questions or requests for interpretations or clarifications shall be requested in writing no later than **March 31, 2010 by 10:00 A.M. (Pacific Daylight Time).**

If County, in its sole discretion determines that clarification of the IFB is considered necessary, a written addendum shall be issued. Oral statement(s) concerning the meaning of the contents of this IFB by any person is (are) unauthorized and invalid. All inquiries concerning this IFB should be directed to the e-mail address set forth above.

7. Bidders shall take all responsibility for any errors or omissions in their bids. Any discrepancies in numbers or calculations shall be interpreted to reflect the lowest price to the County.
8. The County shall not be liable for any expenses incurred by potential bidders in the preparation or submission of their bids. The County shall not, in any event, be liable for any pre-contractual expenses incurred by bidders prior to the date of award and execution, if any, of the contract. Pre-contractual expenses are defined as expenses incurred by the bidder in: a) Preparing its bid in response to this IFB; b) Submitting that bid to the County; c) Negotiating with the County any matter related to the bidder's bid; and d) Any other expenses incurred by the bidder prior to the date of award and execution, if any, of the contract.

III. INSTRUCTIONS - PROTEST

Procedure

All protests shall be typed under the protester's letterhead and submitted in accordance with the provisions stated herein. All protests shall include at a minimum the following information:

1. The name, address, and telephone number of the protester;
2. The signature of the protester or protester's authorized representative;
3. The solicitation number or contract number;
4. A detailed statement of the legal and/or factual grounds of the protest; and
5. The form of relief requested.

Protest of IFB Specifications

All protests related to this IFB specifications must be submitted to the assigned buyer no later than five (5) business days prior to the close of the IFB. Protests received after the five (5) business day deadline will not be considered by the County.

In the event the protest of specifications is denied and the protester wishes to continue in the solicitation process, protester must still submit a bid prior to the close of the solicitation in accordance with the IFB submittal procedure provided in the bid.

Protest of Award of Contract

In protests related to the award of a contract, the protest must be submitted no later than five (5) business days after the notice of the proposed contract award is provided by the assigned buyer. Protests relating to a proposed contract award which are received after the five (5) business day deadline will not be considered by the County.

Protest Process

1. In the event of a timely protest, the County shall not proceed with the solicitation or award of the contract until the assigned buyer, the County Purchasing Agent or the Procurement Appeals Board renders a decision on the protest.
2. Upon receipt of a timely protest, the assigned buyer will within ten (10) business days of the receipt of the protest, issue a decision in writing which shall state the reasons for the actions taken.
3. The County may, after providing written justification to be included in the procurement file, make the determination that an immediate award of the contract is necessary to protect the substantial interests of the County. The award of a contract shall in no way compromise the protester's right to the protest procedures outlined herein.
4. If the protester disagrees with the decision of the assigned buyer, the protester may submit a written notice to the Office of the County Purchasing Agent requesting an appeal to the Procurement Appeals Board, in accordance with the process stated below.

Appeal Process

If the protester wishes to appeal the decision of the assigned buyer, the protester must submit, within three (3) business days from receipt of the assigned buyer's decision, a written appeal to the Office of the County Purchasing Agent.

1. Within fifteen (15) business days, the County Purchasing Agent will review all materials in connection with the protest, assess the merits of the protest and provide a written determination that shall contain its decision on whether the protest shall be forwarded to the Procurement Appeals Board.

2. The decision of the County Purchasing Agent on whether to allow appeal to go forward will be final and there shall be no right to any administrative appeals of this decision.

In the event the County Purchasing Agent determines that a hearing is to be convened, the protester and the County agency department will be given at least ten (10) days written notice of the hearing date, time and location. No postponement of the hearing shall be granted unless good cause is shown by the party seeking the postponement. Whether or not good cause exists shall be in the sole discretion of the County Purchasing Agent.

It will be the purpose of the Procurement Appeals Board to determine whether a solicitation or contract award is in accordance with applicable case law, statutes, code, County ordinances, policies and procedures, and accepted standards of fairness and ethics. The decision of the Procurement Appeals Board will be final and there shall be no right to further protest or appeal to the Board of Supervisors.

IV. RIGHTS RESERVED TO COUNTY

The County reserves the right to:

- a. Accept or reject in whole or in part any or all bids at its sole discretion and to solicit for new bids, as the best interest of the County may require;
- b. Award will be made to the lowest, responsive, responsible bidder or bidders as necessary to serve the best interests of the County. Final award determination will be based on the lowest responsive, responsible bid, but is contingent upon agency/department approval, which will include a review of qualifications and references specified in this solicitation;
- c. Withdraw in part or in its entirety this IFB at any time without prior notice; and/or
- d. Award its total requirements to one bidder or to apportion those requirements among two or more bidders as the County may deem to be in its best interests;
- e. The County makes no guarantee as to the usage of the services by the County. The County furthermore makes no representation that any contract will be awarded to any bidder responding to this IFB;
- f. All bids received may be considered public records after opening. Bids are not to be marked as confidential or proprietary. Bids submitted in response to this IFB may be subject to public disclosure as permitted by the California Public Records Act. Additionally, all bids shall become the property of the County. The County reserves the right to make use of any information or ideas in the bids submitted;
- g. The County reserves the right to waive, in its sole discretion, any irregularity or informality which the County deems correctable or otherwise not warranting rejection of the bid;
- h. The County reserves the right to perform facilities inspections prior to award;
- i. By participating in this solicitation, bidders agree to accept the award decision by the County's Purchasing Agent as final.

V. SPECIAL REQUIREMENTS

1. Bidders may be required to present satisfactory evidence that they have been regularly engaged in the business of providing services required by this solicitation or are reasonably familiar therewith and that they are fully prepared with the necessary capital, materials and machinery as may be required or specified in this solicitation to complete the work to be contracted to the satisfaction of the County.
2. Bidders may be required to provide information regarding and/or proof of the number of years they have provided the services requested in this solicitation.
3. Bidders may be required to show proof of qualifications and/or certifications required of staff specified in this solicitation.
4. By submitting a bid, the bidder represents that it has thoroughly examined and become familiar with the services required under this IFB and that it is capable of providing the services to achieve the County's objectives.
5. Each bidder must submit its bid in strict accordance with all requirements of this IFB. Deviations, clarifications and/or exceptions must be clearly identified and listed separately as alternative items for the County's consideration.

VI. PRICING

1. Prices quoted shall be firm for the term of the contract.
2. The County gives preference to firm price bids. All price escalation provisions will be considered alternate bids. Bids specifying a maximum escalation percentage during the period of the contract will be given preference over those offering unspecified price escalations. The County requires bona fide proof of cost increases prior to any price escalation adjustment. A minimum of thirty (30) days' advance notice in writing is required to secure such adjustments. When offering escalating price bids, bidders must quote applicable labor and material prices separately as to percentage of total cost.

No retroactive pricing adjustments will be considered. The County may enforce, adjust, or cancel escalating contracts as it sees fit. The net dollar amount of profit will remain firm during the period of the contract. Adjustments increasing contractor's profit will not be allowed.
3. All decreases will be automatically extended to the County.
4. Bidders shall bid line items exactly as specified in this solicitation. Failure to do so may result in the submitted bid being deemed as non-responsive.



MODEL CONTRACT NO. TBD

FOR

**LANGUAGE INTERPRETATION AND TRANSLATION
SERVICES**

BETWEEN

**THE COUNTY OF ORANGE
HEALTH CARE AGENCY**

AND

TBD

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CONTRACT NO. TBD**LANGUAGE INTERPRETATION AND TRANSLATION SERVICES**

This Contract Number _____ (hereinafter "Contract"), is made and entered into this _____ day of _____, 2010 or upon execution of all necessary signatures between _____ (hereinafter "Contractor"), with a place of business at _____, and the County of Orange (hereinafter "County"), a political subdivision of the State of California, with a place of business at 511 N. Sycamore St., Santa Ana, CA, 92701, which are sometimes individually referred to as "party", or collectively referred to as "parties".

RECITALS

WHEREAS, the County issued an Invitation for Bid (IFB) for the provision of language interpretation and translation services; and

WHEREAS, the Contractor responded and represented that its proposed services shall meet or exceed the requirements and specifications of the IFB; and

WHEREAS, the Contractor agrees to render all the necessary skills, knowledge, material and labor to perform the services; and

WHEREAS, the County has authorized the Purchasing Agent or designee to enter into Contract with Contractor for obtaining said services; and

NOW, THEREFORE, the parties mutually agree as follows:

ARTICLES**GENERAL TERMS AND CONDITIONS**

- A. Governing Law and Venue:** This Contract has been negotiated and executed in the State of California and shall be governed by and construed under the laws of the State of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the parties specifically agree to waive any and all rights to request that an action be transferred for trial to another county.
- B. Entire Contract:** This Contract, when accepted by the Contractor either in writing or by commencement of performance hereunder, contains the entire Contract between the parties with respect to the matters herein and there are no restrictions, promises, warranties or undertakings other than those set forth herein or referred to herein. No exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing. Electronic acceptance of any additional terms, conditions or supplemental Contracts by any County employee or agent, including but not limited to installers of software, shall not be valid or binding on County unless accepted in writing by County's Purchasing Agent or designee, hereinafter "Purchasing Agent".
- C. Amendments:** No alteration or variation of the terms of this Contract shall be valid unless made in writing and signed by the parties; no oral understanding or agreement not incorporated herein shall be binding on either of the parties; and no exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing.

- D. Delivery:** Time of delivery of services is of the essence in this Contract. County reserves the right to refuse any services and to cancel all or any part of the services that do not conform to the prescribed Scope of Work. Delivery shall not be deemed to be complete until all services have actually been received and accepted in writing by County.
- E. Acceptance/Payment:** Unless otherwise agreed to in writing by County, 1) acceptance shall not be deemed complete unless in writing and until all the services have actually been received or inspected to the satisfaction of County, and 2) payment shall be made in arrears after satisfactory acceptance.
- F. Warranty:** Contractor expressly warrants that the services covered by this Contract are 1) free of liens or encumbrances, 2) merchantable and good for the ordinary purposes for which they are used, and 3) fit for the particular purpose for which they are intended. Acceptance of this order shall constitute an agreement upon Contractor's part to indemnify, defend and hold County and its indemnitees as identified in paragraph "O" below, and as more fully described in paragraph "O", harmless from liability, loss, damage and expense, including reasonable counsel fees, incurred or sustained by County by reason of the failure of the services to conform to such warranties, faulty work performance, negligent or unlawful acts, and non-compliance with any applicable state or federal codes, ordinances, orders, or statutes, including the Occupational Safety and Health Act (OSHA) and the California Industrial Safety Act. Such remedies shall be in addition to any other remedies provided by law.
- G. Patent/Copyright Materials/Proprietary Infringement:** Unless otherwise expressly provided in this Contract, Contractor shall be solely responsible for clearing the right to use any patented or copyrighted materials in the performance of this Contract. Contractor warrants that any software as modified through services provided hereunder will not infringe upon or violate any patent, proprietary right, or trade secret right of any third party. Contractor agrees that, in accordance with the more specific requirement contained in paragraph "O" below, it shall indemnify, defend and hold County and County Indemnitees harmless from any and all such claims and be responsible for payment of all costs, damages, penalties and expenses related to or arising from such claim(s), including, but not limited to, attorney's fees, costs and expenses.
- H. Assignment or Subcontracting:** The terms, covenants, and conditions contained herein shall apply to and bind the heirs, successors, executors, administrators and assigns of the parties. Furthermore, neither the performance of this Contract nor any portion thereof may be assigned or sub-contracted by Contractor without the express written consent of County. Any attempt by Contractor to assign or subcontract the performance or any portion thereof of this Contract without the express written consent of County shall be invalid and shall constitute a breach of this Contract.
- In the event that the Contractor is authorized by the County to subcontract, this Contract shall prevail and the terms of the subcontract shall be incorporated by reference and not conflict with the terms of this Contract. In the manner in which the County expects to receive services, the County shall look to the Contractor for performance and not deal directly with any subcontractor. All matters related to this Contract shall be handled by the Contractor with the County; the County will have no direct contact with the subcontractor in matters related to the performance of this Contract. All work must meet the approval of the County.
- I. Non-Discrimination:** In the performance of this Contract, Contractor agrees that it will comply with the requirements of Section 1735 of the California Labor Code and not engage nor permit any subcontractors to engage in discrimination in employment of persons because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, or sex of such persons. Contractor acknowledges that a violation of this provision shall subject Contractor to all the penalties imposed for a violation of Section 1720 et seq. of the California Labor Code.

- J. Termination:** In addition to any other remedies or rights it may have by law, County has the right to terminate this Contract without penalty immediately with cause or after thirty (30) days' written notice without cause, unless otherwise specified. Cause shall be defined as any breach of this Contract, or any misrepresentation or fraud on the part of the Contractor. Exercise by County of its right to terminate the Contract shall relieve County of all further obligation.
- K. Consent to Breach Not Waiver:** No term or provision of this Contract shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.
- L. Remedies Not Exclusive:** The remedies for breach set forth in this Contract are cumulative as to one another and as to any other provided by law, rather than exclusive; and the expression of certain remedies in this Contract does not preclude resort by either party to any other remedies provided by law.
- M. Independent Contractor:** Contractor shall be considered an independent contractor and neither Contractor, its employees, nor anyone working under Contractor shall be considered an agent or an employee of County. Neither Contractor, its employees, nor anyone working under Contractor, shall qualify for workers' compensation or other fringe benefits of any kind through County.
- N. Performance:** Contractor shall perform all work under this Contract, taking necessary steps and precautions to perform the work to County's satisfaction. Contractor shall be responsible for the professional quality, technical assurance, timely completion and coordination of all documentation and other services furnished by the Contractor under this Contract. Contractor shall perform all work diligently, carefully, and in a good and workman-like manner; shall furnish all labor, supervision, machinery, equipment, materials, and supplies necessary therefor; shall at its sole expense obtain and maintain all permits and licenses required by public authorities, including those of County required in its governmental capacity, in connection with performance of the work; and, if permitted to subcontract, shall be fully responsible for all work performed by subcontractors.
- O. Indemnification and Insurance:**

Indemnification Provisions

Contractor agrees to indemnify, defend with counsel approved in writing by County, and hold County, its elected and appointed officials, officers, employees, agents and those special districts and agencies for which County's Board of Supervisors acts as the governing Board ("County Indemnitees") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by Contractor pursuant to this Contract. If judgment is entered against Contractor and County by a court of competent jurisdiction because of the concurrent active negligence of County or County Indemnitees, Contractor and County agree that liability will be apportioned as determined by the court. Neither party shall request a jury apportionment.

Insurance Provisions

Prior to the provision of services under this Contract, the Contractor agrees to purchase all required insurance at Contractor's expense and to deposit with the County Certificates of Insurance, including all endorsements required herein, necessary to satisfy the County that the insurance provisions of this Contract have been complied with and to keep such insurance coverage and the certificates therefore on deposit with the County during the entire term of this Contract. In addition, all subcontractors performing work on behalf of Contractor pursuant to this Contract shall obtain insurance subject to the same terms and conditions as set forth herein for Contractor.

All insurance policies required by this Contract shall declare any deductible or self-insured retention (SIR) in an amount in excess of \$25,000 (\$5,000 for automobile liability), which shall specifically be approved by the County Executive Office (CEO)/Office of Risk Management. Contractor shall be responsible for reimbursement of any deductible to the insurer. Any self-insured retentions (SIRs) or deductibles shall be clearly stated on the Certificate of Insurance.

If the Contractor fails to maintain insurance acceptable to the County for the full term of this Contract, the County may terminate this Contract.

Qualified Insurer

The policy or policies of insurance must be issued by an insurer licensed to do business in the State of California (California Admitted Carrier).

Minimum insurance company ratings as determined by the most current edition of the **Best's Key Rating Guide/Property-Casualty/United States or ambest.com** shall be A- (Secure Best's Rating) and VIII (Financial Size Category).

If the carrier is a non-admitted carrier in the State of California, CEO/Office of Risk Management retains the right to approve or reject carrier after a review of the company's performance and financial ratings.

The policy or policies of insurance maintained by the Contractor shall provide the minimum limits and coverage as set forth below:

| <u>Coverage</u> | <u>Minimum Limits</u> |
|--|---|
| Commercial General Liability with broad form property damage and contractual liability | \$1,000,000 combined single limit per occurrence \$2,000,000 aggregate |
| Automobile Liability including coverage for owned, non-owned and hired vehicles | \$1,000,000 combined single limit per occurrence |
| Workers' Compensation | Statutory |
| Employers' Liability Insurance | \$1,000,000 per occurrence |
| Professional Liability Insurance | \$1,000,000 per claims made or per occurrence |

All liability insurance required by this Contract, except Professional Liability, shall be at least \$1,000,000 combined single limit per occurrence. Professional Liability may also be on a "Claims Made" basis. The minimum aggregate limit for the Commercial General Liability policy shall be \$2,000,000.

The County of Orange shall be added as an additional insured on all insurance policies required by this Contract with respect to work done by the Contractor under the terms of this Contract (except Workers' Compensation/Employers' Liability and Professional Liability). An additional insured endorsement evidencing that the County of Orange is an additional insured shall accompany the Certificate of Insurance.

All insurance policies required by this Contract shall be primary insurance, and any insurance maintained by the County shall be excess and non-contributing with insurance provided by these policies. An endorsement evidencing that the Contractor's insurance is primary and non-

contributing shall specifically accompany the Certificate of Insurance for the Commercial General Liability.

All insurance policies required by this Contract shall give the County thirty (30) days' notice in the event of cancellation. This shall be evidenced by an endorsement separate from the Certificate of Insurance. In addition, the cancellation clause must include language as follows, which edits the pre-printed ACORD certificate:

~~SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT. BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENT OR REPRESENTATIVE.~~

All insurance policies required by this Contract shall waive all rights of subrogation against the County and members of the Board of Supervisors, its elected and appointed officials, officers, agents and employees when acting within the scope of their appointment or employment.

If Contractor's Professional Liability policy is a "Claims Made" policy, Contractor shall agree to maintain professional liability coverage for two (2) years following completion of Contract.

The Commercial General Liability policy shall contain a severability of interests clause.

The Contractor is aware of the provisions of Section 3700 of the California Labor Code, which requires every employer to be insured against liability for Workers' Compensation or be self-insured in accordance with provisions of that code. The Contractor will comply with such provisions and shall furnish the County satisfactory evidence that the Contractor has secured, for the period of this Contract, statutory Workers' Compensation insurance and Employers' Liability insurance with minimum limits of \$1,000,000 per occurrence.

Insurance certificates should be forwarded to the agency/department address listed on the solicitation.

If the Contractor fails to provide the insurance certificates and endorsements within seven (7) days of notification by assigned buyer, award may be made to the next qualified vendor.

County expressly retains the right to require Contractor to increase or decrease insurance of any of the above insurance types throughout the term of this Contract. Any increase or decrease in insurance will be as deemed by County's Risk Manager as appropriate to adequately protect County.

County shall notify Contractor in writing of changes in the insurance requirements. If Contractor does not deposit copies of acceptable Certificates of Insurance and endorsements with County incorporating such changes within thirty (30) days of receipt of such notice, this Contract may be in breach without further notice to Contractor, and County shall be entitled to all legal remedies.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this Contract.

The County of Orange Certificate of Insurance and the Special Endorsement for the County of Orange can be utilized to verify compliance with the above-mentioned insurance requirements in place of commercial insurance certificates and endorsements.

- P. Bill and Liens:** Contractor shall pay promptly all indebtedness for labor, materials and equipment used in performance of the work. Contractor shall not permit any lien or charge to attach to the work or the premises, but if any does so attach, Contractor shall promptly procure its release and, in accordance with the requirements of paragraph "O" above, indemnify, defend, and hold County harmless and be responsible for payment of all costs, damages, penalties and expenses related to or arising from or related thereto.
- Q. Changes:** Contractor shall make no changes in the work or perform any additional work without the County's specific written approval.
- R. Change of Ownership:** Contractor agrees that if there is a change or transfer in ownership of Contractor's business prior to completion of this Contract, the new owners shall be required under terms of sale or other transfer to assume Contractor's duties and obligations contained in this Contract and complete them to the satisfaction of County.
- S. Force Majeure:** Contractor shall not be assessed with liquidated damages or unsatisfactory performance penalties during any delay beyond the time named for the performance of this Contract caused by any act of God, war, civil disorder, employment strike or other cause beyond its reasonable control, provided Contractor gives written notice of the cause of the delay to County within thirty six (36) hours of the start of the delay and Contractor avails itself of any available remedies.
- T. Confidentiality:** Contractor agrees to maintain the confidentiality of all County and County-related records and information pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this Contract. All such records and information shall be considered confidential and kept confidential by Contractor and Contractor's staff, agents and employees.
- U. Compliance with Laws:** Contractor represents and warrants that services to be provided under this Contract shall fully comply, at Contractor's expense, with all standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively "laws"), including, but not limited to those issued by County in its governmental capacity and all other laws applicable to the services at the time services are provided to and accepted by County. Contractor acknowledges that County is relying on Contractor to ensure such compliance, and pursuant to the requirements of paragraph "O" above, Contractor agrees that it shall defend, indemnify and hold County and County Indemnitees harmless from all liability, damages, costs and expenses arising from or related to a violation of such laws.
- V. Pricing:** The Contract amount shall include full compensation for providing all services as specified herein or when applicable, in the Scope of Work attached to this Contract, and no additional compensation shall be allowed therefor, unless otherwise provided for in this Contract.
- W. Terms and Conditions:** Contractor acknowledges that it has read and agrees to all terms and conditions included in this Contract.
- X. Headings:** The various headings and numbers herein, the grouping of provisions of this Contract into separate clauses and paragraphs, and the organization hereof are for the purpose of convenience only and shall not limit or otherwise affect the meaning hereof.
- Y. Severability:** If any term, covenant, condition or provision of this Contract is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.
- Z. Calendar Days:** Any reference to the word "day" or "days" herein shall mean calendar day or calendar days, respectively, unless otherwise expressly provided.

- AA. Attorneys Fees:** In any action or proceeding to enforce or interpret any provision of this Contract, or where any provision hereof is validly asserted as a defense, each party shall bear its own attorney's fees, costs and expenses.
- BB. Interpretation:** This Contract has been negotiated at arm's length and between persons sophisticated and knowledgeable in the matters dealt with in this Contract. In addition, each party has been represented by experienced and knowledgeable independent legal counsel of its own choosing, or has knowingly declined to seek such counsel despite being encouraged and given the opportunity to do so. Each party further acknowledges that it has not been influenced to any extent whatsoever in executing this Contract by any other party hereto or by any person representing either or both of them. Accordingly, any rule of law (including California Civil Code Section 1654) or legal decision that would require interpretation of any ambiguities in this Contract against the party that has drafted it is not applicable and is waived. The provisions of this Contract shall be interpreted in a reasonable manner to effect the purpose of the parties and this Contract.
- CC. Authority:** The parties to this Contract represent and warrant that this Contract has been duly authorized and executed and constitutes the legally binding obligation, enforceable in accordance with its terms.
- DD. Waiver of Jury Trial:** Each party acknowledges that is aware of and has had the opportunity to seek advice of counsel of its choice with respect to its rights to trial by jury and each party, for itself and its successors, creditors, and assigns, does hereby expressly and knowingly waive and release all such rights to trial by jury in any action, proceeding or counterclaim brought by any party hereto against the other (and/or against its officers, directors, employees, agents, or subsidiary or affiliated entities) on or with regard to any matters whatsoever arising out of or in any way connected with this Contract and/or any other claim of injury or damage.
- EE. Employee Eligibility Verification:** The Contractor warrants that it fully complies with all federal and state statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirement set forth in federal statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal or state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by the law. The Contractor shall indemnify, defend with counsel approved in writing by County, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any federal or state statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

ADDITIONAL TERMS AND CONDITIONS

1. **Scope of Contract:** This Contract, together with its Attachments and Exhibits attached hereto and incorporated herein by reference, specifies the contractual terms and conditions by which the County will procure and receive services from Contractor. The detailed Scope of Work (SOW) is fully set forth and incorporated herein as Attachment A.
2. **Term of Contract:** This Contract shall be in effect from July 1, 2010 through and including June 30, 2011, renewable for four (4) additional one-year periods upon mutual concurrence. Contract shall be in effect for the time periods specified, unless this Contract is earlier terminated by the parties in accordance with Articles 5, 6, and 7.

3. **Precedence:** The Contract documents consist of this Contract, and its Attachments and Exhibits. In the event of a conflict between the Contract documents, the order of precedence shall be the provisions of the main body of this Contract, i.e., those provisions set forth in the recitals and articles of this Contract, the Attachments and then the Exhibits.
4. **Pricing Structure:** The Contractor agrees that no price/fee increases shall be passed along to the County during the term of this Contract. Contractor may discount said prices anytime during the term of the Contract.
5. **Fiscal Appropriations – Subject to:** This Contract is subject to and contingent upon applicable budgetary appropriations being approved by the County of Orange Board of Supervisors for each fiscal year during the term of this Contract. If such appropriations are not approved, the Contract will be terminated without penalty to the County.
6. **Contingency of Funds:** Contractor acknowledges that funding or portions of funding for this Contract may also be contingent upon the receipt of funds from, and/or appropriation of funds by, the State of California to County. If such funding and/or appropriations are not forthcoming, or are otherwise limited, County may immediately terminate or modify this Contract without penalty.
7. **Termination**
 - A. **Termination – Default:** If Contractor is in default of any of its obligations under this Contract and has not commenced cure within ten (10) days after receipt of a written notice of default from County and cured such default within the time specified in the notice, the County shall immediately be entitled to either commence resolution in accordance with this paragraph or to terminate this Contract by giving written notice to take effect immediately. Default shall include failure to carry out any of the requirements of this Contract, including, but not limited to persistently disregarding laws and or ordinances, not proceeding with the work as agreed to herein, or otherwise substantially violating any provision of this Contract. Upon termination of the Contract with Contractor, the County may begin negotiations with a third-party contractor to provide services as specified in this Contract.

The right of either party to terminate this Contract hereunder shall not be affected in any way by its waiver of or failure to take action with response to any previous default.

 - B. **Termination – Orderly:** After receipt of a termination notice from the County, the Contractor shall submit to the County a termination claim, if applicable. Such claim shall be submitted promptly, but in no event later than sixty (60) days from the effective date of the termination, unless one or more extensions in writing are granted by the County upon written request of the Contractor. Upon termination County agrees to pay the Contractor for all services performed prior to termination which meet the requirements of the Contract, provided, however, that such compensation plus previously paid compensation shall not exceed the total compensation set forth in the Contract. Upon termination or other expiration of this Contract, each party shall promptly return to the other party all papers, materials, and other properties of the other held by each for purposes of execution of the Contract. In addition, each party will assist the other party in orderly termination of this Contract and the transfer of all aspects, tangible and intangible, as may be necessary for the orderly, non-disruptive business continuation of each party.
8. **County Project Manager:** The County shall appoint a Project Manager to act as liaison with Contractor during the term of this Contract. The County's Project Manager shall coordinate the activities of the County staff assigned to work with the Contractor.
9. **Contractor Project Manager:** Contractor shall appoint a Project Manager to direct the Contractor's efforts in fulfilling Contractor's obligations under this Contract. The Project Manager shall be subject to approval by the County and shall not be changed without the written consent of the County's Project Manager.

The Contractor's Project Manager shall be assigned to this project for the duration of this Contract and shall diligently pursue all work and services to meet the project time lines. The County's Project Manager shall have the right to require the removal and replacement of the Contractor's Project Manager or any other Contractor's staff providing services to the County under this Contract. The County's Project Manager shall notify the Contractor in writing of such action. The Contractor shall accomplish the removal within three (3) business days after written notice by the County's Project Manager. The County's Project Manager shall review and approve the appointment of the replacement for the Contractor's Project Manager. The County is not required to provide any additional information, reason or rationale in the event it elects to request the removal of Contractor's Project Manager providing services to the County under this Contract.

10. Breach of Contract: The failure of the Contractor to comply with any of the provisions, covenants or conditions of this Contract shall be a material breach of this Contract. In such event the County may, and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:

- a. Afford the Contractor written notice of the breach and ten (10) calendar days or such shorter time that may be specified in this Contract within which to cure the breach;
- b. Discontinue payment to the Contractor for and during the period in which the Contractor is in breach; and
- c. Offset against any monies billed by the Contractor but yet unpaid by the County those monies disallowed pursuant to the above.

11. County of Orange Child Support Enforcement (Exhibit 3): In order to comply with the child support enforcement requirements of the County of Orange, within ten (10) days of notification of selection of award of Contract but prior to official award of Contract, the selected Contractor agrees to furnish to the contract administrator, the Purchasing Agent, or the agency/department deputy purchasing agent:

- a. In the case of an individual contractor, his/her name, date of birth, social security number, and residence address;
- b. In the case of a contractor doing business in a form other than as an individual, the name, date of birth, social security number, and residence address of each individual who owns an interest of ten (10) percent or more in the contracting entity;
- c. A certification that the contractor has fully complied with all applicable federal and state reporting requirements regarding its employees; and
- c. A certification that the contractor has fully complied with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment and will continue to so comply.

Failure of the Contractor to timely submit the data and/or certifications required may result in the Contract being awarded to another contractor. In the event a Contract has been issued, failure of the Contractor to comply with all federal, state, and local reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment shall constitute a material breach of the Contract. Failure to cure such breach within sixty (60) calendar days of notice from the County shall constitute grounds for termination of the Contract.

12. Conflict of Interest: The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with the best interests of the County. This obligation shall apply to the Contractor; the Contractor's employees, agents, and relatives; sub-tier contractors; and third parties associated with accomplishing work and services hereunder.

The Contractor's efforts shall include, but not be limited to establishing precautions to prevent its employees or agents from making, receiving, providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to appear to influence individuals to act contrary to the best interests of the County.

The County of Orange Board of Supervisors' policy prohibits its public employees from engaging in activities involving conflicts of interest. The Contractor shall not, during the period of this Contract, employ any County employee for any purpose.

13. **Conflict with Existing Law:** The Contractor and the County agree that if any provision of this Contract is found to be illegal or unenforceable, such term or provision shall be deemed stricken and the remainder of the Contract shall remain in full force and effect. Either party having knowledge of such term or provision shall promptly inform the other of the presumed non-applicability of such provision. Should the offending provision go to the heart of the Contract, the Contract shall be terminated in a manner commensurate with the interests of both parties to the maximum extent reasonable.
14. **Contractor Bankruptcy/Insolvency:** If the Contractor should be adjudged bankrupt or should have a general assignment for the benefit of its creditors or if a receiver should be appointed on account of the Contractor's insolvency, the County may terminate this Contract.
15. **Disputes – Contract:** The parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a reasonable period of time by the Contractor and the County's Project Manager, such matter shall be brought to the attention of the Purchasing Agent by way of the following process:
 - a. The Contractor shall submit to the agency/department assigned buyer a written demand for a final decision regarding the disposition of any dispute between the parties arising under, related to, or involving this Contract, unless the County, on its own initiative, has already rendered such a final decision.
 - b. The Contractor's written demand shall be fully supported by factual information, and, if such demand involves a cost adjustment to the Contract, the Contractor shall include with the demand a written statement signed by a senior official indicating that the demand is made in good faith, that the supporting data are accurate and complete, and that the amount requested accurately reflects the Contract adjustment for which the Contractor believes the County is liable.

Pending the final resolution of any dispute arising under, related to, or involving this Contract, the Contractor agrees to diligently proceed with the performance of this Contract, including the provision of services. The Contractor's failure to diligently proceed shall be considered a material breach of this Contract.

Any final decision of the County shall be expressly identified as such, shall be in writing, and shall be signed by the Purchasing Agent. If the County fails to render a decision within ninety (90) days after receipt of the Contractor's demand, it shall be deemed a final decision adverse to the Contractor's contentions. The County's final decision shall be conclusive and binding regarding the dispute unless the Contractor commences action in a court of competent jurisdiction to contest such decision within ninety (90) days following the date of the County's final decision or one (1) year following the accrual of the cause of action, whichever is later.

16. **Notices:** Any and all notices, requests, demands, and other communications contemplated, called for, permitted, or required to be given hereunder shall be in writing, except through the course of the parties' routine exchange of information and cooperation during the term of the work and services, and shall be deemed to have been duly given (a) upon actual in-person delivery, if

Contractor agrees to maintain such records for possible audit for a minimum of three (3) years after final payment, unless a longer period of records retention is stipulated under this Contract or by law. Contractor agrees to allow interviews of any employees or others who might reasonably have information related to such records.

Should the Contractor cease to exist as a legal entity, the Contractor's Records pertaining to this Contract shall be forwarded to the surviving entity in a merger or acquisition or, in the event of liquidation, to the County's Project Manager.

19. **News / Information Release:** The Contractor agrees that it will not issue any news releases or upload County logos or other information onto any website in connection with either the award of this Contract or any subsequent amendment of or effort under this Contract without first obtaining review and written approval from the County through the County's Project Manager. All press releases, including graphic display information to be published in newspapers, magazines, etc., are to be administered only by the County unless otherwise agreed to by both parties.
20. **California Public Records Act:** Contractor and County agree and acknowledge that all information and documents related to the award and performance of this Contract are subject to disclosure pursuant to the California Public Records Act, California Government Code Section 6250 *et seq.*
21. **Validity:** The invalidity in whole or in part of any article or provision of this Contract shall not void or affect validity of any other article or provision of this Contract.
22. **Gratuities:** The Contractor warrants that no gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the County with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, the County shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by the County in procuring on the open market any goods or services which the Contractor agreed to supply shall be borne and paid for by the Contractor. The rights and remedies of the County provided in the clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.
23. **Parking:** The County shall not provide free parking.
24. **Amendments – Changes/Extra Work:** The Contractor shall make no changes to this Contract without the County's written consent. In the event that there are new or unforeseen requirements, the County with the Contractor's concurrence has the discretion to request official changes at any time without changing the intent of this Contract.

If County-initiated changes or changes in laws or government regulations affect price, the Contractor's ability to deliver services, or the project schedule, the Contractor shall give the County written notice no later than seven (7) calendar days from the date the law or regulation went into effect or the date the change was proposed by the County and the Contractor was notified of the change. Such changes shall be agreed to in writing and incorporated into a Contract amendment. Said amendment shall be issued by the County-assigned buyer, shall require the mutual consent of all parties, and may be subject to approval by the County Board of Supervisors. Nothing herein shall prohibit the Contractor from proceeding with the work as set forth in this Contract.

25. **Equal Employment Opportunity:** The Contractor shall comply with U.S. Executive Order 11426 entitled, "Equal Employment Opportunity" as amended by Executive Order 11375 and as supplemented in Department of Labor regulations (41 CFR, Part 60) and applicable State of California regulations as may now exist or be amended in the future. The Contractor shall not

discriminate against any employee or applicant for employment on the basis of race, color, national origin, ancestry, religion, sex, marital status, political affiliation or physical or mental condition.

Regarding handicapped persons, the Contractor shall not discriminate against any employee or applicant for employment because of physical or mental handicap in regard to any position for which the employee or applicant for employment is qualified. The Contractor agrees to provide equal opportunity to handicapped persons in employment or in advancement in employment or otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicaps in all employment practices such as the following: Employment, upgrading, promotions, transfers, recruitments, advertising, layoffs, terminations, rate of pay or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to comply with the provisions of Sections 503 and 504 of the Rehabilitation Act of 1973, as amended, pertaining to prohibition of discrimination against qualified handicapped persons in all programs and/or activities as detailed in regulations signed by the Secretary of the Department of Health and Human Services effective June 3, 1977, and found in the Federal Register, Volume 42, No. 68 dated May 4, 1977, as may now exist or be amended in the future.

Regarding Americans with disabilities, Contractor agrees to comply with applicable provisions of Title 1 of the Americans with Disabilities Act enacted in 1990 as may now exist or be amended in the future.

- 26. Americans with Disabilities Act (ADA):** Section 504 of the Rehabilitation Act of 1973 as amended; Title VI and VII of the Civil Rights Act of 1964 as amended; Americans with Disabilities Act, 42 USC 12101; California Code of Regulations, Title 2, Title 22: California Government Code, Sections 11135, et seq; and other federal and state laws and executive orders prohibit discrimination. All programs, activities, employment opportunities, and services must be made available to all persons, including persons with disabilities.
- 27. Cooperative Agreement:** The provisions and pricing of this Contract will be extended to other political sub-divisions and County of Orange agencies/departments. Political sub-divisions and County of Orange agencies/departments wishing to use this Contract will be responsible for issuing their own purchase documents/master agreements, providing for their own acceptance, and making any subsequent payments. These entities will hold harmless the County of Orange from all claims, demands, actions or causes of actions of every kind resulting directly or indirectly, arising out of, or in any way connected with the use of this Contract. The cooperative entities are responsible for obtaining all certificates of insurance and bonds required. The Contractor is responsible for providing each cooperative entity a copy of the Contract upon request by the cooperative entity. The County of Orange makes no guarantee of usage by other users of this Contract. The County of Orange may authorize the loading of this Contract into an electronic commerce system.

The Contractor shall be required to maintain a list of the cooperatively participating County agencies/departments and other political sub-divisions that have used this Contract. The list shall report dollar volumes spent quarterly and annually and shall be provided on a quarterly basis to the County lead agency.

- 28. Ownership of Documents:** The County has permanent ownership of all directly connected and derivative materials produced under this Contract by the Contractor. All documents, reports and other incidental or derivative work or materials furnished hereunder shall become and remain the sole property of the County and may be used by the County as it may require without additional cost to the County. None of the documents, reports and other incidental or derivative work or furnished materials shall be used by the Contractor without the express written consent of the County.

CONTRACT NO. TBD

SIGNATURE PAGE

IN WITNESS WHEREOF, the parties hereto certify that they have read and understand all the terms and conditions contained herein and have hereby executed this Contract on the dates shown opposite their respective signatures below.

CONTRACTOR'S NAME*

Print Name Title

Signature Date

Print Name Title

Signature Date

* If the Contractor is a corporation, signatures of two specific corporate officers are required as further set forth.

The first corporate officer signature must be one of the following: 1) the Chairman of the Board; 2) the President; or 3) any Vice President.

The second corporate officer signature must be one of the following: 1) Secretary; 2) Assistant Secretary; 3) Chief Financial Officer; or 4) any Assistant Treasurer.

In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.

County of Orange, a political subdivision of the State of California

Leila Garcia Administrative Manager I

Print Name Title

Signature Date

ATTACHMENT A**SCOPE OF WORK****I. INTRODUCTION**

This Contract is established for the Contractor to provide professional language interpretation and translation services to the Orange County Health Care Agency (HCA). Language interpretation services shall include In-Person Verbal Language Interpretation, and Over-The-Telephone Language Interpretation. Translation services shall include Written Translation of medical records, forms and other various documents.

CONTRACTOR RESPONSIBILITIES**a) In-Person Verbal Language Interpretation**

1. In-Person verbal language interpretation services shall be provided to various HCA departments/programs/clinics (Programs), for HCA Clients (Clients) that are non-English proficient.
2. Contractor shall assist HCA staff and Clients "In-Person" with verbal language interpretation, by traveling to various HCA Programs as instructed by HCA staff.
3. Contractor shall assist Clients to obtain general information, schedule appointments, communicate and complete required paper work associated with client's eligibility for various HCA Programs, explain rules, regulations and Client expectations as instructed by HCA staff.
4. Contractor shall interpret and translate all communication, medical and non-medical between HCA staff and Clients.
5. Contractor to provide services as requested at various HCA Programs within the Orange County. Parking may be available at no charge at some locations, however County shall not be held responsible for providing or making parking arrangements for the Contractor. County shall not reimburse the Contractor for any parking or travel expenses.
6. Contractor shall be available for in-person verbal language interpretation services Monday through Friday from 7:00am to 8:00pm Pacific Time (PT), excluding County observed holidays.

b) Over-The-Telephone Verbal Language Interpretation

1. Contractor shall assist HCA staff and Clients "Over-The-Telephones" with verbal language interpretation.
2. Contractor shall assist Clients to obtain general information, schedule appointments, communicate, and explain rules, regulations and client expectations as instructed by HCA staff.
3. Contractor shall interpret and translate all communication, medical and non-medical, between HCA staff and Clients.
4. Over-The-Telephone language interpretation services shall be provided for various HCA Programs, to assist Clients that are non-English proficient.
5. At time of service request, Contractor shall ask for the account number associated with the Program, upon receiving the account number, Contractor shall immediately direct County

Program's incoming call to an interpreter to perform the over-the-telephone language interpretation services.

6. Contractor shall be available for services twenty four (24) hours per day Monday through Sunday, including weekends and holidays.

c) Written Translation of Documents

1. Contractor shall perform written translation of medical records, forms and other various documents for HCA Programs.
2. Delivery times for translation services shall be within appropriate agreed upon time. The determination of "appropriate agreed upon time" shall be reasonable and agreed upon between the County and Contractor at time of requesting services and shall depend on the quantity of translation services needed.
3. County may require Contractor to "Rush" the requested translation services. Written translations of documents that are requested by the County to be "Rush" delivered shall be delivered by the Contractor to the County within seventy-two (72) hours of Contractor's receipt of documents. (Applicable "Rush" charges may apply).

II. CONTRACTOR QUALIFICATIONS/REQUIREMENTS

- a) Contractor and Contractor's employees (interpreters/translators) shall meet the following minimum requirements:
 1. Interpreter/translator shall be able to communicate fluently and effectively in both English and the language of which interpretation/translation services are being provided.
 2. Interpreter/translator shall be capable and diligent in following directions provided by the HCA staff.
 3. Interpreter/translators shall be physically and emotionally capable and diligent of performing County's assigned tasks and services.
 4. Interpreters shall wear appropriate professional attire during the performance of in-person verbal language interpretation services in performance of this Contract.
 5. Contractor and Contractor's interpreters/translators shall maintain if applicable, appropriate certification and receive on-going training as needed during the term of this Contract.
 6. Contractor's interpreters/translators shall be professionally recruited/hired by Contractor.
 7. Contractor shall conduct professional reference checks for all interpreters/translators recruited/hired by Contractor.

III. LANGUAGES REQUIRED

- a) The Contractor's interpretation and translation services shall be readily available for, but not limited to the following languages:
 Acholi, Afrikaans, Akan, Albanian, Amharic, Arabic, Armenian, Asamese, Assyrian, Azerbaijani, Bambara, Basque, Behdini, Belorussian, Bengali, Berber, Bosnian, Bulgarian, Burmese dialects, Cantonese, Catalan, Chaldean, Chaochow, Chamorro, Chavacano, Cherokee, Chinese Simplified (for written translation services), Chuukese, Croatian, Czech, Danish, Dari, Dinka, Dutch, English, Estonian, Ewe, Farsi, Fijian Hindi, Finnish, Flemish, French, French Canadian, Fukienese, Fula, Fulani, Fuzhou, Ga, Gaddang, Gaelic, Georgian,

German, Greek, Gujarati, Haitian Creole, Hakka, Hakka–China, Hakka–Taiwan, Hausa, Hebrew/Yiddish, Hindi, Hmong, Hungarian, Ibanag, Ibo, Icelandic, Igbo, Ilocano, Indonesian, Italian, Jakartanese, Japanese, Javanese, Karen, Kashmiri, Khmer (Cambodian), Korean, Kosovan, Krio, Kurdish, Kurmanji, Lakota, Laotian, Latvian, Lingala, Lithuanian, Luganda, Luxembourgish, Maay, Macedonian, Malagasy, Malay, Malayalam, Malaysian, Maltese, Mandarin, Mandingo, Mandinka, Mankon, Marathi, Marshallese, Maori, Mien, Mina, Mixteco, Mongolian, Navajo, Neapolitan, Nepalese, Nepali, Nigerian Pidgin English, Norwegian, Nuer, Oromo, Pampangan, Papiamentu, Pashto, Patois, Pidgin English, Polish, Portuguese, Portuguese Creole, Punjabi, Romanian, Russian, Samoan, Serbian, Sanskrit, Shanghaiese, Spanish, Sicilian, Sinhalese, Sindhi, Slovak, Slovenian, Somali, Sorani, Spanish, Swahili, Swedish, Sylheti, Szechuan, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tibetan, Tigre, Tigrinya, Toishanese, Tongan, Tshiluba, Turkish, Twi, Ukrainian, Urdu, Vietnamese, Visayan, Welsh, Wolof, Yiddish, Yoruba, Yupik, Zulu.

IV. SCHEDULING SERVICES/APPOINTMENTS

- a) Standard (next day) in-person verbal language interpretation appointments shall be scheduled with the Contractor, twenty-four (24) hours (minimum) in advance of requested appointment time.
- b) Emergency (same day) in-person verbal language interpretation appointments shall be scheduled with the Contractor, four (4) hours (minimum) in advance of requested appointment time (Applicable “Emergency” charges may apply).
- c) If for any reason, Contractor cannot meet the County’s required schedule, Contractor shall notify the requesting HCA staff within one (1) hour of receiving the service request.
- d) Contractor shall establish an account for each HCA Program for billing purposes.

V. DAYS AND HOURS OF CONTRACTOR AVAILABILITY

- a) Contractor shall be available for service Monday through Sunday, twenty four (24) hours, seven (7) days a week.
- b) Normal business hours shall be: 7:00 am to 5:00 pm PT.
- c) After normal business hours (“After Hours”) shall be: anytime after 5:00pm PT and anytime before 7:00am PT (Applicable “After Hours” charges may apply).

VI. MINIMUM CHARGES

- a) In-Person Verbal Language Interpretation:
The minimum charge for in-person verbal language interpretation services shall be billed at two (2) hours. This (2) hour minimum charge shall be billed by the Contractor as a “*2-Hour Minimum Charge for in-Person Verbal Language Interpretation Services*”.
- b) Over-The Telephone Verbal Language Interpretation:
The minimum charge for over-the-telephone verbal language interpretation services shall be billed at five (5) minutes. This five (5) minute minimum charge shall be billed by the Contractor as a “*5 minute Minimum Charge for Over-The-Telephone Verbal Language Interpretation Services*”.
- c) Written Translation of Documents:
The minimum charge for written translation of documents shall be billed at 100 words. This 100 word minimum charge shall be billed by the Contractor as a “*100-word Minimum Charge for Written Translation of Documents*”.

ATTACHMENT B**COMPENSATION/PAYMENT SCHEDULE****I. COMPENSATION**

This is a fixed price Contract not to exceed TBD for the term of the Contract between the County and the Contractor.

The Contractor agrees to accept the specified compensation as full remuneration for performing all services and furnishing all staffing and materials called for; for any reasonably foreseen difficulties under the responsibility of the Contractor, which may arise or be encountered in the execution of the services until their acceptance; for risks connected with the services; and for performance by the Contractor of all of its duties and obligations hereunder. The fixed price shall include the fee and all expenses related to the performance of work and services required to meet the tasks and deliverables in the SOW, set forth more fully in Attachment A of this Contract.

II. PAYMENT TERMS**A. Terms**

Invoices are to be submitted in arrears to the address listed below. Payment will be net thirty (30) days after the receipt of an acceptable invoice submitted in accordance with the terms set forth herein. The invoice must be verified and approved by the County's Project Manager and is subject to routine processing requirements of the County.

Billing shall cover only those services not previously invoiced. The Contractor shall reimburse the County for any monies paid to the Contractor for goods and/or services not provided or when goods and/or services do not meet the Contract requirements.

Payment made by the County shall not preclude the right of the County from thereafter disputing any items or services involved or billed under this Contract and shall not be construed as acceptance of any part of the services.

B. Invoicing Instructions

1. Invoices and all supporting documentation shall be submitted to County's Project Manager as follows:

County of Orange
HCA/ Accounts Payable
PO Box 689
Santa Ana, CA 92702

2. Acceptable Invoicing Format: Contractor may bill on any standard invoice form, but the following references must be made:
 - a. County Contract Number;
 - b. Contractor's Federal I.D. Number and California Board of Equalization Permit Number;
 - c. Description of Services;
 - d. Date(s) of Performance of Service, Location of Service, Name of Requestor;
 - e. Amount of Payment Requested; and
 - f. Remittance Address.

The responsibility for providing acceptable invoice(s) to the County for payment rests with the Contractor. Incomplete or incorrect invoices are not acceptable and will be returned to the Contractor for correction.

BID ITEMS
ATTACHMENT C
COST SUMMARY/PRICING

Bidders are to quote their most competitive fees in the format shown below.

The rate shall include all costs, travel expenses, mileage, materials, and all other services fees for the completion of the services in accordance with Attachment A, SOW.

I. Service fees for In-Person Verbal Language Interpretation Services:

| IN-PERSON VERBAL LANGUAGE INTERPRETATION SERVICES | | | | | |
|--|--|-------------------------------------|--|------------------------------|-------------------------|
| LINE ITEM | LANGUAGE | CURRENT STANDARD HOURLY RATE | STANDARD HOURLY RATE (7:00AM – 5:00PM PT) | EMERGENCY HOURLY RATE | AFTER-HOURS RATE |
| 1 | Spanish | \$40.00 | | | |
| 2 | Vietnamese | \$55.00 | | | |
| 3 | Farsi | \$55.00 | | | |
| 4 | Somali | \$55.00 | | | |
| 5 | General Language Group <u>Language for this group shall include the following:</u> Acholi, Afrikaans, Akan, Albanian, Amharic, Arabic, Armenian, Asamese, Assyrian, Azerbaijani, Bambara, Basque, Behdini, Belorussian, Bengali, Berber, Bosnian, Bulgarian, Burmese dialects, Cantonese, Catalan, Chaldean, Chaochow, Chamorro, Chavacano, Cherokee, Chinese Simplified (for written translation services), Chuukese, Croatian, Czech, Danish, Dari, Dinka, Dutch, English, Estonian, Ewe, Fijian Hindi, Finnish, Flemish, French, French Canadian, Fukienese, Fula, Fulani, Fuzhou, Ga, Gaddang, Gaelic, Georgian, German, Greek, Gujarati, Haitian Creole, Hakka, Hakka–China, Hakka-Taiwan, Hausa, Hebrew/Yiddish, Hindi, Hmong, Hungarian, Ibanag, Ibo, Icelandic, Igbo, Ilocano, Indonesian, Italian, Jakartanese, Japanese, Javanese, Karen, Kashmiri, Khmer (Cambodian), | \$55.00 | | | |

| | | | | | |
|---|---|---------|--|--|--|
| | Korean, Kosovan, Krio, Kurdish, Kurmanji, Lakota, Laotian, Latvian, Lingala, Lithuanian, Luganda, Luxembourgeois, Maay, Macedonian, Malagasy, Malay, Malayalam, Malaysian, Maltese, Mandarin, Mandingo, Mandinka, Mankon, Marathi, Marshallese, Maori, Mien, Mina, Mixteco, Mongolian, Navajo, Neapolitan, Nepalese, Nepali, Nigerian Pidgin English, Norwegian, Nuer, Oromo, Pampangan, Papiamiento, Pashto, Patois, Pidgin English, Polish, Portuguese, Portuguese Creole, Punjabi, Romanian, Russian, Samoan Serbian,, Sanskrit, Shanghainese, Sicilian, Sinhalese, Sindhi, Slovak, Slovenian, Sorani, Spanish, Swahili, Swedish, Sylhetti, Szechuan, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tibetan, Tigre, Tigrinya, Toishanese, Tongan, Tshiluba, Turkish, Twi, Ukrainian, Urdu, Visayan, Welsh, Wolof, Yiddish, Yoruba, Yupik, Zulu. | | | | |
| 6 | All other languages And Dialects Group <u>Languages for this group shall include the following:</u> All other Languages and Dialects not listed on Line Items 1-5 above. | \$55.00 | | | |

1. Emergency Hourly Rate: (Scheduling “Emergency” Appointments)

The “Emergency Hourly Rate” shall be billed by the Contractor as an “*Emergency Scheduled In-Person Translation Appointment Rate*”.

This emergency hourly rate shall only be applicable to emergency (same day) in-person verbal language interpretation appointments that are scheduled with the Contractor, four (4) hours in advance of requested appointment time. Contractor shall inform the HCA staff at the time of scheduling the appointment if this charge will apply.

2. After-Hours Rate: (Services Provided After or Before Normal Business Hours)

The “After-Hours Rate” shall be billed by the Contractor as an “*After-Hours Rate for In-Person Translation Services*” This after-hours rate shall only be applicable to in-person translation services that are performed after normal business hours (after 5pm PT and before 7am PT).Contractor shall inform the HCA staff at the time of scheduling the appointment if this charge will apply.

II. Service fees for Over-The-Telephone Verbal Language Interpretation Services:

| OVER-THE TELEPHONE VERBAL LANGUAGE INTERPRETATION SERVICES | | | | |
|---|--|--------------------------------|---|------------------------------------|
| LINE ITEM | LANGUAGE | CURRENT PER-MINUTE RATE | PER-MINUTE RATE (7:00AM-5:00PM PT) | AFTER-HOURS PER-MINUTE RATE |
| 7 | Spanish | \$1.75 | | |
| 8 | Vietnamese | \$1.75 | | |
| 9 | Farsi | \$1.75 | | |
| 10 | Somali | \$1.75 | | |
| 11 | <p>General Language Group <u>Languages for this group shall include the following:</u> Acholi, Afrikaans, Akan, Albanian, Amharic, Arabic, Armenian, Asamese, Assyrian, Azerbaijani, Bambara, Basque, Behdini, Belorussian, Bengali, Berber, Bosnian, Bulgarian, Burmese dialects, Cantonese, Catalan, Chaldean, Chaochow, Chamorro, Chavacano, Cherokee, Chinese Simplified (for written translation services), Chuukese, Croatian, Czech, Danish, Dari, Dinka, Dutch, English, Estonian, Ewe, Fijian Hindi, Finnish, Flemish, French, French Canadian, Fukienese, Fula, Fulani, Fuzhou, Ga, Gaddang, Gaelic, Georgian, German, Greek, Gujarati, Haitian Creole, Hakka, Hakka–China, Hakka-Taiwan, Hausa, Hebrew/Yiddish, Hindi, Hmong, Hungarian, Ibanag, Ibo, Icelandic, Igbo, Ilocano, Indonesian, Italian, Jakartanese, Japanese, Javanese, Karen, Kashmiri, Khmer (Cambodian), Korean, Kosovan, Krio, Kurdish, Kurmanji, Lakota, Laotian, Latvian, Lingala, Lithuanian, Luganda, Luxembourgeois, Maay, Macedonian, Malagasy, Malay, Malayalam, Malaysian, Maltese, Mandarin, Mandingo, Mandinka, Mankon, Marathi, Marshallese, Maori, Mien, Mina, Mixteco, Mongolian, Navajo, Neapolitan, Nepalese, Nepali, Nigerian Pidgin English, Norwegian, Nuer, Oromo, Pampangan, Papiamiento, Pashto, Patois, Pidgin English, Polish, Portuguese, Portuguese Creole, Punjabi, Romanian, Russian, Samoan Serbian,, Sanskrit, Shanghainese, Sicilian, Sinhalese, Sindhi, Slovak, Slovenian, Sorani, Spanish, Swahili, Swedish, Sylhetti, Szechuan, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tibetan, Tigre, Tigrinya, Toishanese,</p> | \$1.75 | | |

| | | | | |
|----|---|--------|--|--|
| | Tongan, Tshiluba, Turkish, Twi, Ukrainian, Urdu, Visayan, Welsh, Wolof, Yiddish, Yoruba, Yupik, Zulu. | | | |
| 12 | All Other Languages And Dialects Group <u>Languages for this group shall include the following:</u> All other Languages and Dialects not listed on Line items 7-11 above | \$1.75 | | |

1. **After-Hours Rate for Over-The-Telephone Translation Services:**
The "After-Hours Rate" shall be billed by the Contractor as an "After-Hours Rate for Over-The-Telephone Translation Services". This after-hours rate shall only be applicable to Over-The-Telephone Translation Services that are performed after normal business hours (after 5pm PT and before 7am PT).

III. Service fees for Written Translation of Documents:

| WRITTEN TRANSLATION OF DOCUMENTS | | | | |
|---|--|------------------------------|----------------------|---------------------------|
| LINE ITEM | LANGUAGE | CURRENT PER-WORD RATE | PER-WORD RATE | RUSH PER-WORD RATE |
| 13 | Spanish | \$0.16 | | |
| 14 | Vietnamese | \$0.21 | | |
| 15 | Farsi | \$0.21 | | |
| 16 | Somali | \$0.30 | | |
| 17 | General Language Group <u>Languages for this group shall include the following:</u> Acholi, Afrikaans, Akan, Albanian, Amharic, Arabic, Armenian, Asamese, Assyrian, Azerbaijani, Bambara, Basque, Behdini, Belorussian, Bengali, Berber, Bosnian, Bulgarian, Burmese dialects, Cantonese, Catalan, Chaldean, Chaochow, Chamorro, Chavacano, Cherokee, Chinese Simplified (for written translation services), Chuukese, Croatian, Czech, Danish, Dari, Dinka, Dutch, English, Estonian, Ewe, Fijian Hindi, Finnish, Flemish, French, French Canadian, Fukienese, Fula, Fulani, Fuzhou, Ga, Gaddang, Gaelic, Georgian, German, Greek, Gujarati, Haitian Creole, Hakka, Hakka-China, | \$0.25 | | |

| | | | | |
|----|---|--------|--|--|
| | Hakka-Taiwan, Hausa, Hebrew/Yiddish, Hindi, Hmong, Hungarian, Ibanag, Ibo, Icelandic, Igbo, Ilocano, Indonesian, Italian, Jakartanese, Japanese, Javanese, Karen, Kashmiri, Khmer (Cambodian), Korean, Kosovan, Krio, Kurdish, Kurmanji, Lakota, Laotian, Latvian, Lingala, Lithuanian, Luganda, Luxembourggeois, Maay, Macedonian, Malagasy, Malay, Malayalam, Malaysian, Maltese, Mandarin, Mandingo, Mandinka, Mankon, Marathi, Marshallese, Maori, Mien, Mina, Mixteco, Mongolian, Navajo, Neapolitan, Nepalese, Nepali, Nigerian Pidgin English, Norwegian, Nuer, Oromo, Pampangan, Papiamiento, Pashto, Patois, Pidgin English, Polish, Portuguese, Portuguese Creole, Punjabi, Romanian, Russian, Samoan Serbian,, Sanskrit, Shanghainese, Sicilian, Sinhalese, Sindhi, Slovak, Slovenian, Sorani, Spanish, Swahili, Swedish, Sylhetti, Szechuan, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tibetan, Tigre, Tigrinya, Toishanese, Tongan, Tshiluba, Turkish, Twi, Ukrainian, Urdu, Visayan, Welsh, Wolof, Yiddish, Yoruba, Yupik, Zulu. | | | |
| 18 | All Other Languages And Dialects Group <u>Languages for this group shall include the following:</u> All other Languages and Dialects not listed on Line Items 13-17 above | \$0.30 | | |
| 19 | Formatting of Blank Forms/Documents (In regards to Translation Services) Blank Forms/Documents shall include (but not limited to): Any blank document, including medical records, forms, brochures, fliers, and other various written documentation needing translating and formatting. | \$1.00 | | |

1. **Rush Rate:** (Rush Services for Written Translation of Documents)

The “Rush” rate shall be billed by the Contractor as a “*Rush Rate for Written Translation Services*”.

This rush rate shall only be applicable to written translations of documents that are requested to be rushed delivered to the County within seventy two (72) hours of Contractor’s receipt of documents. Contractor shall inform the HCA staff at the time of request if this charge will apply.

ATTACHMENT D**HIPAA – BUSINESS ASSOCIATES****A. GENERAL PROVISIONS AND RECITALS**

1. The parties agree that the terms used, but not otherwise defined below, shall have the same meaning as those terms in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as it may exist now or be hereafter amended.
2. It is agreed by both parties that Contractor is a Business Associate of County for the purposes of this Contract.
3. It is understood by both parties that the HIPAA Security and Privacy Rules apply to the Contractor in the same manner as they apply to the covered entity (County). Contractor shall therefore at all times be in compliance with the applicable provisions of both the Privacy and the Security Rules as are described in Sections B.4 and B.5. below, and is responsible for complying with the issued regulations for said rules, as they currently exist or are hereafter amended, for purposes of safeguarding any Protected Health Information (PHI) used or generated by Contractor consistent with the terms of this Contract.
4. It is understood by both parties that the Privacy Rule does not pre-empt any state statutes, rules or regulations that impose more stringent requirements with respect to confidentiality of PHI.
5. County wishes to disclose certain information to Contractor pursuant to the terms of this Contract, some of which may constitute PHI as defined in Section B.6. below.
6. County and Contractor intend to protect the privacy and provide for the security of PHI disclosed to the Contractor pursuant to this Contract, in compliance with HIPAA and the regulations promulgated thereunder by the U.S. Department of Health and Human Services as they may now exist or be hereafter amended.

B. DEFINITIONS

1. "Breach" means the acquisition, access, use, or disclosure of PHI in a manner not permitted under the HIPAA Privacy Rule which compromises the security or privacy of the PHI.
 - a. For purposes of this definition, compromises the security or privacy of the PHI means, poses a significant risk of financial, reputational, or other harm to the Individual.
 - b. A use or disclosure of PHI that does not include the identifiers listed at §164.514 (e) (2), date of birth, and zip code does not compromise the security or privacy of PHI.
 - c. Breach excludes:
 - 1) Any unintentional acquisition, access, or use of PHI by a workforce member or person acting under the authority of a covered entity or a Business Associate, if such acquisition, access, or use was made in good faith and within the scope of authority and does not result in further use or disclosure in a manner not permitted under the Privacy Rule.
 - 2) Any inadvertent disclosure by a person who is authorized to access PHI at a covered entity or Business Associate to another person authorized to access PHI at the same covered entity or Business Associate, or organized health care arrangement in which the covered entity participates, and the information received as a result of such disclosure is not further used or disclosed in a manner not permitted under the Privacy Rule.
 - 3) A disclosure of PHI where a covered entity or business associate has a good faith belief that an unauthorized person to whom the disclosure was made would not reasonably have been able to retain such information.
2. "Designated Record Set" shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 CFR Section 164.501.
3. "Individual" shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 CFR Section 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.502(g).
4. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.
5. "Security Rule" shall mean the Security Standards for the Protection of Electronic PHI at 45 CFR Part 160, Part 162, and Part 164, Subparts A and C."
6. "Protected Health Information" or "PHI" shall have the meaning given to such term under the Privacy

Rule, including, but not limited to, 45 CFR Section 160.103, as applied to the information created or received by Business Associate from or on behalf of Covered Entity.

7. "Required by Law" shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 CFR Section 164.103.
8. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his or her designee.
9. "Unsecured Protected Health Information" means Protected Health Information that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary of Health and Human Services in the guidance issued on the HHS Web site.

C. OBLIGATIONS AND ACTIVITIES OF CONTRACTOR AS BUSINESS ASSOCIATE:

1. Contractor agrees not to use or disclose PHI other than as permitted or required by this Contract or as required by law.
2. Contractor agrees to use appropriate safeguards to prevent use or disclosure of PHI other than as provided for by this Contract.
3. Contractor agrees to mitigate, to the extent practicable, any harmful effect that is known to Contractor of a use or disclosure of PHI by Contractor in violation of the requirements of this Contract.
4. Contractor agrees to report to County within five (5) business days any use or disclosure of PHI not provided for by this Contract of which Contractor becomes aware.
5. Contractor agrees to ensure that any agent, including a subcontractor, to whom it provides PHI received from County, or created or received by Contractor on behalf of County, agrees to the same restrictions and conditions that apply through this Contract to Contractor with respect to such information.
6. Contractor agrees to provide access, within fifteen (15) calendar days of receipt of a written request by County, to PHI in a Designated Record Set, to County or, as directed by County, to an Individual in order to meet the requirements under 45 CFR Section 164.524.
7. Contractor agrees to make any amendment(s) to PHI in a Designated Record Set that County directs or agrees to pursuant to 45 CFR Section 164.526 at the request of County or an Individual, within thirty (30) calendar days of receipt of said request by County. Contractor agrees to notify County in writing no later than ten (10) calendar days after said amendment is completed.
8. Contractor agrees to make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created or received by Contractor on behalf of County, available to County and the Secretary, in a time and manner as determined by County, or as designated by the Secretary, for purposes of the Secretary determining County's compliance with the Privacy Rule.
9. Contractor agrees to document any disclosures of PHI and to make information related to such disclosures available as would be required for County to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
10. Contractor agrees to provide County or an Individual, as directed by County, in a time and manner to be determined by County, that information collected in accordance with this Contract, in order to permit County to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
11. Contractor shall work with County upon notification by Contractor to County of a Breach to properly determine if any Breach exclusions exist as defined in Section B.1.c. above.

D. SECURITY RULE

1. Security. Contractor shall establish and maintain appropriate administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of electronic PHI. Contractor shall follow generally accepted system security principles and the requirements of the final HIPAA rule pertaining to the security of PHI.
2. Agents and Subcontractors. Contractor shall ensure that any agent, including a subcontractor, to whom it provides electronic PHI, agrees to implement reasonable and appropriate safeguards to protect the PHI.
3. Security Incidents. Contractor shall report any "security incident" of which it becomes aware to County. For purposes of this Contract, a security incident means the attempted or successful

unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations. This does not include trivial incidents that occur on a daily basis, such as scans, "pings", or unsuccessful attempts to penetrate computer networks or servers maintained by Contractor.

E. BREACH DISCOVERY AND NOTIFICATION

1. Following the discovery of a Breach of Unsecured Protected Health Information, Contractor shall notify County of such Breach, however both parties agree to a delay in the notification if so advised by a law enforcement official, pursuant to 45 CFR 164.412.
2. A Breach shall be treated as discovered by Contractor as of the first day on which the Breach is known to the Contractor, or by exercising reasonable diligence, would have been known to Contractor.
3. Contractor shall be deemed to have knowledge of a Breach if the Breach is known, or by exercising reasonable diligence would have known, to any person who is an employee, officer, or other agent of the Contractor, as determined by federal common law of agency.
4. Contractor shall provide the notification of the Breach without unreasonable delay, and in no case later than five (5) business days after a Breach.
5. Contractor's notification may be oral, but shall be followed by written notification within 24 hours of the oral notification. Thereafter, Contractor shall provide written notification containing the contents stated below, within five (5) business days. Contractor shall be required to provide any other information relevant to the Breach in writing, as soon as discovered, or as soon as the information is available.
6. Contractor's notification shall include, to the extent possible:
 - a. The identification of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by Contractor to have been, accessed, acquired, used, or disclosed during the Breach,
 - b. Any other information that County is required to include in the notification to Individual it must provide pursuant to 45 CFR §164.404 (c), at the time Contractor is required to notify County, or promptly thereafter as this information becomes available, even after the regulatory sixty (60) day period set forth in 45 CFR § 164.410 (b) has elapsed, including:
 - 1) A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;
 - 2) A description of the types of Unsecured Protected Health Information that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);
 - 3) Any steps Individuals should take to protect themselves from potential harm resulting from the Breach;
 - 4) A brief description of what Contractor is doing to investigate the Breach, to mitigate harm to Individuals, and to protect against any future Breaches; and
 - 5) Contact procedures for Individuals to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.
7. County may require Contractor to provide notice to the Individual as required in 45 CFR § 164.404 if it is reasonable to do so under the circumstances, at the sole discretion of the County.
8. In the event that Contractor is responsible for, or suffers a Breach of Unsecured Protected Health Information, in violation of the Privacy Rule, Contractor shall have the burden of demonstrating that Contractor made all notifications to County as required by the Breach Notification regulations, or in the alternative, that the use or disclosure did not constitute a Breach as defined in 45 CFR § 164.402.
9. Contractor shall maintain documentation of all required notifications required pursuant to this Contract in the event of an impermissible use or disclosure of Unsecured Protected Health Information, or its risk assessment of the application of an exception to demonstrate that the notification was not required.
10. Contractor shall provide to County all specific and pertinent information about the Breach to permit County to meet its notification obligations under the HITECH Act, as soon as practicable, but in no event later than fifteen (15) calendar days after reporting the initial Breach to the County.
11. Contractor shall continue to provide all additional pertinent information about the Breach to County as it may become available, in reporting increments of fifteen (15) calendar days after the last report to County. Contractor shall also respond in good faith to any reasonable requests for further information,

or follow-up information after report to County, when such request is made by County.

12. Contractor shall bear all expense or other costs associated with the Breach, and shall reimburse County for all expenses County incurs in addressing the Breach and consequences thereof, including costs of investigation, notification, remediation, documentation or other costs associated with addressing the Breach.

F. PERMITTED USES AND DISCLOSURES BY CONTRACTOR

1. Except as otherwise limited in this Contract, Contractor may use or disclose PHI to perform functions, activities, or services for, or on behalf of, County as specified in this Contract, provided that such use or disclosure would not violate the Privacy Rule if done by County or the minimum necessary policies and procedures of County.
2. Contractor is permitted to use PHI as necessary for the proper management and administration of Contractor or to carry out legal responsibilities of Contractor. (ref. 45 C.F.R. 164.504(e)(4)(i)(A-B)).
3. Contractor is permitted to disclose PHI received from County for the proper management and administration of Contractor or to carry out legal responsibilities of Contractor, provided:
 - a. The disclosure is required by law; or
 - b. Contractor obtains reasonable assurances from the person to whom the PHI is disclosed that it will be held confidentially and used or further disclosed only as required by law or for the purposes for which it was disclosed to the person, the person will use appropriate safeguards to prevent unauthorized use or disclosure of the PHI, and the person immediately notifies Contractor of any instance of which it is aware in which the confidentiality of the Information has been Breached. (ref. 45 C.F.R. 164.504(e)(4)(ii)).
4. Contractor is also permitted to use or disclose PHI to provide data aggregation services, as that term is defined by 45 C.F.R. 164.501, relating to the health care operations of County.

G. OBLIGATIONS OF COUNTY

1. County shall notify Contractor of any limitation(s) in County's notice of privacy practices in accordance with 45 CFR Section 164.520, to the extent that such limitation may affect Contractor's use or disclosure of PHI.
2. County shall notify Contractor of any changes in, or revocation of, permission by an Individual to use or disclose PHI, to the extent that such changes may affect Contractor's use or disclosure of PHI.
3. County shall notify Contractor of any restriction to the use or disclosure of PHI that County has agreed to in accordance with 45 CFR Section 164.522, to the extent that such restriction may affect Contractor's use or disclosure of PHI.
4. County shall not request Contractor to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by County.

H. BUSINESS ASSOCIATE TERMINATION

1. Notwithstanding the Termination provisions set forth in this Contract, the Contract shall only terminate when all of the PHI provided by County to Contractor, or created or received by Contractor on behalf of County, is destroyed or returned to County, or if infeasible to return or destroy PHI, protections are extended to such information, in accordance with the Termination provisions of this Section.
2. In addition to the rights and remedies provided in the Termination paragraph of this Contract, upon County's knowledge of a material breach by Contractor of the requirements of this paragraph, County shall either:
 - a. Provide an opportunity for Contractor to cure the material breach or end the violation and terminate this Contract if Contractor does not cure the material breach or end the violation within thirty (30) business days; or
 - b. Immediately terminate this Contract if Contractor has breached a material term of this Contract and cure is not possible; or
 - c. If neither termination nor cure is feasible, County shall report the violation to the Secretary of the Department of Health and Human Services.
3. Upon termination of this Contract, all PHI provided by County to Contractor, or created or received by Contractor on behalf of County, shall either be destroyed or returned to County as provided in the Termination paragraph of this Contract, and in conformity with the Privacy Rule.
 - a. This provision shall apply to PHI that is in the possession of subcontractors or agents of

Contractor.

- b. Contractor shall retain no copies of the PHI.
- c. In the event that Contractor determines that returning or destroying the PHI is infeasible, Contractor shall provide to County notification of the conditions that make return or destruction infeasible. Upon determination by County that return or destruction of PHI is infeasible, Contractor shall extend the protections of this Contract to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Contractor maintains such PHI.

BID ITEMS

EXHIBIT 1
Company Profile

Company Name: _____

Business Address: _____

Address for payment: _____

Telephone Number: (____) _____ Facsimile Number: (____) _____

Email Address: _____

Length of time at current location: _____

Indicate your firm's federal tax I.D. number: _____

Is your firm incorporated: ____ Yes ____ No State of Incorporation: _____

Regular business hours: _____

Regular holidays and hours when business is closed: _____

Contact's name in reference to this bid: _____

Telephone Number: (____) _____ Facsimile Number: (____) _____

Email Address: _____

Customer Service Contact: _____

Telephone Number: (____) _____ Facsimile Number: (____) _____

Email Address: _____

Phone number to call for service: _____

Fax number: _____

24- Hour emergency phone number: _____

Accounts payable problems/questions should be directed to:

Customer service problems/questions should be directed to:

BID ITEMS

**EXHIBIT 2
REFERENCES**

Contractor shall submit at least three (3) references or letter of references where similar work of similar size is currently in process or recently completed. Include name of firm, phone, name of the contact person, a brief project description, and completion date. These references will be checked and could affect the award of the Contract.

It is desirable that at least one reference be located in Orange County:

| | <u>Firm Name & Address</u> | <u>Contact Person</u> | <u>Phone Number</u> |
|----|--------------------------------|-----------------------|---------------------|
| 1. | _____ | | |
| | _____ | | |

Project Description: _____

Completion Date: _____

| | | | |
|----|-------|--|--|
| 2. | _____ | | |
| | _____ | | |

Project Description: _____

Completion Date: _____

| | | | |
|----|-------|--|--|
| 3. | _____ | | |
| | _____ | | |

Project Description: _____

Completion Date: _____

4. Have you (bidder) ever been terminated from any contract?

YES NO If so, state:

Contracting Agency/Firm: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact: _____ Telephone:(_____) _____

Reason for Termination:_____

5. Have you (bidder) ever had a contract which was not renewed (other than when contract was awarded to a lower bidder)?

YES NO If so, state:

Contracting Agency/Firm:_____

Address:_____

City:_____ State:_____ Zip: _____

Contact:_____ Telephone: (_____)_____

Reason for Non Renewal: _____

6. Have you (bidder) ever operated under another company name?

YES NO If so, state:

Company Name: _____

Address:_____

City:_____ State:_____ Zip: _____

Dates of Operation -From:_____ To:_____

6. Does your company have a minimum of three (3) years experience providing language interpretation and translation services?

YES NO

8. Does your company meet all of the requirements out in this solicitation?

YES NO

BID ITEMS**EXHIBIT 3
COUNTY OF ORANGE CHILD SUPPORT ENFORCEMENT CERTIFICATION
REQUIREMENTS**

In order to enhance the child support collection efforts of the County of Orange Family Support Enforcement, all Contractors are required to provide the following information as listed on the attached form:

- If the Contractor is an individual contractor: Name, date of birth, social security number, and residence address.
- If Contractor is doing business in a form other than as an individual: Name, date of birth, social security number, and residence address of *each* individual who owns an interest of ten (10) percent or more in the contracting entity.

In addition, all Contractors must provide:

- A certification that the Contractor has fully complied with all applicable federal and state reporting requirements regarding its employees, and
- A certification that the Contractor has fully complied with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment and will continue to so comply.

In order to comply with child support enforcement requirements of the County of Orange, within thirty (30) days of award of Contract, the Contractor agrees to furnish the required contractor data and certifications to the Deputy Purchasing Agent.

Failure of the Contractor to timely submit the data and/or certifications required above or to comply with all federal and state reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment shall constitute a material breach of the contract. Failure to cure such breach within sixty (60) calendar days of notice from the County shall constitute grounds for termination of the Contract.

BID ITEMS

**EXHIBIT 3 (cont.)
COUNTY OF ORANGE CHILD SUPPORT ENFORCEMENT
CERTIFICATION REQUIREMENTS**

A. In the case of an individual contractor, his/her name, date of birth, social security number, and residence address:

Name: _____

DOB: _____

Social Security No.: _____

Residence Address: _____

B. In the case of a contractor doing business in a form other than as an individual, the name, date of birth, social security number, and residence address of each individual who owns an interest of 10 percent or more in the contracting entity:

Name: _____

DOB: _____

Social Security No.: _____

Residence Address: _____

Name: _____

DOB: _____

Social Security No.: _____

Residence Address: _____

(Additional sheets may be used if necessary)

Question and Answers for Bid #042-608859-AF - LANGUAGE INTERPRETATION AND TRANSLATION SERVICES

OVERALL BID QUESTIONS

Question 1

1. Who is the current vendor?
2. Can you provide us with the current Interpreting and Translating Pricing? If so, what are those amounts (Submitted: Mar 22, 2010 11:20:56 AM PDT)

Answer

- The vendors are New World Language Services, and Language Line Services Inc.

Refer to Attachment C of bid package for current pricing. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 2

- Is a firm allowed to bid ONLY on the translation work? (Submitted: Mar 22, 2010 1:05:56 PM PDT)

Answer

- The County has the right to award its total requirements to one bidder or to apportion those requirements among two or more bidders as referenced in page five of bid package. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 3

Hello, I would like to please ask if you intend to hire multiple agencies, and if so, can the agency bid only for the written translation portion of the RFP, and not the interpretation aspect? (Submitted: Mar 22, 2010 3:24:17 PM PDT)

Answer

- See response to question. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 4

Is the \$70,000 figure an approximation of annual volume or the volume over the potential 5 year life of this contract? (Submitted: Mar 23, 2010 8:28:18 AM PDT)

Answer

- Annual volume. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 5

Based on past usage, please break out how approximately much of the \$70,000 is for: a) In-person interpreting; b) Over-the-phone Interpreting; and c) Document Translation. (Submitted: Mar 23, 2010 8:29:04 AM PDT)

Answer

- a) In-person interpretation \$15,000.00; b) Over-the-telephone interpretation \$15,000.00; and c) Document Translation \$40,000.00. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 6

Based on past usage, approximately what percentage of the over-the-phone interpreting calls requires Spanish? (should be on the invoice)? (Submitted: Mar 23, 2010 8:29:50 AM PDT)

Answer

- Approximately 89 percent. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 7

Is there an exact format to be followed other than including the described exhibits and information? (Submitted: Mar 24, 2010 4:08:42 PM PDT)

Answer

- Refer to page two, Instructions - General, for exact formatting. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 8

Should the signed contract be included in the bid in case one is awarded the contract or is it just included for our information? (Submitted: Mar 24, 2010 4:10:17 PM PDT)

Answer

- The model contract should not be included in the bid response. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 9

During the time of the last contract, were all the languages required? (Submitted: Mar 24, 2010 6:20:39 PM PDT)

Answer

- Yes. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 10

Must the contractor have the California sales tax permit number upon submitting the bid? Can the contractor obtain this upon award? (Submitted: Mar 25, 2010 6:19:44 PM PDT)

Answer

- No.

California sales tax permit would be required if Contractor's invoices include sales tax. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 11

Is an out-of-state contractor required to have Workman's Compensation even if none of its staff live and work in California? (Submitted: Mar 25, 2010 6:23:07 PM PDT)

Answer

- Yes, a portion of the services required in the bid is to provide in person interpretation services. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 12

Is the Contractor required to have the insurance specified in the bid document at the time the Contractor submits the bid, or upon award? (Submitted: Mar 25, 2010 6:25:07 PM PDT)

Answer

- Contractor shall be required to provide insurance upon award notification and/or prior to the start date of the contract. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 13

Regarding the requirement: a) Contractor shall be available for service Monday through Sunday, twenty four (24) hours, seven (7) days a week. - Does this apply to all services (e.g. Document Translation)? (Submitted: Mar 25, 2010 6:32:47 PM PDT)

Answer

- It applies to Over-The-Telephone interpretation services. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 14

Regarding the languages listed: is the Contractor required to have those languages "immediately available" at the time of award? (i.e. be staffed for every language listed) (Submitted: Mar 25, 2010 6:35:53 PM PDT)

Answer

- Yes. (Answered: Mar 26, 2010 2:40:46 PM PDT)

Question 15

Per your contract, Contractor is NOT authorized to Subcontract part or ALL of contract, but what if we ONLY use Subcontract Interpreters/Translators, will this affect the bid? (Submitted: Mar 28, 2010 1:38:07 PM PDT)

Answer

- Yes, it may because sub-contracting is subject to County's written approval. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 16

Does Contractor have to employ ALL languages and/or can we use Subcontractors - Freelance Interpreters / Translators? (Submitted: Mar 28, 2010 1:39:05 PM PDT)

Answer

- If using sub-contractors, the names of sub-contractors shall be disclosed in the bid. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 17

If the chosen vendor will not need to come on-site for translation services, can the automobile liability insurance coverage be waived? (Submitted: Mar 31, 2010 7:25:46 AM PDT)

Answer

- No, automobile liability insurance is required by law. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 18

Regarding this section "Acceptance/Payment: Unless otherwise agreed to in writing by County, 1) acceptance shall not be deemed complete unless in writing and until all the services have actually been received or inspected to the satisfaction of County, and 2) payment shall be made in arrears after satisfactory acceptance." : Can a time frame be agreed upon in which Acceptance will be made by in order for Vendor to eventually be paid or not paid? (Submitted: Mar 31, 2010 7:31:25 AM PDT)

Answer

- Refer to Attachment B, Compensation/Payment schedule. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 19

Regarding the storage of records in Orange County: Can the Contractor store records elsewhere if it's agreed that they can provide any records to Orange County within a reasonable and agreed to amount of time? (Submitted: Mar 31, 2010 7:41:12 AM PDT)

Answer

- Location of storage and reasonable amount of time to provide records would have to be agreed if records are being stored outside Orange County. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 20

Is there anything else I need to send or just the 42 page bid package? (Submitted: Mar 31, 2010 8:40:20 AM PDT)

Answer

- Refer to page two for listing of items to be returned in your bid package. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 21

1. What was your spend/budget for Written Translation of Documents in 2009, 2010? (Submitted: Mar 31, 2010 9:21:23 AM PDT)

Answer

- \$17,740.00 (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 22

2. Please clarify what you mean by \$1.00 for "Formatting of Blank Forms/Documents". What is the unit of measure that is \$1.00? (Submitted: Mar 31, 2010 9:21:47 AM PDT)

Answer

- Per page. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 23

3. Does your current per word costs include project management? (Submitted: Mar 31, 2010 9:22:04 AM PDT)

Answer

- Yes. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 24

4. Does your current per word pricing include a two step process (translation and review)? (Submitted: Mar 31, 2010 9:22:33 AM PDT)

Answer

- Yes. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 25

How much advance notice is typically provided for on-site interpretation assignments? (Submitted: Mar 31, 2010 9:43:54 AM PDT)

Answer

- One week. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 26

• Written translation services can be provided by a sole translator or by a team of linguists including a translator, editor and proofreader. Which approach is requested for this bid? Would you like pricing for both options? (Submitted: Mar 31, 2010 9:44:35 AM PDT)

Answer

- This approach is for translation and review (translator, editor and proofreader. pricing shall include translator, editor and proofreader. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 27

What languages from the language list have been provided for on-site interpretation in the past 1-2 years? (Submitted: Mar 31, 2010 9:46:21 AM PDT)

Answer

- Spanish, Arabic, Vietnamese, and Korean. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 28

• What file formats will be used for the materials to be translated? Is there provision to provide pricing desktop publishing services as a separate price as formatting charges will vary based on the format of the source file? (Submitted: Mar 31, 2010 9:48:55 AM PDT)

Answer

- Mostly Word documents and Power Point presentations files.

If pricing for desktop publishing services formatting will vary based on the format of the source file, Contractors should submit as a separate price in order to be considered. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 29

What are the typical project sizes, in number of words? (Submitted: Mar 31, 2010 9:49:36 AM PDT)

Answer

- The range is from 100 - 6,380 words. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 30

If the Contractor's translator was unavailable to translate a written document, are there charges for turning down a project and if so, what are the charges? (Submitted: Mar 31, 2010 9:49:55 AM PDT)

Answer

- There may be no charges but lack of performance is subject to contract termination with cause. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 31

What is the anticipated call volume for over-the-phone interpretation on a monthly or annual basis? If this information can be broken down per language that would be helpful. (Submitted: Mar 31, 2010 9:50:39 AM PDT)

Answer

- The number of calls range from 15-60 per month. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 32

Outside of the bid forms and the price sheet, is there any additional information you would like bidders to submit? I was not able to identify specific questions pertaining to our company or services with the bid documents. (Submitted: Mar 31, 2010 9:52:37 AM PDT)

Answer

- No. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question 33

For on-site interpretation services, are there any appointments that will be ongoing (such as several appointments each week/month) or will each appointment be requested on an individual basis? (Submitted: Mar 31, 2010 9:53:52 AM PDT)

Answer

- There will be a combination of both; some ongoing and some on an as needed basis. (Answered: Mar 31, 2010 3:37:48 PM PDT)

Question Deadline: Mar 31, 2010 10:00:00 AM PDT