

ADAMS COUNTY, COLORADO  
FIRST ADDENDUM TO  
SERVICE AGREEMENT

THIS FIRST ADDENDUM TO SERVICE AGREEMENT ("First Addendum") is entered into this 15<sup>th</sup> day of September, 2015, by and between the Board of County Commissioners of Adams County, Colorado, located at 4430 South Adams County Parkway, Brighton, CO 80601, and One World Translation & Associates, Inc., located at 707 17<sup>th</sup> Avenue, Longmont, CO 80501, hereinafter referred to as the "Contractor."

RECITALS

WHEREAS, on April 3, 2014, the County entered into a Service Agreement with One World Translation & Associates, Inc. to provide interpretation & translation services in accordance with RFP 2013.248 for the Human Services Department, Children and Family Division; and,

WHEREAS, the County and the Contractor mutually desire to renew the service agreement for the 2015/2016 interpretation & translation services described in Attachment "A"; and,

WHEREAS, the term of the agreement expired on June 30, 2015; and,

WHEREAS, the County and the Contractor mutually desire to extend the Service Agreement beginning July 1, 2015 through June 30, 2016.

NOW, THEREFORE, for the consideration set forth herein, the sufficiency of which is mutually acknowledged by the parties, the County and the Contractor agree as follows:

The County shall reimburse the Contractor for the work provided under this First Addendum in accordance with Section IV of the Service Agreement. Adams County will pay the Contractor for interpretation and translation services in the amount of one hundred thousand dollars (\$100,000).

The term of the Service Agreement is extended for one year beginning July 1, 2015 through June 30, 2016.

The Service Agreement and this First Addendum contain the entire understanding of the parties hereto and neither it, nor the rights and obligations hereunder, may be changed, modified, or waived except by an instrument in writing that is signed by both parties. Any terms, conditions, or provisions of the Service Agreement that are not amended or modified by this First Addendum shall remain in full force and effect. In the event of any conflicts between the terms, conditions, or provisions of the Service Agreement and this First Addendum, the terms, conditions, and provisions of this First Addendum shall control.

The Recitals contained in this First Addendum are incorporated into the body hereof and accurately reflect the intent and agreement of the parties.

This First Addendum may be executed in multiple counterparts, each of which shall be deemed to be an original and all of which taken together shall constitute one and the same agreement.

Nothing expressed or implied in this First Addendum is intended or shall be construed to confer upon or to give to, any person other than the parties, any right, remedy, or claim under or by reason of this First Addendum or any terms, conditions, or provisions hereof. All terms,

conditions, and provisions in this First Addendum by and on behalf of the County and the Contractor shall be for the sole and exclusive benefit of the County and the Contractor.

If any provision of this First Addendum is determined to be unenforceable or invalid for any reason, the remainder of the First Addendum shall remain in effect, unless otherwise terminated in accordance with the terms contained in the Service Agreement.

Each party represents and warrants that it has the power and ability to enter into this First Addendum, to grant the rights granted herein, and to perform the duties and obligations herein described.

IN WITNESS WHEREOF, the County and the Contractor have caused their names to be affixed.

County Manager's Office

Todd M Leopold  
Manager, Todd Leopold

9/15/15  
Date

ATTEST:  
STAN MARTIN  
CLERK AND RECORDER

Approved as to form:

\_\_\_\_\_  
Deputy Clerk

D. Lovat  
Adams County Attorney's Office

One World Translation & Associates, Inc.

Nat  
Signature

9.2.2015  
Date

Signed and sworn to before me on this 2nd day of September, 2015 by

Natasha K Matteucci

Gabriel Orozco  
Notary Public

My commission expires on: March 21, 2019



CONTRACTOR'S CERTIFICATION OF COMPLIANCE


Pursuant to Colorado Revised Statute, § 8-17.5-101, et.seq., as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, et. seq. in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

CONTRACTOR:

One World Translation  
Company Name

9.2.2015   
Date

Natasha Matteucci  
Name (Print or Type)

  
Signature

CEO  
Title

Note: Registration for the E-Verify Program can be completed at: <https://www.vis-dhs.com/employerregistration>. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering

**ONE WORLD TRANSLATION & ASSOCIATES, INC. (OWT)**  
**PROPOSAL FOR ADAMS COUNTY**  
**HUMAN SERVICES DEPARTMENT**  
**INTERPRETATION & TRANSLATION SERVICES**  
**RFP 2013.248**  
**November 12, 2013**



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Attachment 2: Adams County Proposal Form: Signed Vendor's Statement

Attachment 3: Three translation samples on three pages, as requested in Section 4.2

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**1. Introduction and Company Description: One World Translation & Associates, Inc. (OWT)**

We are pleased to submit this proposal for all services in response to RFP 2013.248. We believe we are well suited to provide Adams County's Human Services Department (ACHSD) with superior in-person and telephonic interpretation and translation services for clients with language barriers, and for hearing impaired or deaf clients. We offer multiple language interpreting and translation services to Adams County clients who are unable to read, write, or speak the English language.

1.1 Company employee and operation data, history, mission. OWT employs over 280 interpreters and translators in Colorado, fluent in both English and a foreign language, or English and American Sign Language. Since 2002, we've provided face to face and remote services to clients. Our woman-owned business was founded by Ms. Carolina Weaver, RN, BSN, a bilingual nurse and educator. She started OWT with the conviction that a more personal, professional, and higher standard for such services was needed. Our mission is to offer a voice to limited English proficient individuals and to deliver language services that allow them to understand and communicate.

1.2 Related services with low income, multi-cultural populations in Adams County. Under-served populations are among our client base. Our largest clients in Denver area and Northern Colorado are schools, workers compensation/medical-related and social services, as opposed to a strictly business interpreting setting. We employ qualified, experienced and professional interpreters and translators with a sensitivity to clients who may be a minority in the state or at income levels where they may need assistance utilizing public programs. They understand these clients will likely have different needs than other industries we serve. OWT interpreters are truly bilingual and intimately know their language and nuances of vocabulary and dialects to communicate successfully. They have the capability to help those with minimal experience in paperwork and bureaucracies (i.e., obtaining a driver's license or signing a housing lease) and they give these clients the utmost attention and accuracy. OWT's Director of Interpretation, Training and Client Services is responsible for training and developing our interpreters (Ms. Martinez, See Sections 2.2, 3.3) and has extensive related experience in education and social services fields working with low income, multi-cultural populations. Among her experiences, she has worked actively in Adams County and in Denver delivering services for immigrant families with children who have special needs.

1.3 Experience. OWT has vast experience interpreting and translating for government and public sector agencies that serve a variety of clientele. For ten years we've worked with a quasi-government agency in Colorado that provides workers' compensation benefits to employees at all levels of their company. The majority, however, sustain injuries working in a blue collar or labor market, many are in low-income brackets; a significant number are immigrants here from across the globe, where English is not their first language. While still working with this client, OWT expanded as a language services provider of choice for several Colorado public school districts, where we assist in everything from conferences between students, parents and teachers to homework assignments. We count Social Service agencies, Correctional facilities, Mental Health facilities, and Courts systems among our clients, gaining immense experiences in those fields. Our interpreters are trained in social services, educational, medical, legal, housing, and special needs settings, often for low-income, multi-cultural clients, all of whom are treated with dignity and in strict confidentiality.

1.4 Sample listing of governmental/public sector clients/agencies.

- **Adams 12 Five Star Schools**, Since 2010. Gladys Fernández, Translation Services Coordinator. 1500 E. 128th Ave., Thornton, CO 80241, 720-972-7105, gladys.fernandez@adams12.org. Interpretation and Translation—Spanish and Languages Other Than Spanish (*LOTS*); parent/teacher conferences; IEP (Individualized Education Program)—Entire process, invitation letter to final; conflict resolution; superintendent, community, transportation meetings; student safety; graduation ceremonies.
- **Denver Public Schools**, Since 2012. Joaquina Fuentes De Muñoz. 1330 Fox St., Denver, CO 80204, 720-423-8152, joaquina\_fuentesdemunoz@dpsk12.org. Interpretation—Spanish & Languages Other Than Spanish (*LOTS*); parent/teacher conferences; IEP—Entire process, invitation to final. Provide simultaneous interpreters at the school and district level for group meetings.
- **Aurora Public Schools**, Since 2011. Luzelena Barraza, Administrator, Special Education Interpreter, 303-340-0510 x 28383, lbarrazadacruz@aps.k12.co.us. Interpretation and Translation—*LOTS*; parent/teacher conferences; IEP—Entire process, invitation letter to final.
- **Child Development Center**, Kelly O'Brian, 3090 N Academy, Colorado Springs, CO 80917, 719-574-8300 ext 13, info@cdcrehab.com. Interpretation for pediatric therapy patients, parents, family.
- **Colorado Division of Youth Correction**, Amber Phebus, Savio Management, 325 King St., Denver, CO 80219, 303-945-9770, aphebus@saviohouse.org. Interpretation case managers, families, youth.
- **Colorado Mental Health Institute**, CO Dept. of Human Services, Hospital & Admin Support Services, 3520 West Oxford Ave., Denver, CO 80236, 303-866-7032. Interpretation for in hospital treatment of patients by psychologists.
- **Fort Collins Youth Clinic**, Lisa Agustine, 1200 East Elizabeth Street, Fort Collins, CO 80524, 970-494-2583. Interpretation services for pediatrician, parents.
- **Summit County Social Services**, Katie Fidrych, 970-668-9175, Katherine.fidrych@state.co.us. Services with OWT Language Line.
- **Pinnacol Assurance** quasi-governmental, Since 2003, Yuliya Arushanova, 7501 East Lowry, Denver, CO 80230, 303.361.4953. yuliya.arushanova@pinnacol.com. Interpretation and translation in over 30 languages for largest workers' compensation insurance entity in CO. We ensure clients understand all disseminated information about workers' compensation, their medical condition and treatment.
- **Adams County Head Start Program**, Since July 2013, Susana Ramirez, Health & Family Services Manager, 7111 E. 56<sup>th</sup> Ave., Commerce City, 80022, 303-286-4105, SRamirez@co.adams.co.us. On-site interpretation at nine locations; parent workshops, parent teacher conferences, Policy Council meetings. Consecutive & simultaneous mode for teachers, directors, social workers, families.

2. **Proposed Services and Activities To Meet the Goals, Objectives, and Scope of Need**

OWT has a verifiable track record of providing interpretation and translation services in 80 foreign languages, plus American Sign Language. We do this with on-time reliability and the capacity for quick turn-around and short notice services. You call us, and we provide you with service as needed. Our interpreters will go to the location you designate, including a client's home, through-out Adams County, from rural east Brighton to Westminster and everywhere in between. We offer over-the-phone interpreting and translation service as well. We use a custom-designed online client management system to ensure appointment accuracy. If an ACHSD client needs a written translation, you can send us a fax, email, recording, read us text over-the-phone, or conduct an over-the-phone conversation. Many of our interpreters live in Adams County and are active members of their communities. OWT hires interpreters and translators as employees, not independent contractors, and we rigorously oversee their work. Strict confidentiality and ethical performance is enforced. We provide initial and ongoing training for our employees to ensure professional conduct with the person being interpreted, with the agency hiring us for services, and with our internal management. We have experience working with human service agencies and are committed to "Making a World of Difference" for Adams County, to give you the very best services.

- 2.1 Types of interpretation and translation services offered to ACHSD. OWT's proposal is for both interpretation and translation services. We offer face-to-face, on-site and telephone interpreting of exact words between a person who has limited English or is hearing impaired, to any authorized person/s (such as family member/s, lawyer, doctor, teacher, school administrator, government or non-profit staff, medical professional, law enforcement, emergency medical technicians, first responders, judges and other court personnel, landlord or housing personnel) to whom communication is required to or from the non-English speaking or hearing impaired person. We can interpret one-on-one by telephone or on multiple-party-conference calls. We also employ senior interpreters skilled in consecutive and simultaneous modes of interpretation, in a small or large group setting (up to 200) using our simulcast equipment for up to eight languages at a time. Our interpreters are professionals who interpret or translate formal or informal conversations. We've worked with clients at a family celebration, to sort out every day family logistics, or during a family crisis. We are trained and proficient in considerable topics and terminologies in English and a specialized language, and can work from English to a specialized language and vice versa. We work with written text on matters ranging from business transactions to passports or other public documents (applications, forms, summons). We match our translation, editing and proof-reading employees to your needs. Quality is our priority—with attention to detail and fast turnaround times.
- 2.2 Educational qualifications. The owner, key managers, office staff and employees in the field (interpreters and translators) have extensive educational qualifications. All of our field interpreters and translators are fluent in two languages, with native or near native level fluency in a foreign language and English. We also employ field interpreters fluent in American Sign Language and English. Educational summaries of OWT's owner and two key managers to work with ACHSD:
- Carolina Weaver, RN, BSN—CEO & Founder**, Ms. Weaver moved to the mainland United States at 14 from San Juan, Puerto Rico. She graduated magna cum laude with degrees in Spanish and Registered Transcultural Nursing at the University of Utah in Salt Lake City, one of the top in the U.S. Ms. Weaver began as an Interpreting and Translation Educator and Consultant in 1997 for hospitals in Colorado and founded One World Translation in 2002. More throughout this proposal.
- Peggy M. Martinez—Director of Interpretation, Training and Client Services**, Ms. Martinez, bilingual in Spanish for over 30 years, learned by the immersion method. She joined OWT in 2010, following a 14-year career with Denver Public Schools in Special Education. She is responsible for OWT's Qualification and Training programs for new interpreters and continuing/ongoing education for seasoned interpreters. Ms. Martinez holds a Bridging the Gap certificate for medical interpreting, as well as a certificate from The Community Interpreter (TCI) program and is soon to be licensed to provide this 40 hour training to professional interpreters both on the OWT staff and others interested in earning this level of professional certificate. The Community Interpreter is the only national 40-hour certificate program in the U.S. that licenses trainers in all sectors of community interpreting. Certificate holders qualify to work for such groups as state and municipal agencies, non-governmental organizations, neighborhood clinics, investigators, union representatives, advertising firms, news media, police departments and a network of private clients.
- Natasha Matteucci—Director of Translation Services**, Ms Matteucci joined OWT in 2007 as a field interpreter, then headed Interpreter Recruitment, and now leads OWT's Translation Services. Her early career began in 1993 in Buenos Aires, Argentina, using her English Teaching certificate to interpret Spanish/English for American doctors and nurses treating patients in places with little or no health care in South America. Here she worked from dawn to sunset, in remote locations, loving every minute of it. Later she started the U.S. Translation office of G12 Editors, a publishing house owned by world-wide speakers from former members of Congress to presidential candidates in Colombia (Cesar and Claudia Castellanos). She then worked interpreting and handling speaking engagements/events while Ms. Castellanos served as Ambassador of Colombia to Brazil. Natasha completed the Respite Care Provider Course in Denver, CO in 2010. She's also fluent in German.

- 2.3 Ability to provide services for a clients with cognitive or dialect concerns. When any special circumstances are present for clients, our interpreters know to make accommodations to ensure understanding. We often have requests for gender-specific interpreters or other situations requiring a pro-active process of interpretation. If a speaker is going too fast, our interpreters are trained to use hand signals to request that either party slow down or stop briefly, without disrupting the message flow. Our employees are trained in modes of interpreting, use of first person, positioning, and memory building. From appointment reminders and scheduling to special transportation needs, we coordinate arrangements and make certain, in whatever language needed, that all parties are aware and understand. We take seriously our pledge to ACHSD to recognize the unique needs of clients and find solutions to meet those needs. Ms. Martinez and Ms. Matteucci have many years of experience using language skills to assist clients in navigating complex or unfamiliar matters. Not only does each have an ear for languages, but they have a passion for social justice, equality, and protections for all people, particularly clients with special needs or impairments, whether cognitive, physical, mental, sensory, emotional, developmental, dialect, or language. Beginning in 2014, OWT will provide interpreters paid training using "The Community Interpreter" (TCI) program. Currently, twenty-two OWT interpreters hold this certificate. Ms. Martinez will conduct this 5-day class focusing on culture and mediation, giving our interpreters a nationally licensed and certified learning opportunity for proper methods of intervention, and a focus on instances when barriers to communication exist. More on this training in **Sections 2.2, 3.2, 3.3.**
- 2.4 Hours/days of the week to provide services. We are available, "on-call" 24 hours a day, seven days a week to provide service. We're fully staffed in the office five days/week (Mon. through Fri.), 8am to 5pm with bilingual employees who take calls and schedule client services. This is typically the hours when we book appointments for services you need. The service itself usually occurs anywhere between 7:30am to 7:00pm, most often between 8:00am and 6:00pm, weekdays, but varies depending on client needs. We have multi-lingual staff in the office or a quick phone call away. During evening, overnight weekday hours, 5:00pm-8:00am, and all day (24 hours) on Saturday and Sunday, we're staffed with our toll-free After Hours Service (telephone) to provide phone call interpreting services (a "right now" phone service), and/or make special arrangements for services covering short notice, last minute in-person assignments, including written translation. For written assignments exceeding five pages, we'll give ACHSD an estimate for approval before starting.
- 2.5 Advance notification requirements for service in-person. We schedule in-person appointments anywhere from months, weeks or days in advance, but typically at least one day in advance, depending on client needs. For short-notice or emergency appointments outside of our usual office booking hours, our After Hours 24 hour, 7 days a week telephone service will put you and the client in touch with one of our professional Spanish interpreters immediately for an over-the phone appointment, or book an in-person appointment within a few hours. For languages other than Spanish (LOTS), this service provides 24/7 coverage to assist in scheduling the soonest possible (within a few hours) over-the phone or in-person appointment. Many OWT interpreters are residents of Adams County and nearby areas and can respond and get to a short notice, urgent or emergency appointment quickly. Interpreters attend one or multiple appointments lasting an hour or more, as needed and assigned. We propose to set initial and regular meetings or phone calls with ACHSD to review client needs and potential schedules, so we can best meet your needs on an ongoing basis. We understand that some of your services may be needed between 2:00pm and 10:00pm, and can meet this need.
- 2.6 Number of interpreter/translator staff and specific languages they support. Currently OWT employs 280 (two hundred and eighty) field interpreters and translators in Colorado, all of whom speak English and a second language. We support 80 (eighty) foreign languages as well as American Sign Language (ASL). All have at least one year of specialized experience in interpreting, translating, or other work requiring the use of English and the foreign language, or the use of English and ASL. OWT has the



capacity to hire, and will hire as needed, additional interpreters with specialized language as required by our clients. Please see **Exhibit B** for the list of languages we support.

- 2.7 Ability to sub-contract and current partnerships with interpreter/translator staff state wide. We are confident that since Adams County is located in the heart of our service area of Colorado, in or near where a large percentage of our field employees live, we have the ability to meet all of ACHSD's needs. We offer close to three hundred employees throughout Colorado, with the majority in the Denver metro area. Our proposal is to solely provide ACHSD the services it requires. As a privately owned company we have the ability to sub-contract for additional services should it be required.
- 2.8 Number of hours per week for services. We are able to provide services 24 hours a day, seven days a week. We can utilize multiple field employees, with multiple languages, forty hours a week for each, for a combined total of 280 employees multiplied by 168 hours a week (24 hours/day for 7 days). Based on information in the RFP and Addendum #1, we can meet all of the hours required.
- 2.9 Cancellation policy. Services for Spanish and LOTS appointments cancelled less than 24 hours prior to appointment time will incur the respective minimum fee for service. American Sign Language (ASL) appointments cancelled less than 48 hours prior to appointment time will incur the ASL minimum fee for service. See **Exhibit C** for fees for service.
3. **Expertise/Experience: Foreign Language Interpretation, Translation, Sign Language (ASL)**  
OWT has been providing translation and interpreting services for eleven years. Our company owner and president combines her bilingual upbringing, her 20-year nursing and education career, and her high standards for hiring and training employees, to bring superior customer service and competitive prices to clients. We are experienced in working with local and state government agencies and their clients to provide culturally competent services. OWT is the rare company in this industry who hires interpreters and translators as employees instead of independent contractors. OWT provides paid training, insurance for errors and omissions up to \$1M per occurrence, general liability, workers' compensation, and data breach (privacy) insurance—all a demonstration of our commitment to a higher standard of quality and for our client's peace of mind and protection.
- 3.1 Individual applications. Not applicable, See **Section 3.2**, Agency/company
- 3.2 Agency/company: employee competency hiring, training, evaluation. Our methodology for hiring, training and evaluation crosses multiple OWT departments to ensure competency and professionalism of our staff. Here is a brief summary of our process: With an applicant's resume, our Human Resources (HR) Dept. asks for a written response to our 26 question pre-application, including a demonstration of at least one year of experience. A telephone interview is scheduled next, where we assess language terminology, proficiency and fluency, among other criteria. If satisfactory, an applicant is invited by our Qualification and Training Dept. to a full-day Qualifications Class in a formal classroom setting. Training includes privacy laws, modes of interpretation, and the Code of Ethics for Professional Interpreters, among other modules. Participants must pass verbal and written exams from this class before being offered a position with OWT. If offered a position, it is with the understanding they must clear background checks once hired. Our HR then performs identity verification, criminal background checks and reference checks, using E-Verify for eligibility and the CO Bureau of Investigation to check Colorado criminal records. For schools and mental health clients, our interpreters must also clear two private company database searches for sex offender records. Employees are hired but do not start work until they meet these standards, and if not cleared, they no longer qualify to continue employment with OWT. Once working, we provide interpreters with a formal mentoring program supervised by experienced and senior staff. Initially, they attend shadowing appointments with senior interpreters to observe, then begin work on their own. We administer a feedback, evaluation and quality assurance program in consultation with clients and with OWT management to assess employee work, support and develop skills, and reward professionalism. In 2014, OWT interpreters must attend paid training in a 40-hour Community Interpreter program (TCI). Conducted by Ms. Martinez, TCI consists of cultural awareness and

competency; essentials, fundamentals and accuracy of interpretation; methods of intervention when barriers to communication exist; and other techniques and instruction specific to a human services setting. TCI is the only nationally recognized interpreter training in the U.S. to address all sectors of the community. Interpreters are trained by licensed instructors to work in healthcare institutions, private nonprofit agencies, social services agencies, refugee resettlement programs, state and local governments, and educational institutions, among others. Training runs for 5 days; OWT employees must pass a two hour exam to receive/hold a certificate. One World Translation is an Equal Opportunity Employer.

- 3.3 Interpretation, translation and sign language services for human services agencies/clients. Our experiences include varied community and human services, such as crisis intervention, domestic violence, trauma services, housing, transportation and senior services. While many of the programs for which we provide interpretation and translation services are administered at county level and the services vary, often the situations encountered by interpreters and are similar. Many programs are funded at the state level and their qualification requirements are uniform and related, so OWT interpreters are familiar with the vocabulary used in Human Services departments. Specifically, in our work with the *Colorado Mental Health Institute*, we interpret for treatment teams with patients in an hospital setting, on anywhere from eight-hour intake processes to weekly or bi-weekly one-to-two-hour sessions. Often these admissions happen after hours in an emergency situation, in very sensitive and often stressful circumstances, where OWT employees effectively apply their training. For the *Colorado Division of Youth Correction*, we interpret for case managers, families, and youth.
- 3.4 Experience with traumatized children and families. In the course of OWT's work in the arenas mentioned above, our staff is often working with families in crisis whether that involves delivering the message that a child has been deemed to have special needs in education, or relaying distressing information about a loved one who is incarcerated or hospitalized for a mental evaluation. Our interpreters are trained to be sensitive to the situation while maintaining the objectivity dictated by the Interpreter Code of Ethics. Our interpreters are also well versed on cultural sensitivity in order to facilitate accurate communication that captures the intent of the message while respecting the nuances of different cultures.
- 3.5 Memberships. As a leading language service provider, OWT is a member of:
- \* American Translators Association
  - \* Better Business Bureau—A+ Rating
  - \* Claims & Litigation Management Alliance
  - \* Colorado Translators Association
  - \* Colorado Ass'n of Professional Interpreters
  - \* Colorado Healthcare Strategy & Management
  - \* Colorado Rehabilitation Insurance Nurses Group
  - \* National Association of Professional Women
  - \* Professionals in Workers Compensation
  - \* Certification Commission for Healthcare Interpreters (supporter, national certifying body)
- 3.6 Applicable licenses and permits. OWT is an S Corporation, registered in the state of Colorado to do business as One World Translation & Associates, Inc. Its NIGP code is category 96146: Interpreter Services Foreign Language, and 96167: Sign Language. Our NAICS code is 541930. OWT agrees with, meets and complies with the contractual, insurance, OSHA and other requirement in RFP 2013.248 and Addendum #1. OWT is able to obtain additional licenses or permits as required.

#### 4. **Certification/Expertise: Interpretation and Translation Certification**

From Spanish to Amharic to Wolof, we employ fluent speakers for every situation, with the largest percentage of our foreign language interpreters/translators fluent in Spanish. We support American Sign Language, and for languages other than Spanish, or LOTS, we support over eighty. We understand ACHSD's foreign language needs will likely be Spanish, ASL, Hmong, Mandarin, Somali, Russian, Vietnamese and Nepali, among many more possibly needed. We can meet all of these needs locally, at in-person appointments, over-the phone, and for written translation projects. Please see our listing in **Exhibit B** for languages OWT offers for ACHSD's most current needs, an

additional listing of OWT's top seven languages most frequently requested in the Denver area, and a listing of all our languages offered. We exceed industry standards for exceptional hiring practices, regulatory business standards, professional education, quality assurance and training; all OWT employees will soon be certificate holders in the TCI training program. We continuously add new languages, with new employees to receive training opportunities to be TCI certificate holders.

4.1 Expertise in multiple languages and types of situations for interpretation and translation services. Our interpreters have vast experience in legal, medical, social services, small business, technical, logistical, educational, multi-media, human services, youth, judicial, and special needs and situations. Some of these services are detailed elsewhere in **Sections 2, 2.1, 3.2, 3.3**. We are experienced in transcribing, translating, and interpreting an array of government applications, documents, forms, and filings, from driver's licenses to child support registrations. In the legal arena, we're experienced in on-site court settings, hearings, proceedings, depositions, mediations, settlement conferences, insurance investigations, consultations, judicial decrees. Our legal interpreters hold certificates or judicial recommendations of exemplary experience. We have expertise in youth, family and social services (intake, foster care, shelter/housing, correctional facilities, emergency care for trauma victims); medical (primary care, follow-up, home health, pool and physical therapy, injections, pre-surgery and surgery). We offer services for multimedia presentations for staff training, client instructions, reminder messages, or we can record an outgoing message for ACHSD in the language needed (See **Exhibit B**). Many interpreters hold certificates and special expertise.

4.2 Samples of previous translations. Three translation samples of public documents: **Attachment 3**

**Exhibit A: Certification Debarment, Suspension, Other Respons. Matters Primary Cover Transactions**

Our COO has read this document and its instructions; it is signed and dated, attached.

**Exhibit B: Certification: Interpretation and Translation Certification**

Languages and their certifications attached.

**Exhibit C: Human Services Interpretation & Translation Services Price Sheet**

Our online management system used by field and administrative staff tracks services and related notes, travel time, miles and billing. We will submit to ACHSD an accurate invoice on the 10th of each month reflecting work done in the previous month. Our pricing sheet, **Exhibit C**, is attached.

**Attachment 1: Contractor's Signed Certification of Compliance with Basic Pilot Program**

Our COO has read, signed and dated this document, attached.

**Attachment 2: Adams County Proposal Form: Signed Vendor's Statement**

Our COO has read, signed and dated this document, attached.

**Attachment 3: Three samples of Translation of Documents (in response to Section 4.2)**

A selection of samples of OWT's written translation work of public documents, one page each.

### **Exhibit A**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 20 CFR Part 98, section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211.)

**(BEFORE SIGNING CERTIFICATION, READ ATTACHED INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)**

- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - (b) Have not within a three-year period preceding this proposal been convicted of or had a civil

Exhibit C

2013.248 Human Services Interpretation & Translation Services Price Sheet

One World Translation's prices are noted below.

	Interpretation Services-Spanish	Interpretation Services—Other Languages	Interpretation Services—American Sign Language	Translation Services—Spanish *	Translation Services—Other Languages *	Transcription Services
<b>Cost/Price per Minute for Over-the-Phone</b>	7am-7pm \$1.00/minute 7pm-7am \$1.25 minute Both with 15 minute minimum and charged in 15 minute increments	7am-7pm \$1.50/minute 7pm-7am \$1.75 minute Both with 15 minute minimum and charged in 15 minute increments	N/A			
<b>Cost/Price per Hour</b>	7am-7pm \$38/hour 7pm-7am \$48/hour One hour minimum and charged in 15 minute increments after first hour	7am-7pm \$48/hour 7pm-7am \$58/hour One and a half hour minimum and charged in 15 minute increments after first 1.5 hours	7am-7pm \$58/hour 7pm-7am \$68/hour Two hour minimum and charged in 15 minute increments after first 2 hours			
<b>Cost/Price per Word</b>				25 cents per word, and see * below re: formatting	30 cents per word, and see * below re: formatting	
<b>Cost/Price per Page</b>				A page of strictly text is priced per Word (see above). If a project is a one page form, i.e., birth certificate or other basic form similar to Translation Sample 3, death certificate, then a flat \$75 fee applies, and see * below	A page of strictly text is priced per Word (see above). If a project is a one page form, i.e., birth certificate or other basic form similar to Translation Sample 3, death certificate, then a flat \$80 fee applies, and see * below	\$90 per Page for Spanish \$120 per Page for Languages Other Than Spanish (LOTS)
<b>Trip Charge</b>	55 cents per mile	55 cents per mile	55 cents per mile	N/A	N/A	N/A

\* Translation Formatting Fee—A document requiring special formatting or re-formatting will be determined per document (i.e., project sent in an un-editable format such as a pdf which requires employee time to re-format from scratch for an exact likeness)



MAKING A WORLD OF DIFFERENCE

You can be assured of absolute accuracy, objectivity, integrity and dependability with our professionally trained and managed staff.

ACHS

**Interpretation:**

**Spanish:**

- \$42 an hour with a 1hr minimum

**Languages Other Than Spanish (LOTS):**

- \$52 an hour with a 2hr minimum

**ASL American Sign Language**

- 7am-7pm: \$68/hour 7pm-7am: \$78/hour Two hour minimum and charged in 15 minute increments after the first 2 hours

**Travel:**

- Current IRS Standard mileage rate as of date of Travel.  
Our staff is located very close to most providers.  
Travel charges do not apply if Interpreting is 4 hours or more. Most of our LOTS language speakers live in Aurora/Denver.

**Phone interpreting:**

- Spanish \$1.00 a minute billed in 5 minute increments, with a minimum of 15 minutes.
- LOTS \$1.20 a minute billed in 5 minute increments, with a minimum of 15 minutes.

**Meeting Cancellation/No Show:**

- The minimum is charged if cancelled less than 24 hours in advance. Cancellations by the requestor that are under 24 hours will be charged at the minimum hourly rate. If the appointment is canceled while the interpreter is in route or after the interpreter has arrived travel fee will be charge in addition to the minimum hourly rate.

**Simultaneous Equipment:**

- Equipment need for large group meeting the charge for this is \$5 per receiver up to 25 receivers.

We are always adding additional languages and staff in more local communities!

**Exhibit C**

**2013.248 Human Services Interpretation & Translation Services Price Sheet**

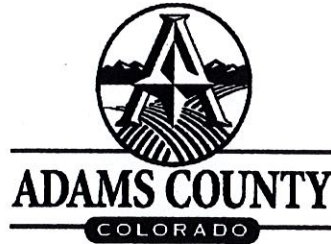
One World Translation's prices are noted below.

	Interpretation Services-Spanish	Interpretation Services—Other Languages	Interpretation Services—American Sign Language	Translation Services—Spanish *	Translation Services—Other Languages *	Transcription Services
<b>Cost/Price per Minute for Over-the-Phone</b>	7am-7pm \$1.00/minute 7pm-7am \$1.25 minute Both with 15 minute minimum and charged in 15 minute increments	7am-7pm \$1.50/minute 7pm-7am \$1.75 minute Both with 15 minute minimum and charged in 15 minute increments	N/A			
<b>Cost/Price per Hour</b>	7am-7pm \$38/hour 7pm-7am \$48/hour One hour minimum and charged in 15 minute increments after first hour	7am-7pm \$48/hour 7pm-7am \$58/hour One and a half hour minimum and charged in 15 minute increments after first 1.5 hours	7am-7pm \$58/hour 7pm-7am \$68/hour Two hour minimum and charged in 15 minute increments after first 2 hours			
<b>Cost/Price per Word</b>				25 cents per word, and see * below re: formatting	30 cents per word, and see * below re: formatting	\$90 per Page for Spanish
<b>Cost/Price per Page</b>				A page of strictly text is priced per Word (see above). If a project is a one page form, i.e., birth certificate or other basic form similar to Translation Sample 3, death certificate, then a flat \$75 fee applies, and see * below	A page of strictly text is priced per Word (see above). If a project is a one page form, i.e., birth certificate or other basic form similar to Translation Sample 3, death certificate, then a flat \$80 fee applies, and see * below	\$120 per Page for Languages Other Than Spanish (LOTS)
<b>Trip Charge</b>	55 cents per mile	55 cents per mile	55 cents per mile	N/A	N/A	N/A

\* Translation Formatting Fee—A document requiring special formatting or re-formatting will be determined per document (i.e., project sent in an un-editable format such as a pdf which requires employee time to re-format from scratch for an exact likeness)

**OWT's Proposal for 2013.248 Human Services Interpretation & Translation Services**

**Attachment 2**



**PROPOSAL FORM  
ADAMS COUNTY HUMAN SERVICES INTERPRETATION & TRANSLATION SERVICES  
RFP 2013.248**

**VENDOR'S STATEMENT**

I have read and fully understand all the special conditions herein set forth in the foregoing paragraphs, and by my signature set forth hereunder, I hereby agree to comply with all said special conditions as stated or implied. In consideration of the above statement, the following proposal is hereby submitted.

WE THE UNDERSIGNED HEREBY ACKNOWLEDGE RECEIPT OF

Addenda # 1, received on November 1, 2013      Addenda # \_\_\_\_\_  
If None, Please write NONE.

One World Translation & Associates, Inc. (OWT)	November 11, 2013
Company Name	Date
707 17th Avenue	
Address	Signature
Longmont, Colorado 80501	Heather Osborne, COO
City, State, Zip Code	Printed Name
Boulder County	Chief Operating Officer
County	Title
303-485-5200	303-485-5201
Telephone	Fax
heather@oneworldtranslation.com	
E-mail Address	

**OWT's Proposal for 2013.248 Human Services Interpretation & Translation Services**

**Attachment 1**

**CONTRACTOR'S CERTIFICATION OF COMPLIANCE**

Pursuant to Colorado Revised Statute, § 8-17.5-101, *et. seq.*, as amended, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien and that the Contractor has participated or attempted to participate in the Basic Pilot Program, (created in Pub.L. 104-208, as amended, and expanded in Pub.L. 108-156, as amended, that is administered by the United States Department of Homeland Security), in order to confirm the employment eligibility of all employees who are newly hired for employment in the United States.

CONTRACTOR:

One World Translation & Associates, Inc. (OWT)

November 11, 2013

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date

~~Heather Osborne, COO~~

*Notasha Matteucci*

*9.2.2015*

\_\_\_\_\_  
Name (Print or Type)

\_\_\_\_\_  
Signature

*[Handwritten Signature]*

~~Chief Operating Officer~~

*CEO*

\_\_\_\_\_  
Title

Note: Registration for the Basic Pilot Program can be completed at:

<https://www.vis-dhs.com/employerregistration>. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering.



OWT's Proposal for 2013.248 Human Services Interpretation & Translation Services

Attachment 3: Samples of OWT's Translated Public Documents  
(3<sup>rd</sup> page of Attachment 3)

Translation Sample 3. Spanish into English, Death Certificate from Mexico (page 1 of a 2-page death certificate)



**CIVIL REGISTRY**

**DEATH CERTIFICATE**

FEDERAL DISTRICT  
DEPARTMENT

INDIVIDUAL RECORD OF POPULATION REGISTRY

ENTITY	DELEGATION	COURT	BOOK	YEAR	CLASS	DATE OF REGISTRY
						DAY MONTH YEAR
09	06	14	09738	1994	DE	23 12 94

P A Y M E N T	D	NAME: <u>HORACIO RAUL GAYOL ROLDAN</u> AGE: <u>70 YEARS OLD</u> SEX <u>MASCULINE</u> <input checked="" type="checkbox"/> <u>FEMENINE</u> <input type="checkbox"/> PLACE OF BIRTH: <u>PACHUCA HIDALGO</u> OCUPATION <u>RETIRED</u> ADDRESS: <u>EDIF. YUCATAN L 219 TLATELOLCO D.F.</u> NATIONALITY <u>MEXICAN</u> MARITAL STATUS: <u>DIVORCED FROM EMILIA GONZALEZ</u> FATHER'S NAME: <u>ANTONIO GAYOL HERNANDEZ</u> MOTHER'S NAME: <u>DOLORES ROLDAN</u>
	I N V O I C E #	BODY WILL BE BURIED <input type="checkbox"/> CREMATED <input checked="" type="checkbox"/> AT THE CEMENTERY TEQUEXQUINAHUAC CREMATORIUM LOCATED IN: <u>TLALNEPANTLA MEXICO</u> ORDER #: <u>20458</u> ISSUED BY ORDER OF THE PUBLIC MINISTRY THIRD SHIFT <u>ACCORDING TO BACKGROUND AUTHORIZATION # 3a/4960/94-12</u> DATE OF DEATH: <u>DECEMBER 21, 1994</u> AT <u>17:00 HOURS</u> PLACE OF DEATH: <u>EJE LAZARO CARDENAS 445 TLATELOLCO CUAUHEMOC. D.F.</u> CAUSE(S) OF DEATH: <u>MYOCARDIAL INFARCTION AND PULMONARY EDEMA</u> <u>WITHOUT TRAUMA</u> CERTIFYING PHYSICIAN: <u>EUSEBIO RAMIREZ SANCHEZ</u> ID <u>482789</u> PHYSICIAN'S ADDRESS: <u>NINOS HEROES 102 DOCTORES CUAUHEMOC. D.F.</u>
	D E C L A R A N T	NAME: <u>EDUARDO MAURICIO GAYOL ROHEN</u> AGE: <u>34 YEARS OLD</u> RELATIONSHIP TO THE DESEASED: <u>NEPHEW</u> NACIONALIDAD: <u>MEXICAN</u> ADDRESS: <u>AVENUE LOMAS VERDES 80-8 BOLIVARES. NAUCALPAN, MEXICO</u>
W I T N E S S	NAME: <u>MARCOS BELMONTE CAMPOS</u> AGE: <u>35 YEARS OLD</u> RELATIONSHIP TO THE DESEASED: <u>NONE</u> OCUPATION: <u>EMPLOYED</u> ADDRESS: <u>DR. LUCIO 237 DOCTORES D.F.</u> NATIONALITY: <u>MEXICAN</u> NAME: <u>FERNANDO MIRIEL MAQUEDA</u> AGE: <u>36 YEARS OLD</u> RELATIONSHIP TO THE DESEASED: <u>NONE</u> OCUPATION: <u>EMPLOYED</u> ADDRESS: <u>DR. LUCIO 237 DOCTORES D.F.</u> NATIONALITY: <u>MEXICAN</u>	

**OWT's Proposal for 2013.248 Human Services Interpretation & Translation Services**

**Attachment 3: Samples of OWT's Translated Public Documents**

(1<sup>st</sup> page of Attachment 3)

Translation Sample 1. English to Burmese, "Parent's Rights and Responsibilities" Brochure, translated into Burmese from English for the Aurora Police Department.



သူတို့၏ နှစ်ဖက် တစ်ဖက် ပြန်လည်အားပြုပေးကာ  
မိဘများအတွက် စီမံခန့်ခွဲပေးပါမည်။  
အသက် ၁၇-၂၅ နှစ်အရွယ် အသက်ကြီးရင့်လှောင်  
များ၏မိဘများအတွက် ရည်ရွယ်ပါမည်။

**မိဘများ၏လုပ်ပိုင်ခွင့်များနှင့်တာဝန်ဝတ္တရားများ**

ဗဟိုပြုလုပ်ဆောင်ခြင်း၊ အကြံပေးခြင်း၊ အကူအညီပေးခြင်းနှင့်ပတ်သက်သော ဥပဒေများ  
ကို ဝေလလမ်း၊ ကျွမ်းကျင်သူများနှင့်တိုက်တွဲကာပြောပေး၊ လုပ်ငန်းစဉ်များ၏အကြံပေးမှု  
များ ပြုကောင်လေးအား အင်မတန်လိုအပ်နိုင်မည့်ကို ဝေလလမ်း

၂၀၁၃၊ နိုဝင်ဘာလ (၆)ရက်၊ ဝုဒ္ဓကူးခန့်

ထိခိုက်မှုရှိ ညွှန် ဌာန နာရီ

အစီအစဉ်အထိမ်းချိန် ညွှန် ဌာန နာရီ

အသက်တွဲ K-S အကျဉ်း(၁၄ နှစ်အသက်နှင့် အသက်တွဲလမ်းထောင့်)

၁၇၆၅ အသက်တွဲရင်း

အစီအစဉ် ကိုလိုရာနို စတင်

ကလေးအိမ် စီမံခန့်ခွဲပါမည်။

အစီအစဉ်အထိမ်းချိန် များစီမံခန့်ခွဲပါမည်။

**ပျိုပက်လုပ်ဆောင်သောစေ့ဖွယ်များ**

အရာလဟိုစကောင်ထိ လူမှုဝန်ထမ်း(Aurora County Human Services)

အောက်ဖွဲ့စည်းဌာန

- ခုခံနိုင်စွမ်းရှိကြားဝင်ပတ်ဝန်းကျင်(Early Intervention Unit)
- လူငယ်များအတွက်အောက်ဖွဲ့စည်း (Aurora for Youth)

အောက်ဖွဲ့စည်း နယ်ပယ် ဝန်ထမ်း

အောက်ဖွဲ့စည်း ညွှန် သူ အကျဉ်းများ အသက်တွဲ K-S

ဘက်တာဝန်ဆောင် (Bailiff Effect)

ကိုလိုရာနို အာဝေသာလူသို့ အဖွဲ့ အစည်း

အစိုးရအဖွဲ့ ဝန် - ထရားအဖွဲ့ရာ စတင်အမှတ်တံဆိပ်

အစိုးရအဖွဲ့ ဝန် - ထရားအဖွဲ့ရာ စတင်အမှတ်တံဆိပ်

လက်ဆောင်လူမှုအဖွဲ့ အစည်း (Street Fraternity)

အစီအစဉ်အထိမ်းချိန် ကိုလိုရာနို (Together Colorado)



**OWT's Proposal for 2013.248 Human Services Interpretation & Translation Services**

**Attachment 3: Samples of OWT's Translated Public Documents**  
(2<sup>nd</sup> page of Attachment 3)

Translation Sample 2. English into Spanish, Individual Family Service Plan, translated form/document into Spanish for a School District in Colorado (select sections of a 17 page completed plan/form).

Información de Salud	
<b>Estado General de Salud, Vista y Oído</b>	
<b>Salud General del Niño</b>	
¿Su hijo tiene un diagnóstico médico? <input checked="" type="checkbox"/> Sí <input type="checkbox"/> No Si así es, ¿cuál es? <input type="checkbox"/>	
¿Su hijo ve a algún especialista médico? <input checked="" type="checkbox"/> Sí <input type="checkbox"/> No Si contestó Sí, nombrel(s) <input type="checkbox"/>	
¿Cuáles medicamentos está tomando su hijo y por qué? <input type="checkbox"/>	
<b>Nutrición y Crecimiento</b> ¿Hay preocupaciones acerca de la nutrición y crecimiento de su hijo? <input type="checkbox"/> Sí <input checked="" type="checkbox"/> No Si así es, especifique por favor. <input type="checkbox"/>	
<b>Dental</b> ¿Su hijo ha visto a un dentista? <input type="checkbox"/> Sí <input checked="" type="checkbox"/> No ¿Hay preocupaciones acerca de la salud dental de su hijo? <input type="checkbox"/> Sí <input checked="" type="checkbox"/> No Si así es, especifique por favor. <input type="checkbox"/>	
<b>Vista</b> ¿Ha sido examinada la vista de su hijo? <input checked="" type="checkbox"/> Sí <input type="checkbox"/> No Si así es, ¿cuándo? <input type="checkbox"/> por: <input type="checkbox"/>	
Results: <input checked="" type="checkbox"/> Pasó <input type="checkbox"/> Reprobó <input type="checkbox"/> Reevaluar Se refirió a: <input type="checkbox"/>	
Comentarios: <input type="checkbox"/>	
<b>Oído</b> ¿Ha sido examinado el oído de su hijo? <input checked="" type="checkbox"/> Sí <input type="checkbox"/> No Si así es, ¿cuándo? <input type="checkbox"/> por: <input type="checkbox"/>	
Resultados del oído izquierdo: <input checked="" type="checkbox"/> Pasó <input type="checkbox"/> Reprobó <input type="checkbox"/> Reevaluar Se refirió a: <input type="checkbox"/>	
Resultado del oído derecho: <input checked="" type="checkbox"/> Pasó <input type="checkbox"/> Reprobó <input type="checkbox"/> Reevaluar Se refirió a: <input type="checkbox"/>	
Comentarios: <input type="checkbox"/>	

Niveles Actuales de Desarrollo	
<b>Desarrollo Físico (movimiento y habilidades motoras):</b>	
<b>Cosas que hago bien</b>	<b>Cosas que encuentro difíciles o con las cuales necesito ayuda</b>
<input type="checkbox"/>	<input type="checkbox"/>

Niveles Actuales de Desarrollo	
<b>Desarrollo de la Comunicación. (tales como entender y usar sonidos, ademanes y palabras, apuntar, entender sus palabras y expresar pensamientos):</b>	
<b>Cosas que hago bien</b>	<b>Cosas que encuentro difíciles o con las cuales necesito ayuda</b>
<input type="checkbox"/>	<input type="checkbox"/>

Niveles Actuales de Desarrollo	
<b>Desarrollo Cognitivo (tales como pensar, aprender y razonar):</b>	
<b>Cosas que hago bien</b>	<b>Cosas que encuentro difíciles o con las cuales necesito ayuda</b>
<input type="checkbox"/>	<input type="checkbox"/>

Preocupaciones y Prioridades / Actividades Adicionales	
<b>Sus preocupaciones sobre la participación de su hijo en las rutinas del día:</b> (Esto podría incluir dificultades para comer, dormir, jugar, comunicarse, comportarse, etc.) <input type="checkbox"/>	
<b>Identifique las Prioridades Inmediatas:</b> ¿En qué quisiera concentrarse primero? <input type="checkbox"/>	
¿Cómo espera que los servicios de intervención temprana ayuden? <input type="checkbox"/>	
<b>Actividades Adicionales:</b> Escriba las actividades adicionales que la familia ha identificado como importantes para su hijo y familia. Esta sección es opcional y las actividades documentadas aquí no se consideran necesarias por el equipo IFSP para lograr los resultados de este plan. <input type="checkbox"/>	

Plan de Acción	
¿Con cuál prioridad se cumplirá con este resultado? <input type="checkbox"/>	
<b>1. Lo que vemos ahora</b>	<b>2. Resultado. Lo que nos gustaría que pasara con nuestro hijo/familia</b>
<input type="checkbox"/>	<input type="checkbox"/>
<b>3. Estrategias seleccionadas para lograr este resultado dentro de las rutinas, actividades y lugares cotidianos de la familia</b>	
<input type="checkbox"/>	