



Amendment No. 4  
to  
Contract No. NA140000012  
for  
Language Interpretation Services  
between  
Voiance Language Services, LLC  
and the  
City of Austin

1.0 The City hereby adds the following location to the above-referenced contract:

- 1.1 Communications and Public Information Office (CPIO), 301 W. Second St., Austin, TX 78701
- 1.2 CPIO point of contact is Houmma Garba, 512-974-6004, [Houmma.Garba@austintexas.gov](mailto:Houmma.Garba@austintexas.gov)

2.0 The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 10/30/2013 – 10/29/2016	\$281,028.00	\$281,028.00
Amendment No. 1: Option 1: 1.1 One cent (\$0.01) /minute increase 1.2 10/30/2016 1.3 Option 1 - Extension 10/30/2016 – 10/29/2017	\$93,676.00	\$374,704.00
Amendment No. 2: Option 2 – Extension 10/30/2017 – 10/29/2018 Note: Add Watershed (6300) to Contract	\$93,676.00	\$468,380.00
Amendment No. 3: Option 3 – Extension 10/30/2018 – 10/29/2019	\$93,676.00	\$562,056.00
Amendment No. 4: Add Communications and Public Information Office (CPIO – 5900) to Contract 03/28/2019	\$0.00	\$562,056.00

3.0 MBE/WBE goals do not apply to this contract.

4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:

Apr 2, 2019

Sign/Date:

Printed Name: J. Austin Wade  
Authorized Representative

Lynnette Hicks  
Procurement Specialist IV  
City of Austin  
Purchasing Office  
124 W. 8<sup>th</sup> Street, Ste. 310  
Austin, Texas 78701

Voiance Language Services, LLC  
5780 North Swan Road  
Tucson, Arizona 85718  
(866) 742-9080 x1708  
[awade@voiance.com](mailto:awade@voiance.com)  
[bmartin@voiance.com](mailto:bmartin@voiance.com)



Amendment No. 3  
to  
Contract No. NA140000012  
for  
Language Interpretation Services  
between  
Voiance Language Services, LLC  
and the  
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be October 30, 2018 through October 29, 2019. No options will remain.
- 2.0 The total contract amount is increased by \$93,676.00 by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 10/30/2013 – 10/29/2016	\$281,028.00	\$281,028.00
Amendment No. 1: Option 1: 1.1 One cent (\$0.01) /minute increase 1.2 10/30/2016 1.3 Option 1 - Extension 10/30/2016 – 10/29/2017	\$93,676.00	\$374,704.00
Amendment No. 2: Option 2 – Extension 10/30/2017 – 10/29/2018 Note: Add Watershed (6300) to Contract	\$93,676.00	\$468,380.00
Amendment No. 3: Option 3 – Extension 10/30/2018 – 10/29/2019	\$93,676.00	\$562,056.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:

Sep 25, 2018

Printed Name: Austin Wade  
Authorized Representative

Voiance Language Services, LLC  
5780 North Swan Road  
Tucson, Arizona 85718  
(866) 742-9080 x1708

Sign/Date:

Cyrenthia Ellis  
Procurement Manager

City of Austin  
Purchasing Office  
124 W. 8<sup>th</sup> Street, Ste. 310  
Austin, Texas 78701



Amendment No. 2  
to  
Contract No. NA140000012  
for  
Language Interpretation Services  
between  
Voiance Language Services, LLC  
and the  
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be October 30, 2017 through October 29, 2018. One option will remain.
- 2.0 The total contract amount is increased by \$93,676.00 by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 10/30/2013 – 10/29/2016	\$281,028.00	\$281,028.00
Amendment No. 1: Option 1: 1.1 One cent (\$0.01) /minute increase 1.2 10/30/2016 1.3 Option 1 - Extension 10/30/2016 – 10/29/2017	\$93,676.00	\$374,704.00
Amendment No. 2: Option 2 – Extension 10/30/2017 – 10/29/2018 Note: Add Watershed (6300) to Contract	\$93,676.00	\$468,380.00

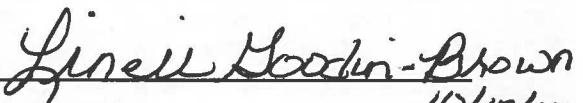
- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date:  Oct 5, 2017

Printed Name: Austin Wade  
Authorized Representative

Voiance Language Services, LLC  
5780 North Swan Road  
Tucson, Arizona 85718  
(866) 742-9080 x1708

Sign/Date:  10/12/17

Linell Goodin-Brown  
Contract Compliance Supervisor  
City of Austin  
Purchasing Office  
124 W. 8<sup>th</sup> Street, Ste. 310  
Austin, Texas 78701



Amendment No. 1  
to  
Contract No. NA14000012  
for  
Language Interpretation Services  
between  
Voiance Language Services LLC  
and the  
City of Austin

- 1.0 The City hereby exercises this extension option for the subject contract. This extension option will be effective October 30, 2016 to, October 29, 2017. Two options will remain.
- 2.0 The City hereby grants the one cent (\$0.01) per minute increase for LOTS and Spanish translation to match the state contract. The total contract amount is increased by \$93,676.00 by this extension period. The total contract authorization is recapped below:

Action	Action Amount	Total Contract Amount
Initial Term: 10/30/2013 – 10/29/2016	\$281,028.00	\$281,028.00
Amendment No. 1: 1.1 One cent (\$0.01) /minute increase 1.2 10/30/2016 1.3 Option 1 – Extension 10/30/2016 – 10/29/2017	\$0.00 <u>\$93,676.00</u> \$93,676.00	  \$374,704.00

- 3.0 MBE/WBE goals do not apply to this contract.
- 4.0 By signing this Amendment the Contractor certifies that the vendor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the GSA List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- 5.0 All other terms and conditions remain the same.

BY THE SIGNATURES affixed below, this amendment is hereby incorporated into and made a part of the above-referenced contract.

Sign/Date: Oct 26, 2016

Printed Name: Austin Wade  
Authorized Representative  
Voiance Language Services LLC  
5780 North Swan Road  
Tucson, Arizona 85718  
[ttorman@cyracom.com](mailto:ttorman@cyracom.com)  
[bmartin@voiance.com](mailto:bmartin@voiance.com)  
866-742-9080 x 1708

Sign/Date: 10/20/16

Gage Loots  
Corporate Purchasing Manager  
Austin Energy  
721 Barton Springs Road  
Austin, Texas 78704





**Financial and Administrative Service Department  
Purchasing Office**  
721 Barton Springs Road, Austin, Texas, 78704

October 24, 2013

Voiance Language Services, LLC  
Attn: Michael Carnes  
5780 North Swan Rd.  
Tuscon, AZ 85718

Dear Michael:

The Austin City Council approved the execution of a contract with your company for Language Interpretation Services in accordance with the referenced solicitation.

Responsible Department:	Austin Energy
Department Contact Person:	Austin Police Dept. (APD) - Alberto Banda Aviation (ABIA) - Ramonika Carr Building Services (BSD) - Roger Stricklin Health & Human Services (HHSD) - Saeed Azadi, Michael Gonzales
Department Contact Email Address:	APD - Alberto.Banda@austintexas.gov ABIA - Rominika.Carr@austintexas.gov BSD - Roger.Stricklin@austintexas.gov HHSD - Saeed.Azadi@austintexas.gov HHSD - Michael.Gonzales@austintexas.gov
Department Contact Telephone:	APD - Alberto Banda - (512) 974-5273 ABIA - Ramonika Carr - (512) 530-6610 BSD - Roger Stricklin - (512) 974-1727 HHSD - Saeed Azadi - (512) 972-5413 HHSD - Michael Gonzales - (512) 972-5536
Project Name:	Language Interpretation Services
Contractor Name:	Voiance Language Services, LLC
Contract Number:	MA 8700 NA140000012
Contract Period:	10/30/2013 - 10/29/2016
Dollar Amount	\$281,028.00
Extension Options:	Three 12-month options
Requisition Number:	RQS 8700 13061400427
Solicitation Number:	RFP JSD0013
Agenda Item Number:	28
Council Approval Date:	10/17/2013

Thank you for your interest in doing business with the City of Austin. If you have any questions regarding this contract, please contact Terry Nicholson, Contract Manager at 512-974-2995.

Sincerely,

Terry Nicholson  
Senior Buyer Specialist  
Purchasing Office  
Finance and Administrative Service Department

cc: A. Banda, APD  
R. Carr, ABIA  
R. Stricklin, BSD  
S. Azadi, HHSD  
M. Gonzales, HHSD

**CONTRACT BETWEEN THE CITY OF AUSTIN (“City”)  
AND  
Voiance Language Services, LLC (“Contractor”)  
for  
Language Interpretation Services  
MA 8700 NA140000012**

The City accepts the Contractor's Offer (as referenced in Section 1.1.3 below) for the above requirement and enters into the following Contract.

This Contract is between Voiance Language Services, LLC having offices at 5780 North Swan Rd., Tuscon, AZ 85718 and the City, a home-rule municipality incorporated by the State of Texas, and is effective as of the date executed by the City (“Effective Date”).

Capitalized terms used but not defined herein have the meanings given them in Solicitation Number JSD0013.

**1.1 This Contract is composed of the following documents:**

1.1.1 This Contract

1.1.2 The City's Solicitation, Invitation for Bid (IFB), JSD0013 including all documents incorporated by reference

1.1.3 Voiance Language Services, LLC Offer, dated 7/19/2013, including subsequent clarifications

**1.2 Order of Precedence.** Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order:

1.2.1 This Contract

1.2.2 The City's Solicitation as referenced in Section 1.1.2, including all documents incorporated by reference

1.2.3 The Contractor's Offer as referenced in Section 1.1.3, including subsequent clarifications

**1.3 Quantity of Work.** There is no guaranteed quantity of work for the period of the Contract and there are no minimum order quantities. Work will be on an as needed basis as specified by the City for each Delivery Order.

**1.4 Term of Contract.** The Contract will be in effect for an initial term of thirty-six (36) months and may be extended thereafter for up to three (3) twelve (12) month extension option(s), subject to the approval of the Contractor and the City Purchasing Officer or his designee. See the Term of Contract provision in Section 0400 for additional Contract requirements.

**1.5 Compensation.** The Contractor shall be paid a total Not-to-Exceed amount of \$281,028.00 for the initial Contract term and \$93,676.00 for each extension option as indicated in the Bid Sheet, IFB Section 0600. Payment shall be made upon successful completion of services or delivery of goods as outlined in each individual Delivery Order.

This Contract (including any Exhibits) constitutes the entire agreement of the parties regarding the subject matter of this Contract and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, relating to such subject matter. This Contract may be altered, amended, or modified only by a written instrument signed by the duly authorized representatives of both parties.

In witness whereof, the City has caused a duly authorized representative to execute this Contract on the date set forth below.

**CITY OF AUSTIN**

Printed Name of  
Authorized Person: Terry V. Nicholson

Signature: 

Title: Senior Buyer Specialist

Date 10/24/2013



**ORIGINAL**

# **Voiance Response to City of Austin Police Department**

**Invitation for Bid # JSD0013**

**Language Interpretation Services**

**July 23, 2013**

**2:00 p.m.**

**ORIGINAL**

Todd Torman • Vice President of Sales • (866) 742-9080 ext. 2881 • [ttorman@voiance.com](mailto:ttorman@voiance.com)



**Voiance Language Services, LLC**

5780 North Swan Road • Tucson, Arizona 85718 • (866) 742-9080 • fax 520-745-9022 • [www.voiance.com](http://www.voiance.com)



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RECEIVED  
2013 JUL 22 AM 10:28  
PURCHASING OFFICE  
CITY OF AUSTIN, TEXAS

Voiance Language Services, LLC  
5780 North Swan Road  
Tucson, Arizona 85716

## Letter of Transmittal

July 19, 2013

City of Austin, Purchasing Department  
Municipal Building  
Atten: Jeff Dilbert, Corporate Purchasing Manager  
124 W. 8<sup>th</sup> Street, RM 310  
Austin, Texas 78701  
512-974-2500 [Jeffery.dilbert@austintexas.gov](mailto:Jeffery.dilbert@austintexas.gov)

RE: Proposal Response to City of Austin PD IFB# JSD0013 for Language Interpretation Services

Greetings Mr. Dilbert:

We are grateful for the opportunity to highlight our language services with our proposal response to City of Austin PD IFB# JSD0013 for Language Interpretation Services.

Voiance offers Over-the-Phone Interpretation services for over 200 languages and dialects. Unlike other language service providers, our Company operates 100% onshore and we hire onshore employee interpreters to work in our secure, state-of-the-art contact centers designed specifically for an ideal telecommunication environment and data security.

We guarantee that our interpreters will answer the City of Austin Police Department calls within 15 seconds on average across all languages. Our US-based interpreter contact centers are open 24/7/365, which gives Austin's PD access to Client Services Representatives (live operators) and Interpreters 24/7/365.

If you have any questions about our submission, please contact Todd Torman, Vice President of Sales, at 866-742-9080 ext. 2881 ([ttorman@voiance.com](mailto:ttorman@voiance.com)). Todd is happy to assist you with any queries you may have about our proposal submission.

I am also available at your convenience should you require further assistance with your purchasing decision. Please contact me at [ssweeney@voiance.com](mailto:ssweeney@voiance.com) or (866) 742-9080 x1661.

Sincerely,



Susan Sweeney  
Chief Financial Officer  
Voiance Language Services, LLC

**CITY OF AUSTIN, TEXAS**  
**Purchasing Office**  
**INVITATION FOR BID (IFB)**  
**Offer Sheet**

**SOLICITATION NO:** JSD0013 **COMMODITY/SERVICE DESCRIPTION:** Interpretation Services

**DATE ISSUED:** 7/1/2013

**REQUISITION NO.:** EQM 8700 13061400427 **PRE-BID CONFERENCE TIME AND DATE:** N/A

**COMMODITY CODE:** 96146 **LOCATION:** N/A

**FOR CONTRACTUAL AND TECHNICAL ISSUES CONTACT:** **BID DUE PRIOR TO:** 2:00 p.m. on 7/23/2013

**COMPLIANCE PLAN DUE PRIOR TO:** N/A

Jeff Dilbert

Corporate Purchasing Manager

Phone: (512) 974-2021

**BID OPENING TIME AND DATE** 2:15 p.m. on 7/23/2013

**LOCATION:** MUNICIPAL BUILDING, 124 W 8<sup>th</sup> STREET  
 RM 310, AUSTIN, TEXAS 78701

**LIVE BID OPENING ONLINE:**

For information on how to attend the Bid Opening online, please select this link:

[https://www.ci.austin.tx.us/financeonline/vendor\\_connection/index.cfm#BIDOPENINGWEBINAR](https://www.ci.austin.tx.us/financeonline/vendor_connection/index.cfm#BIDOPENINGWEBINAR)

When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired, as shown below.

P.O. Address for US Mail	Street Address for Hand Delivery or Courier Service
City of Austin	City of Austin, Purchasing Office
Purchasing Office	Municipal Building
P.O. Box 1088	124 W 8 <sup>th</sup> Street, Rm 310
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.

**SUBMIT 1 ORIGINAL AND 1 SIGNED COPIES OF OFFER**

**OFFER SUBMITTED BY**

By the signature below, I certify that I have submitted a binding offer.



Susan Sweeney, Chief Financial Officer

Signature of Person Authorized to Sign Offer

Signer's Name and Title: (please print or type)

**FEDERAL TAX ID NO.** [REDACTED]

**Date:** July 19, 2013

**Company Name:** Voiance Language Services, LLC

**Address:** 5780 N. Swan Road

**Email Address:** ssweeney@voiance.com

**City, State, Zip Code** Tucson, Arizona 85718

**Phone No.** (866 ) 742-9080 Ext. 1661

**Fax No.** ( 520) 745-9022

## Voiance Response Overview

### 1. Experience

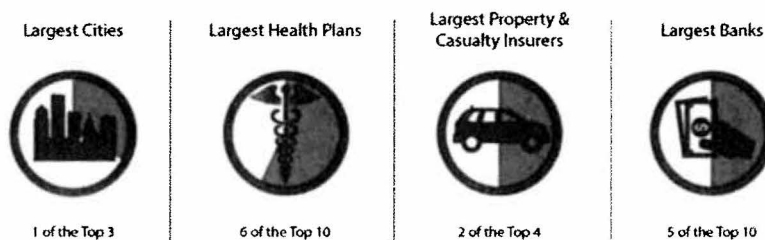
Voiance Language Services, through its parent company CyraCom International is the largest Over-the-Phone Interpretation provider that operates solely in the US and the second largest provider of Over-the-Phone Interpretation in the world.

Our Company began 17 years ago by offering clients interpretive language services. Today, we provide innovative and quality services to clients in over 200 languages. We developed the first – and currently only – large-scale interpreter contact centers located in the United States. All other Phone Interpretation providers primarily rely on offshore or at-home interpreters.

#### Comparable Projects / Top Customers

We have relevant experience implementing service for our 911-clients with requirements similar to those requested by the City of Austin PD. We earned lasting trustworthy partnerships with over 2500 clients in all 50 states, and we service clients in a hundred different industries – including some of the largest municipal governments, health plans, hospitals, property, and casualty (P&C) insurances and banking organizations in the United States.

We serve a wide range of companies, mitigating any seasonality in our call volumes. No single client represents more 8% of our total volume and our largest customers are WellPoint, Allstate Insurance Company, and Amerigroup.



#### Staffing Performance Model



Voiance includes Service Levels in the contract that guarantees The City of Austin PD:

- Average Speed of Answer for a Standard Call to reach an interpreter is 15 seconds or less (across all languages)
- Average Speed of Answer for a 911 call to reach an interpreter is 10 seconds or less (across all languages)
- Our interpreter contact centers are available 24/7/365; this includes Client Services.
- On-line portals for account management and reporting for OPI are available 24/7/365.
- Account Managers are available during normal business hours (8am-5pm, M-F).



### Call Wait Times

	Automated System (IVR)	Live Operator
Connection Time to Voiance	Instantly	All Calls: 5 Seconds (average)
Account Data Verification	Client Specific (Can be Pre-Programed)	Client Specific (Can be Pre-Programed)
Language Selection	Direct Connect to Most Common Language- No code entry needed (enter code or go to Operator for all other languages)	Conveyed to Operator
Average Speed of Answer (to an Interpreter for 911)	10 Seconds	10 Seconds or less after Operator selects Language
Average Speed of Answer (to an Interpreter non-911)	15 Seconds	15 Seconds after Operator selects Language
Total Time on Average for Most Common Language	911: 10 Seconds Non-911: 15 Seconds	911: 15 Seconds Non-911: 20 Seconds

Voiance's service model of operating US-based contact centers and applying contact center best practices permits us to scale operations with very little advance notice and ensure those service levels. The City of Austin's volume represents less than 1% of our current volume and we are able to handle a 20% increase in volume with as little as one week's notice.

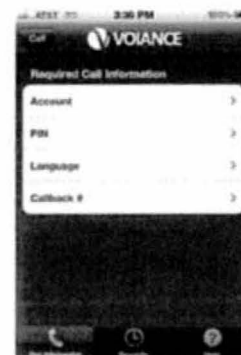
### Support Staff and Materials

Voiance provides the City of Austin with a dedicated account management team, reporting and account management access available on-line 24/7/365, access to Client Services 24/7/365, and support material (Language Cards, Posters, etc.) at no extra charge.

### Phone Apps

Voiance OPI system is easy to use and requires no equipment installation or special software. City of Austin can call an interpreter from any phone. Voiance offers Android and iOS Apps for even greater convenience to connect with our interpreters.

City of Austin Police Officers and Agency Representatives using smart phones can use the Voiance interpreter app to reach an interpreter on any phone.



## 2. Technical

### Strength of Transition

In the last year, we have managed over 200 implementations. We have experience in all kind of implementations, ranging from multiple large contact centers to smaller facilities requiring on-site staff training. An initial meeting will determine how we will best work with the City of Austin PD.

To ensure the fastest possible access to an interpreter we will work with you to construct a working call flow that meets your requirements. Customers often program speed-dials to access the service and Voiance has the option to pre-authenticate calls based on trunk numbers (ANI recognition).

We also provide direct training to your agents if required and have created several tools that help agent's better handle non-English calls. Available material includes:

- Training Video
- Phonetic Charts
- Language Access Instruction Cards
- Tips on how to work effectively with an interpreter



Training Video

<http://www.voiance.com/IFB%20JSD0013/Training%20Video%20.mp4>

## Service Provider Model

Our Company's US-based interpreter contact centers are open 24/7/365 and rely on hiring onshore, direct employees. Unlike other language providers who predominantly use independent contractors or offshore interpreters, Voiance offers large-scale physical structures (over 90,000 sq. feet of interpreter workspace). Our large-scale facilities provide clients with the ability to become acquainted with our employee interpreters and support staff, while meeting strict regulatory requirements from Federal and State agencies. City of Austin PD has complete access to schedule a visit, audit, and certify our onshore interpreter contact centers and operations with much greater ease than having to travel offshore for other providers.

**Interpreter contact centers house critical business functions and are regularly toured and audited by our clients.**

- ✓ Demonstrate adherence to security and confidentiality regulations.
- ✓ Quality Assurance

## Demonstrating Adherence to Security and Privacy Regulations:

- Voiance personnel assigned to City of Austin calls receive training in 911, HIPAA, and Confidentiality Agreements.
- Our Company is committed to maintaining a work environment that is free of illegal drugs and alcohol. All Voiance employees working on City of Austin projects are US citizens and comply with current Company employee regulations of maintaining a drug-free work place. Each employee is subject to drug testing if the Contract in which they service requires drug testing.

## Enhancing Employee Interpreter Work Experience:

**Our employee interpreters receive competitive pay and excellent benefits paid for by the Company. Voiance enhances employee experience through:**

- 16-to-1 interpreter-to-supervisor ratio so interpreters have access to the support they need.
- On-site HR representatives at each center for easy access to benefits or other information.
- Regular employee award programs including raffles, commendation ceremonies, and buffet lunches.

## Quality Assurance

Two cornerstones of our Quality Assurance program are: 1) our ISO 9001:2008 certification and 2) our continuous monitoring of our interpreters.

We are currently the only major Over-the-Phone interpretation provider operating solely in the U.S. that received ISO 9001:2008 certification.

Weekly quality monitoring sessions at a target frequency of 16 times per month identify interpreter education and coaching opportunities and ensure that interpreters continually follow our interpreter performance standards.

The outcome of a monitoring session is that the interpreter receives a rating of either Meeting Expectations (ME) or Needs Improvement (NI). 98% of monitored calls meet expectations.

## 3. Supplier Capability / Structure & Resources

### Technical Personnel Resources

Voiance ensures that all of our employee interpreters possess the equivalent of certification as defined by the Certification Commission for Healthcare Interpreters (CCHI).

### Interpreter's Level of Experience

Interpreters not only speak the language of your customers, but also the language of your industry. Voiance's 120-hour interpreter training program familiarizes interpreters with terminology and situations specific to health insurance organizations.

Voiance currently serves six of the top ten health plans and two of the top four largest property & casualty insurers in the US.

Interpreters receive healthcare interpreting instruction throughout their 120-hour training program from instructors in a classroom environment. Classroom training includes 911 emergency and non-emergency call processes, teaching interpreters the terms and context of the healthcare industry, the legal industry, and the terminology and intake process of the insurance industry.

### Financial Capability



Inc. 5000 named CyraCom International, Voiance's parent company, to the list of fastest growing private companies in the US in 2004, 2007, 2009, 2010, 2011, and 2012.

#### Revenue:

2009 - \$25.4m  
2010 - \$37.4m  
2011 - \$43.7m  
2012 - \$47.8m

## Who We Are

Our Arizona-based organization comprises CyraCom International, Inc. as the parent company of Voiance Language Services, LLC and CyraCom, LLC with all operations managed at the parent company level. We offer the City of Tucson Over-the-Phone Interpretation (OPI) in over 200 languages and dialects 24/7/365.

CyraCom International formed in 1995 under the name Kevmark Industries. In that same year, Kevmark submitted a patent for the first single-line/dual-handset phone, transforming the language interpretation and teleservices industries. In 1997, Kevmark changed its name to CyraCom International and soon after received its US Patent for its innovative single-line/dual-handset phone.

Since our founding 17 years ago here in Arizona, our Company has developed into one of the largest and most innovative language services companies in the United States. We were named to the Inc. 500/5000 list of fastest growing private companies in the US in 2004, 2007, 2009, 2010, 2011, and 2012, and are recognized as the 2<sup>nd</sup> largest provider of Over-the-Phone Interpretation in the world by the research firm Common Sense Advisory.

### The Voiance Model: US Contact Centers & Interpreter-Employees

Our Company is the first – and currently only – Over-the-Phone Interpretation provider to operate large-scale interpreter contact centers in the US; all other Phone Interpretation providers primarily rely on offshore or at-home interpreters. We are also the first major US OPI provider to receive ISO 9001-2008 Certification.

Our onshore large-scale facilities (over 90,000 sq. feet) provide enables us to hire onshore employee interpreters, train them with a 120-hour training program, and continue to monitor employee-interpreter from that day forward to ensure quality language services. When necessary, City of Austin authorized personnel may decide to schedule site visits in order to certify our operational and security parameters of our onshore contact centers and schedule in-person audits when regulatory compliance demands.

### Estimated Call Volume

We serve a wide range of companies, mitigating any seasonality in our call volumes. We estimate the City of Austin's volume to be less than 1% of our total call volume.

## Welcome Visit

Experience our operations through our Video Series: <http://response.voiance.com/lp=132>.





## Company Achievements

The following table offers the more significant achievements and awards representative of our organization's commitment to quality and innovative language services.

Date	Recognition	Description
5/30/2013	Triple Tee iAwards	Triple Tee announced CyraCom as the winner of its 5th Annual iAwards for Connected Health - Category: Operational Effectiveness.
5/9/2013	American Business Awards	CyraCom International, Inc. named Finalist in Company of the Year category in 2013 American Business Awards.
3/26/2013	Global Call Center Awards	The International Customer Management Institute (ICMI) named Voiance as a semi-finalist for its 2013 Global Call Center Awards (GCCA).
12/1/2012	Inc. Hire Power Award	Inc. named Voiance as one of the Top 100 private companies in the US who have created the most US jobs.
11/9/2012	Arizona CFO of the Year	Susan Sweeney named winner of the CFO of the Year award by FEI (Financial Executives International).
8/20/2012	Inc. 5000 nomination	Inc. 5000 named Voiance to their list of fastest-growing private companies for a sixth time (fourth year in a row).
8/16/2012	ISO 9001:2008 renewal awarded	Voiance received the renewal after successfully completing external audits. Four consecutive years of ISO 9001:2008 certification reflects the commitment to consistent quality in language services.
7/1/2012	Ernst & Young Entrepreneur of the Year	Jeremy Woan named Entrepreneur Of The Year® 2012 Award winner in The Mountain Desert region. The award recognizes outstanding entrepreneurs demonstrating excellence and extraordinary success in areas as innovation, financial performance, and personal commitment to their businesses and communities.
4/29/2012	Star 200: biggest job creation growth in Southern Arizona	Southern Arizona by Arizona Daily Star recognizes Voiance as the company with the 6 <sup>th</sup> biggest percent job growth in (Star 200 survey).
4/19/2012	University of Arizona McGuire Center Entrepreneurial Fellow Award	The McGuire Center for Entrepreneurship at the University of Arizona's Eller College of Management has named Jeremy Woan a recipient of the 2012 Entrepreneurial Fellows award. The McGuire Center established its annual awards program in 1985 to recognize champions of entrepreneurship education and people who help advance a culture of innovation commercialization.
3/12/2012	Biz Tucson – Entrepreneur Power	Voiance recognized in Biz Tucson Magazine, Spring 2012 edition, as one of eight examples of Tucson start-up companies that power the new economy.
2/6/2012	AHA Re-endorsement	The American Hospital Association extends its exclusive Endorsement of Voiance's interpretation and translation solutions.
8/25/2011	Inc. 5000 nomination	Inc. 5000 named Voiance to their list of fastest-growing private companies for a fifth time (third year in a row).
4/12/2011	Microsoft® Customer Excellence Award	Voiance receives the Microsoft® Excellence in Innovation award. Microsoft's Customer Excellence Awards recognize, honor and celebrate customers who achieve outstanding success with their Microsoft solutions.
4/3/2011	Star 200: biggest job creation growth in Southern Arizona	Southern Arizona by Arizona Daily Star recognizes Voiance as the company with the 2nd biggest percent job growth in (Star 200 survey).
10/28/2010	Thomas R. Brown Award	Jeremy Woan named 2010 Thomas R. Brown award winner. The Thomas R. Brown Entrepreneurship Award recognizes recipients' commitment and contributions to entrepreneurial growth and excellence.
9/2/2010	Inc. 5000 nomination	Inc. 5000 named Voiance to their list of fastest-growing private companies for a fourth time.
8/13/2009	Inc. 5000 nomination	Inc. 5000 named Voiance to their list of fastest-growing private companies for a third time.
4/28/2009	ISO 9001:2008 awarded	Our Company becomes the first over-the-phone interpretation provider in the US to achieve ISO 9001:2008 certification. ISO 9001:2008 accepted worldwide as the standard that defines quality.
3/4/2009	AHA Endorsement	The American Hospital Association, through its subsidiary, AHA Solutions, Inc., announced the exclusive endorsement of Voiance's interpretation and translation solutions.

## Company Locations

Currently, our Company operates five facilities: three in Tucson, Arizona, one in Phoenix, Arizona, and a fifth facility located in Las Cruces, New Mexico. (We also have a data system colocation in Denver, CO.)

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### Tucson, AZ

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**Corporate Headquarters**  
**5780 North Swan Road**  
**Tucson, Arizona 85718**  
**17,000 sq. ft.**

CyraCom International's 17,000 sq. foot corporate headquarters houses departmental experts that include Executive Management, Financial Analysts, Human Resources, Marketing, Information Technology, Document Translations, Workforce Management, Finance Accounts Receivable, and Interpreter Curriculum Development.



**Voiance Business Development**  
**100 North Stone Ave**  
**Tucson, Arizona 85701**  
**3,000 sq. ft.**

The City of Austin's Dedicated Account Management Team will work from offices located in the historic Pioneer Building located in Downtown Tucson.



**Tucson Interpreter Contact Center**  
**2801 East Elvira Road**  
**Tucson, Arizona 85756**  
**30,000 sq. ft.**

Opened in 2009, CyraCom International's contact center in Tucson features over 30,000 square feet of floor space and Video Remote Interpretation facilities.

Phoenix, AZ



**Phoenix Interpreter Contact Center**  
55,000 sq. foot facility  
14415 S 50th St., Suite 100  
Phoenix, AZ 85044  
55,000 sq. ft.

Opened in 2011, the Phoenix center has 55,000 square feet of floor space and Video Remote Interpretation facilities.

Las Cruces, NM



**Las Cruces Interpreter Contact Center**  
7,500 sq. foot facility  
2303 Divot Dr., Suite 1  
Las Cruces, NM 88001  
7,500 sq. ft.

Opened in 2006, Las Cruces hosts 7,500 square feet of contact center space.

### City of Austin Dedicated Account Management Team

The City of Austin will work through Michael Carnes, National 911 Account Manager. Based in Tucson's Pioneer Building location, Michael will evaluate APD's service requirements, present service options, and manage any contractual matters that the City of Austin may require. Michael ensures coordination of the implementation process including billing set-up, the assignment of toll-free number(s), PIN codes (if applicable), and access to the reporting portal. Michael will continue to provide ongoing support to any agency using Voiance services as their primary dedicated account manager.

The City of Austin will also work with Annabelle Romero, a secondary dedicated Account Manager, also based in Tucson. Together, Michael and Annabelle will ensure that Voiance achieves service levels, contract agreements, and execution of all benchmarks in a way that meets the needs of the City of Austin's Police Department. They will evaluate each agency / department's service requirements, present service options, and manage any contractual matters that each agency may require.

**Contact Staff Information****Primary Account Contact****Michael Carnes****National 911 Account Manager**

(866) 742-9080 ext. 1846

[mcarnes@voiance.com](mailto:mcarnes@voiance.com)

**Michael Carnes** joined Voiance in June 2012. In his role as National 911 Account Manager, Michael is responsible for overseeing the Business Development of government and 911 accounts. Effectively managing client relationships, helping States, Counties and cities connect better with their citizens.

**Secondary Account Contact****Annabelle Romero****Account Manager**

(866) 742-9080 ext. 1813

[anromero@voiance.com](mailto:anromero@voiance.com)

**Annabelle Romero** joined Voiance in February 2012. In her role as Sales Account Manager, Annabelle is responsible for working with our clients to define client requirements, develop the implementation plan, identify service utilization solutions, and proactively monitor language service access within identified service levels.

**Executive Account Contact****Todd Torman****Vice President of Sales**

866-742-9080 ext. 2881

[ttorman@voiance.com](mailto:ttorman@voiance.com)

**Todd Torman** directs all of Voiance's sales and account management processes and brings a history of success from over 20 years of strategically developing new products and selling into all enterprise and business segments within the Telecommunications Industry. Todd's experience includes leading an enterprise sales division at Qwest Communications Corporation, where he increased and maintained \$168M in annual revenue out of Qwest's \$15B revenue base.

In addition, Todd helped formulate a \$1B market expansion plan, which in the end established GTE Communications Corporation as the first major Local Exchange Carrier to market with CLEC and IXC service offerings in the United States.

Todd has received numerous sales achievement awards and recognition over his career. Todd comes from a Business Management and Engineering background and holds a Bachelor of Science degree from Purdue University.

**Contact Centers****Best Ihegborow****Vice President of Contact Center Operations**

(520) 745-9447 x2579

[BIhegborow@voiance.com](mailto:BIhegborow@voiance.com)

**Best Ihegborow** joined CyraCom International in 2009. As VP of Contact Centers Operations, Best directs and oversees CyraCom International's multiple call-center based operations, including CyraCom International's flagship facility in Tucson, Arizona. Best is responsible for driving and executing the overall strategic operational activity for all CyraCom International client base within the company.



During his tenure with CyraCom International, Best is hands-on with building the center based activity, and has driven dramatic operational improvements, which have resulted in operational cost-reduction, quality improvement, reduced attrition and increased client and labor resource retention.

Best has over 13 years' experience within Outbound Sales, Inbound Customer Care and New Product Launch environments with a key focus on Call Center-based Operations Management. Prior to joining CyraCom International, Best managed Operations for a multi-billion dollar Customer Relationship Management firm. There he served as the dedicated Call Center Operations manager for multiple Fortune 500 Companies.

#### *Client Services Representatives (CSRs)*

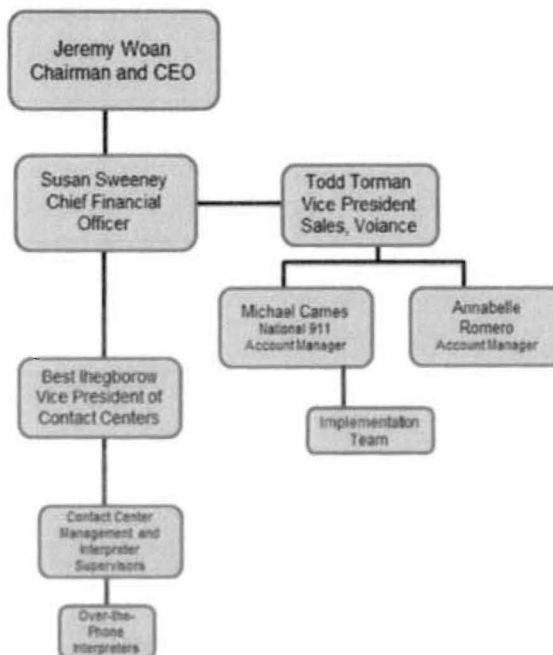
In addition to your dedicated Account Management Team, Voiance CSRs availability is 24/7/365 and each serves several roles. First, they remain attentive to ensure an interpreter answers a client's call in a timely manner. Moreover, when a client prefers to speak with a live operator rather than utilizing our automated phone system, the CSR is the operator that will respond to the client's needs.

#### *Phone Interpreters*

Employee interpreters handle the vast majority of calls at our Company-operated onshore contact centers. Independent Contractors working onshore handle requests for lesser-diffused languages.

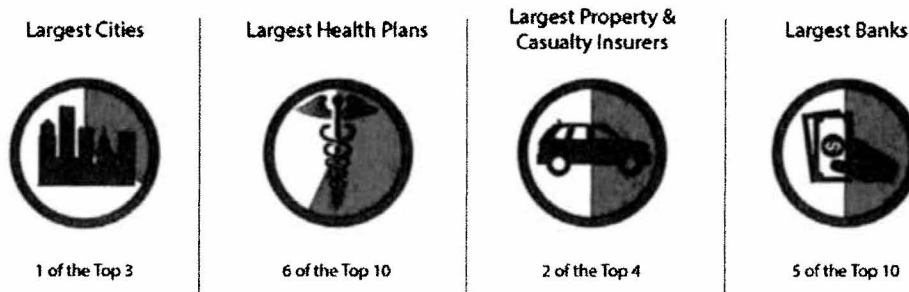
#### **Organization Structure**

##### **Voiance Supervisory Structure for Key Personnel**



## Past Experience

We hold lasting trustworthy partnerships with over 3,000 clients in all 50 states and Canada, and we service clients in a hundred different industry sectors – including some of the largest municipal governments, health plans, hospitals, property, casualty (P&C) insurances, and banking organizations in the United States. We serve a wide range of companies, mitigating any seasonality in our call volumes.



### *Emergency Interpretation Service Experience*

We are the only Phone Interpretation provider that services emergency calls primarily through onshore interpreter contact centers featuring dedicated 911 interpreters.

We support hundreds of emergency service clients, including PSAPs, emergency communication centers, police departments, fire and rescue agencies, hospital emergency departments, and countywide/statewide emergency response organizations.

### *Federal Government Experience*

We work with the Department of Defense, US Customs & Border Protection, the Federal Reserve, the Department of Education, the US Federal Courts, the Veterans Administration, and other federal agencies.

### *211 and 311 Services*

We service a variety of non-emergency government call centers in some of the most linguistically diverse areas of the United States.

### *Health Departments and Public Health Centers*

We service public health departments or hospitals at the federal, state, and local level, including the National Institutes of Health (NIH).

## 2.0 CONTRACTOR PERFORMANCE REQUIREMENTS

2.1 The contractor agrees to provide over the phone language interpretation services for all non-English speaking clients upon request of any officer or designated employee of the Austin Police Department (APD).

Voiance agrees to provide OPI (Over-the-Phone) Interpretation services to the Officers and designated employees of the City of Austin Police Department IAW the provisions and requirements stated within IFB# JSD0013 and any posted amendments with modification requests.

Our Company began 17 years ago by offering clients interpretive language services. Today, we provide innovative and quality services in over 200 languages to over 2500 clients that represent over 100 different industries. Inc. 500/5000 named us to their list of fastest growing private companies in the US in 2004, 2007, 2009, 2010, 2011, and 2012.

Today, we are the largest Over-the-Phone Interpretation provider that operates solely in the US.

2.1.1 For the purpose of this document, interpretation shall be defined as the interpretation of English to a foreign language, including dialects of foreign languages, or the interpretation of a foreign language, including dialects of languages to English.

Voiance understands and agrees to this requirement. Voiance offers interpretive services in over 200 languages and dialects to over 2500 clients and we are fully prepared to offer the same quality and innovative services to the City of Austin PD upon contract award.

2.1.2 The contractor shall understand and agree that clients of the Police Department may include mental health patients, children and families affected by child abuse and neglect, elderly, international customers, criminal defendants, injured individuals, disabled people, witnesses, and parties in non-criminal court proceedings, customers and employees.

Voiance understands and agrees to this requirement. Voiance provides interpreters who have received training in multiple industries that includes emergency response, healthcare, and industry specific terminology that is pertinent to governmental agencies, such as terminology for 211, 311, 911, Health and Human services, HIPAA, legal, insurance, and more.

2.1.3 Contractor and contractor interpreters' shall be culturally competent, sensitive, and respectful of the client (s) for which providing interpreting service.

Voiance ensures that all interpreters will conduct themselves in a professional manner at all times. Each phone interpreter receives modular training on preventing common interpretation errors, code of ethics, and excellence in each interpreter role. All employee interpreters receive training that directly address the *Qualities of an Interpreter*, which includes adhering to established professional codes of ethics and protocols, high level of cultural awareness and responsiveness, the ability to set-aside personal beliefs (including political, cultural, and religious ideas and beliefs), and to be compassionate but

respectfully impartial – to name but a few topics. All Voiance interpreter candidates must demonstrate adequate mastery of industry recognized, baseline competencies necessary to perform interpretation accurately.

2.1.4 Contractor interpreters must be able to converse fluently in the foreign language with knowledge of proper grammar and pertinent slang.

### Interpreter Qualifications

All Voiance interpreter candidates must demonstrate adequate mastery of industry-recognized, baseline competencies necessary to perform interpretation accurately. Candidates who receive an offer for an employee interpreting position must successfully complete 120 hours of training, including 40 hours of a supervised interpretation practicum involving actual clients. This exceeds the training requirements to sit for CCHI (Certification Commission for Healthcare Interpreters) certification by 80 hours.

Other providers **require less than 40 hours of training** before they allow their associates to begin work as an “interpreter.”

CCHI is a vendor neutral program that is a recognized industry standard for healthcare interpreters; healthcare is a highly regulated industry that is consistently confronted with compliance, governance, and risk management challenges. Thus, it makes sense for Voiance to use CCHI as a model industry benchmark for qualifying our interpreters.

#### Pre-hire requirements:

1. Target Language Assessment
2. In-depth screening interview
3. Three-step Interpreter Qualification Test
4. Background checks and security measures

### Language Assessment

Candidates looking for employment in our state-of-the-art US interpreter contact centers must demonstrate substantive bilingual capabilities by scoring highly on our language assessment.

Industry experts developed our language assessment based on the Interagency Language Roundtable (ILR) scale. Candidates must score the equivalent of a “Level 3 – Professional Working Proficiency” on the ILR scale. We keep interpreter language assessment scores on file. Jonathan Levy, Director of Language Services for Voiance’s parent company CyraCom International, is a CCHI commissioner and with his extensive experience in Language Services, he ensures that our Company’s qualification processes conforms to all standards and guidance currently available from relevant organizations such as:

- The American Society for Testing and Materials (ASTM) – Standard guide for language interpretation services (Designation: F 2089-01)
- National Council on Interpreting in Health Care (NCIHC) – National standards of practice for interpreters in health care.
- International Medical Interpreters Association (IMIA) – Medical interpreting standards of practice.
- California Healthcare Interpreters Association (CHIA) – California standards for healthcare interpreters.

Coupled with CCHI, these organizations are the industry-recognized bodies of knowledge that pertain to interpreting certification standards that our Company utilizes to rigorously train and qualify our employee interpreters. Each interpreter is qualified to a minimum of an Interagency Language Roundtable (ILR) Level 3 Professional Working Proficiency in both languages accordingly to Industry's Best Practices and Protocols in Interpretation.

Before our trainees can move on to employee interpreter status, they must pass a rigorous performance exam designed to measure the equivalent knowledge, skills, and abilities as those on the CCHI certification exams. Our organization's ongoing training and monitoring requirements exceed those required to maintain the CCHI credential. We take linguistic resource training seriously, given the high stakes in the emergency response (911) and health/medical industry, and we have a dedicated team for linguistic resource training.

2.2 Contractor will maintain a system to provide language interpretation services on a twenty-four (24) hour, seven (7) day a week, 365 days a year basis (holidays included). To meet the following requirements contractor shall provide a single toll free, 800 number to access all services.

Voiance provides the City of Austin PD with a single toll free number that provides direct access to Voiance Client Services Representatives (Live Operators) and Interpreters 24/7/365 (holidays included). Live Operators answer calls within 5 seconds on average, and we guarantee that our Interpreters will answer calls within 15 seconds on average across all languages.

Voiance operates with an employee-based, multiple large-scale US-based contact center model so that we can provide secure and reliable telecommunications services 24/7/365. That is one of the many advantages the City of Austin PD receives when collaborating with Voiance. Other advantages include:

- We utilize highly reliable US telecom systems and state-of-the-art network-based communication platforms.
- We designed our telecom platform with redundant data centers – located in Tucson and Phoenix, with a colocation in Denver – that can handle 690 simultaneous calls and provides a system uptime availability of 99.999%.
- Clients with strict regulatory requirements from Federal agencies have the ease of scheduling a visit, an audit, and certifying our onshore interpreter contact centers.
- Voiance is not limited to the pool of existing interpreters but can recruit bilingual staff and train them to become interpreters.
- In anticipation of headcount increases, we conduct regular interpreter training classes. This scalable resource model allows Voiance to handle projected interpreter increases to meet surges with current clients and quickly prepare for onboarding new clients.
- We train our interpreter employees, whereas other providers that utilize 3<sup>rd</sup> party suppliers of contract interpreters cannot lawfully provide interpreter training to contract interpreters.
- We provide a variety of work-schedule patterns. Many employees work 40-hour weekly shifts, but many other employees, although considered full time, work flexible schedules that range from very few hours per week to an instant increase to 40-hour weekly shifts on demand. This gives us a 20% surge lever that we can use on about 25% of our staff.
- We can also increase staffing capacity by offering overtime opportunities; we add to the start or end of a shift, and sometime shorten a lunch from 60 min to 30 min.



- Our Workforce Management Department has a Centralized Command Center, staffed with Real Time Adherence Specialists that monitor Interpreter Schedule Adherence, as well as the queues, watching for volume spikes, and taking appropriate actions if such events occur.
- The Command Center can also optimize lunches, breaks, communicate spikes as necessary, and manage Overtime and Voluntary Time Off.
- We are able to handle a 20% increase in volume with as little as one week's notice based simply on changes made to voluntary time off (VTO), overtime offerings, and moving our 32-hour full time employees to 40 hours. We have reliably used these methods in other cases.

2.3 APD will require services for walk-in clients or emergency service for law Enforcement purposes. Contractor shall assign an interpreter within an hour of request for interpreter services or coordinate a time frame with the APD staff so that services are provided timely.

Voiance provides phone interpreter services 24/7/365. Therefore, Law Enforcement Officers do not need to schedule an appointment for interpreter services. However, in the event a Law Enforcement Officer chooses to make an appointment for an interpreter to be available at a specific time – particularly for clients requiring a lesser-diffused language – we welcome these requests and we ensure the City of Austin PD that we have the capability of accepting and fulfilling these all scheduled interpreter requests.

2.3.1 Failure to comply will result in contract termination if it should occur more than three (3) times in a period of thirty 30 days.

Voiance understands and agrees to this requirement. We are dedicated to maintaining superior quality services by making a continuous, substantial effort to measure and achieve quality assurance through avenues not taken by our major competitors: Maintaining a functional, comprehensive, and ISO-certified quality management system; Focusing on contact center Key Performance Indicators (KPIs); and Monitoring, educating, and coaching interpreters continuously.

Our organization became the first phone interpretation company in the US to achieve ISO 9001:2008 certification. This quality management systems' certification forms the framework of our organization's guidelines & benchmarks to safeguard superior quality assurance for our language interpreter services.

2.4 Contractor and those interpreters whose services are provided under this contract agree to keep confidential, as required by law and HIPPA privacy compliance rules and government mandates as well as any information pertaining to legal or criminal matters.

#### **Privacy/Confidentiality Concerns and Our Company's Policy**

Voiance's designated Privacy Officer coordinates and manages our compliance to all relevant privacy standards including:

- The Privacy Act of 1974
- Federal Acquisition Regulation
- Code of Federal Regulations, Title 41 Social Security Administration Security and Confidentiality of Beneficiary Data



- Internal Revenue Service (IRS), Privacy and Disclosure Clauses
- Standards for Privacy of Individually Identifiable Health Information ("Privacy Standards") under the Health Insurance Portability and Accountability Act (HIPAA) for the U.S. Department of Health and Human Services
- Voiance International Confidentiality Standards

Voiance requires interpreters to understand and adhere to Federal laws and regulations surrounding confidentiality and personal information. Confidentiality applies equally, without exception, to all information obtained from all Voiance clients, and remains in effect without time limit, regardless of the employee's employment or contract status with Voiance.

Our staff discuss in detail during the initial orientation Voiance's International Confidentiality Agreement and Code of Ethics. These documents require employees' signatures and independent contractors' signatures. We monitor and evaluate our interpreters their compliance with each of these policies.

Our organization adheres to the requirements of the HIPAA and other Federal regulations for protecting and storing protected health information (PHI). As part of our ISO 9001:2008 certification, review of our processes for compliance and effectiveness take place incrementally.

#### **Confidentiality and Security Audits**

We recognize Security, Confidentiality, and Privacy as priority parameters of our ISO 9001:2008 certification framework and we closely supervise these essential factors. Through regular audits, we continuously demonstrate our commitment to provide excellent service. In addition, our Company has received consistently high scores in ISO's yearly customer satisfaction survey.

We fully understand that the City of Austin PD is responsible to ensure protection of the private and confidential information of its customers. With a vendor partner like Voiance, we work with federal agencies that audit our operations for compliance with consumer privacy laws. With security audits like these, the City of Austin PD can expect a successful business relationship where customers' confidential information remains protected.

Therefore, audits become a daily task at Voiance, one we take seriously.

We regularly support CMS-audited health plan clients with auditing, flow-down, or other reporting requirements. CMS does not directly audit our Company. CMS-audited clients typically verify the following:

- Interpreter training and annual Medicare and Medicaid compliance course completion
- Interpreter adherence to confidentiality processes for PHI/PII and fraud, waste and abuse awareness training
- HIPAA compliance
- Physical security
- Information Security

In 2012, our Company successfully completed two (2) CMS level audits including the review of our processes relative to HIPAA training and awareness, as well as Privacy and Confidentiality for our large Fortune 15 and Fortune 50 healthcare provider customers.

#### **Interpreter Best Practices**

Voiance has developed a code of ethics for healthcare interpreters based on industry best practice, and all interpreters are expected to abide by it. Our interpreter code of ethics ensures that our employees follow interpreter protocols of courtesy, impartiality, cultural brokering, confidentiality, and meaning-for-meaning interpretation.

**Confidentiality Agreements and Employment with Voiance**

As part of the employment process, employees must pass reference checks and multiple background checks: Country Criminal Checks, Social Security Number Trace (Address History Search), and are screened through the Office of the Inspector General (OIG) and Excluded Parties List System (EPLS), E-Verify, I-9, and the Sex Offender Registry.

Candidates receive information about and must agree to sign our interpreter code of ethics and multiple confidentiality and compliance documents. (Background checks take place annually for all employees.)

2.4.1 Contractor must provide a Process/Procedure used to maintain confidentiality. If conversation is recorded, please provide process/procedure for destruction of recordings, etc.

Our organization does not record interpretation calls. We enforce a strict rule that allows interpreters to take notes during the interpreter session, but we destroy all paperwork pertaining to interpreter sessions by placing them in one of several strategically placed Confidential Paper Destruction Bins every time an interpreter leaves their workstation. Supervisors and Managers audit interpreter workstations to ensure interpreters deposit all notes taken during an interpreter session into the destruction bins throughout the course of the day. A professional supplier empties these bins and shreds the contents onsite before exiting a center.

Voiance will review call recordings sent by the City of Austin PD as needed.

Our Quality Monitoring staff reviews call recordings in the same manner as if it were a live interpreter session. The team of quality specialists' reviews and grades the call using the same method and grading scale used for our interpreter live-monitoring sessions. The Quality Monitoring Form measures adherence to the following standards: Interpreting Proficiency, Language Proficiency, and Essential Protocols & Best Practices.

2.5 For services requiring an hour or more of continuous interpreting, more than one interpreter may be required.

Our Company relies on approximately 770 employee-interpreters. We also employ several dozen individuals in Contact Center Management. If an interpreter session extends past 120 minutes for a single session, our Contact Center Management Team will ensure that little to no interruption would take place during that particular call. To this day, we have never had to interrupt a long interpreting session.

2.6 Contractor must provide language interpretation references with the type of service identified that demonstrates for twenty-four (24) hour, seven (7) day per week, 365 days a year, one-hour notice emergency Law Enforcement service on a continuous basis for at least three (3) years.

Voiance has provided references to fulfill this requirement. Please refer to the CITY OF AUSTIN - PURCHASING OFFICE REFERENCE SHEET.

2.6.1 Language Interpreters must have at least one (1) year minimum of Language Interpretation experience.

Voiance is in full agreement with this requirement and we are prepared to comply upon contract award.

2.7 The Contractor shall maintain valid credentials for all interpreters used in conjunction with this contract and shall be able to provide upon request, documentation as requested by the City of Austin or designated employee of the Austin Police Department (APD).

Voiance maintains records on each of our employee interpreters. Every employee interpreter receives a language assessment during pre-hire evaluation and these scores are kept on file.

2.8 Contractor must provide a list of training and qualifications by which interpreters are certified, tested and trained for Language Interpretation.

#### **Structure for Interpreter Training**

Voiance employees can lawfully receive rigorous, continuous training, including curriculum specific to customers. Other OPI providers substantially use contractors, which according to IRS, cannot lawfully receive training by the provider.

Moreover, in a decisive departure from current language industry practices, we employ on-shore interpreters to work from one of three US located contact centers exclusively operated by our Company. The premise of operating our own Interpreter Contact Centers pertains directly to providing highly qualified interpreters in multiple industry sectors.

Voiance employee-interpreters receive 120-hours of proprietary training. Currently, there is no single vendor-neutral Over-the-Phone Interpreter certification for multiple industries. We believe that our training program is one of the most extensive and rigorous within the OPI industry. Training includes healthcare and industry specific terminology that is pertinent to governmental agencies, such as terminology for 211, 311, 911, Health and Human services, HIPAA, legal, insurance, and more.

Because we train our interpreters within our advanced US-based contact centers, we have multiple self-contained training classrooms where live instructor/student teaching takes place. Dedicated training teams consisting of training experts, qualified instructors, training assistants, and interpreter coaches lead our classroom-based training programs.

Voiance ensures that our interpreters possess the equivalent of certification as defined by the CCHI (Certification Commission for Healthcare Interpreters). All Voiance interpreter candidates must demonstrate adequate mastery of industry recognized, baseline competencies necessary to perform interpretation accurately. Candidates must successfully complete 120 hours of training. This exceeds training requirements to sit for the CCHI certification by 80 hours.

Our proprietary interpretation qualification process meets or exceeds the available certifications:

<b>Certifying Body:</b>	National Board of Certification for Medical Interpreters (NBCMI)	Certification Commission for Healthcare Interpreters	Federal/State Court Certifications	CyraCom International/ Voiance Language Services
<b>Industry Focus</b>	Medical	Medical	Court	Multiple Industries
<b>Languages</b>	Spanish, Russian, Cantonese, and Mandarin	Spanish, Arabic, and Mandarin	Spanish, Navajo and Haitian Creole	Over 200 languages and dialects
<b>Primarily intended for:</b>	On-Site Interpreters	On-Site Interpreters	On-Site Interpreters	Over-the-Phone Interpreters based in centralized call centers.
<b>Recommended prerequisites:</b>	40 hours of training	40 hours of training	"...educated, native-like mastery of both English and a second language."	120 hours of training
<b>Test Details:</b>	Written and Oral Exams	Written and Oral Exams	Written and Oral Exams	Written, Oral, and Live Practicum Exams

### 120-Hours of Classroom, Instructor-led Interpreter Training

Within our US-based contact centers, we have multiple training classrooms where training takes place. Dedicated training teams consisting of training experts and qualified instructors, training assistants, and interpreter coaches lead our classroom-based training programs.

Candidates learn essential terminology, best practices, and protocols through innovative simulation-based, proactive training techniques. By the end of the 120-hour training program, candidates demonstrate mastery of essential interpreter skills. Ineffective performance during these competencies results in disqualification from the 120-hour training program.

We believe that our training program is one of the most extensive and rigorous within the language services industry. Training includes healthcare and industry specific terminology that is pertinent to governmental agencies, such as terminology for 311, 911, Health and Human services, HIPAA, and more.

### 120-Hours Proprietary Training for 911 and Medical Interpreters

We are the only major Phone Interpretation provider that delivers in-class and instructor-led 911 interpreter training in onshore contact centers.

Our dedicated 911 Interpreters undergo 120 hours of initial training that prepares them for 911 calls. Our interpreters work in interpreter contact centers located in the United States – not primarily at-home or offshore.

The 120-hour initial training course, and our ongoing coaching, continuing education, and skills training, reflect the needs of PSAPs. We base our training on national training standards from APCO and NENA, research into common problems for specific immigrant groups, and site visits to PSAP clients.

### **Focused Skills for 911 Interpreters**

911 Interpretation is the most demanding form of interpretation. We have dedicated significant amounts of time to train interpreters for 911 interpretations, including the use of client-provided recorded 911 calls. 911 Interpreters receive training for many specific skills, including:

- Medical emergencies and ambulatory situations.
- An unknown address that needs to be obtained.
- Speaking with children.
- Identifying dead bodies and completing missing persons reports.
- Non-English callers with impaired mental states (intoxication, mental illness, etc.).
- Domestic violence and other violent crime.
- Accidents (vehicular or otherwise).
- Stolen property (burglary, reporting stolen goods).
- Using PSAP-provided high rate of occurrence street names, areas, and landmarks for each PSAP's service area (our new 911 Call Location Aid)
- Extracting address information from non-English callers, when asked by the call taker.
- Following a dispatcher's lead in the tone, intensity, and urgency of a call.
- Interpreting pre-arrival instructions, including CPR.
- Mitigating cross-cultural communication barriers.

### **Trained Medical Interpreters**

Our dedicated medical interpreters receive 120 hours of in-person classroom training, covering healthcare interpreting: General Inquiries, Enrollment, Copayment, Insurance applications, Plan Eligibility, Medicare/Medicaid, Prescription Drug Coverage, and HIPAA compliance. We are the only vendor to provide this type of classroom training. Our Company's extensive training program is equivalent to certification as defined by the Certification Commission for Healthcare Interpreters (CCHI). Voiance's employee interpreters receive continuous training, including curriculum specific to customer needs.

Interpreters not only speak the language of your customers, but also the language of your industry. Our dedicated medical interpreters receive 120 hours of in-person, classroom training, covering medical interpreting training and HIPAA compliance. We are the only vendor to provide this type of classroom training. Voiance's extensive training program is equivalent to certification as defined by the Certification Commission for Healthcare Interpreters (CCHI). Voiance's employee interpreters receive continuous training, including curriculum specific to customer needs.

### **Focused Skills for Medical Interpreters**

- Medical terminologies
- Explaining costs, financial transactions, payments, and fees
- Anatomy and physiology
- Common conditions, diseases, and procedures
- Brokering cultural differences



### **What We Expect**

Our interpreters must successfully complete 120 hours of training including 40 hours of a supervised practicum that involves real-time client's calls. This exceeds the training requirements to sit for CCHI certification by 80 hours. Candidates learn essential terminology, best practices, and protocols through innovative simulation-based, hands-on training techniques.

By the end of the 120-hour instructor-led training, candidates demonstrate mastery of essential interpreter skills. All interpreters receive training by supervising staff on the rules and regulations of Code of Ethics and Professional Conduct. All Voiance interpreters must maintain a mastery of industry recognized, baseline competencies necessary to perform interpretation accurately in order to become and remain an interpreter at Voiance. Industry experts developed our language assessment based on the Interagency Language Roundtable (ILR) scale.

Given the hundreds of Industry sectors that a Phone Interpreter may encounter on any given schedule lessons the possibility of a nationally recognized certification program. The most rigorous of all interpretive certification programs that our company is aware of pertains to ASL certifications, which all of our Company's ASL interpreters have extensive experience and each is remains active on the Registry of Interpreters of the Deaf.

All Voiance interpreter candidates must demonstrate adequate mastery of industry recognized, baseline competencies necessary to perform interpretation accurately. Candidates, who receive an employee offer for an interpreting position, must successfully complete 120 hours of training. This exceeds training requirements to sit for the CCHI certification by 80 hours.

### **Intensive In-house Interpreter Training with Ongoing Training & Monitoring**

Our organization maintains a team of dedicated interpreter quality monitors. Interpreter team supervisors and dedicated quality monitoring staff randomly monitor employee interpreters at a target frequency of 16x a month.

Failure to meet expectations in quality monitoring sessions can result in a range of consequences including coaching, retraining, or termination. Our quality monitoring procedures ensure that interpreters follow our standards. The Quality Monitoring Form measures adherence to the following standards: Interpreting Proficiency, Language Proficiency, and Essential Protocols & Best Practices.



*Training Classes in Tucson Contact Center*



2.9 Contractor must provide a detailed list of all currently supported languages by which staff can be provided.

Our List of Languages of over 200 languages and dialects receives continuous updating. When clients identify the need for additional lesser-diffused languages to ensure their LEP constituents have language access to their services, our HR Department quickly recruits people from our expansive network of language interpreters.

Voiance is fully committed to ensure all languages required by APD to be available upon contract award.



**Voiance Language List**

The Voiance Language List is a list of our currently supported languages in alphabetical order.

Additional languages are available upon request. If you require further assistance requesting or identifying a language please contact Voiance Client Services at 1-800-481-3289.

Afghan	Chukese	Hamer-Bana	Korean	Nigerian	Sylheti
Akan	Ciriuto	Hauza	Krahn	English Pidgin	Tachew
Akateka	Croatian	Hebrew	Kru/Krumen	Norwegian	Tagalog
Albanian	Czech	Hindi	Kunama	Nuer	Taiwanese
Amharic	Danish	Hindustani	Kurdish	Oromo	Tamil
Arabic	Dari	Hmong	Kurdish (Badini)	Quetchi	Telegu
Armenian	Dinka	Hokkien	Kurdish (Kurmanji)	Pashao	Thai
Armenian (Eastern)	Dutch	Hunese	Kurdish (Sorani)	Persian	Tibetan
Armenian (Western)	Dzongkha	Hungarian	Laotian	Polish	Tigrigna
Ashanti	Ebon	Ibo	Leventine Arabic	Portuguese	Tolisan
Assyrian	Edo	Ilocano	Lingala	Portuguese Creole	Toishanese
Azerbaijani	Egyptian Arabic	Isonggo	Lithuanian	Pulaar	Tongan
Bambara	Ewe	Indonesian	Luo	Punjabi	Trukese
Belorussian	Fanti	Iraqi Arabic	Maaey Somali	Romanian	Turkish
Bengali	Farsi	Italian	Macedonian	Russian	Twi
Bhutanese	Fijian	Jakartanese	Malay	Samoan	Ukrainian
Bosnian	Filipino	Jamaican English	Malayalam	Saudi Arabic	Urdu
Brazil-Portuguese	Finnish	Creole (Patois)	Malinke	Serbian	Uzbek
Bulgarian	Flemish	Japanese	Mandarin	Serbo-Croatian	Vietnamese
Burmese	Foodchow	Jerei	Mandingo	Shanghaiese	Vicayan
Cambodian	French	Jingpho	Mandinka	Sichuan/Szechuan	Wany-Wany
Cantonese	French Canadian	Jula	Marathi	Sicilian	Wolof
Cape	French Creole	Kamba	Marshallese	Sinhala	Wuinese
Verdean	Fulianese	Kanjabi	Mien	Slovak	Yemeni Arabic
Cebuano	Fulani	Karen	Mine	Slovakian	Yiddish
Chaldean	Fuzhou	Karenni	Mispuri	Somali	Yoruba
Chamorro	Ge	Kayah	Mixteco	Soninke	Zambai
Chao Chow	Gem	Kazakh	Mixteco Alto	Soninke (Mereka)	
Chin	Georgian	Khmer	Mixteco Bajo	Soninke (Serehuleh)	
Chin (Falam)	German	Kikuyu	Moldovan	Soninke (Sarakole)	
Chin (Hakha)	Greek	Kinyarwanda	Mongolian	Spanish	
Chin (Tidim)	Guamanian	Kirghiz	Montenegrin	Sichowen	
Chin (Zaphel)	Gujarati	Kirundi	Moroccan Arabic	Sudanese Arabic	
Chinese	Gulf Arabic	Kiswahili	Navajo	Swahili	
Chul Chow	Haitian Creole	Kisigwa	Nepalitan	Swahili (Kibajuni)	
Chungshan	Hakka	Kongo	Nepali	Swedish	

- 2.9.1 Contractor must be able to provide Language interpretation for at least the following languages below: Spanish, Vietnamese, Russian, Korean, Farsi, Mandarin, Arabic, French, Burmese, Hindi, Karen, Nepali, Thai, Bengali, Swahili, Turkish, Indonesian, Japanese, Albanian, Haitian Creole, Cantonese, Portuguese, Tagalog, Romanian, Gujarati, Taiwanese, Bosnian, Afrikaans, Navajo, IBO, Tellugu, English, & Berber

Voiance is prepared to provide language services for the above list of languages.

Voiance interpreters are available 24/7/365. We provide a variety of work-schedule patterns to ensure appropriate coverage as determined by our Workforce Management Department. Many employees work 40-hour weekly shifts, but many other employees, although considered full time, work flexible schedules that range from very few hours per week to an instant increase to 40-hour weekly shifts on demand. This gives us a 20% surge lever that we can use on about 25% of our staff.

Our Workforce Management Department has a Centralized Command Center, staffed with Real Time Adherence Specialists that monitor Interpreter Schedule Adherence, as well as the queues, watching for volume spikes, and taking appropriate actions if such events occur.

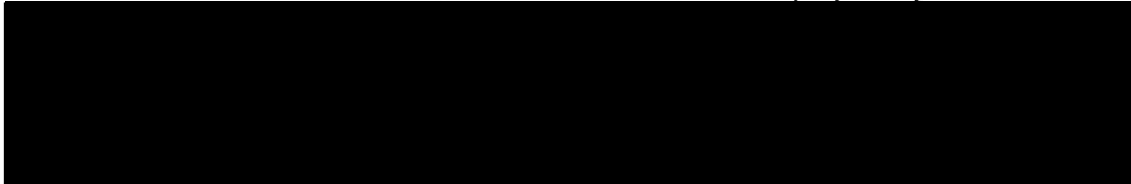
The Command Center can also optimize lunches, breaks, communicate spikes as necessary, and manage Overtime and Voluntary Time Off. We can also increase staffing capacity by offering overtime opportunities; we add to the start or end of a shift, and sometime shorten a lunch from 60 min to 30 min.

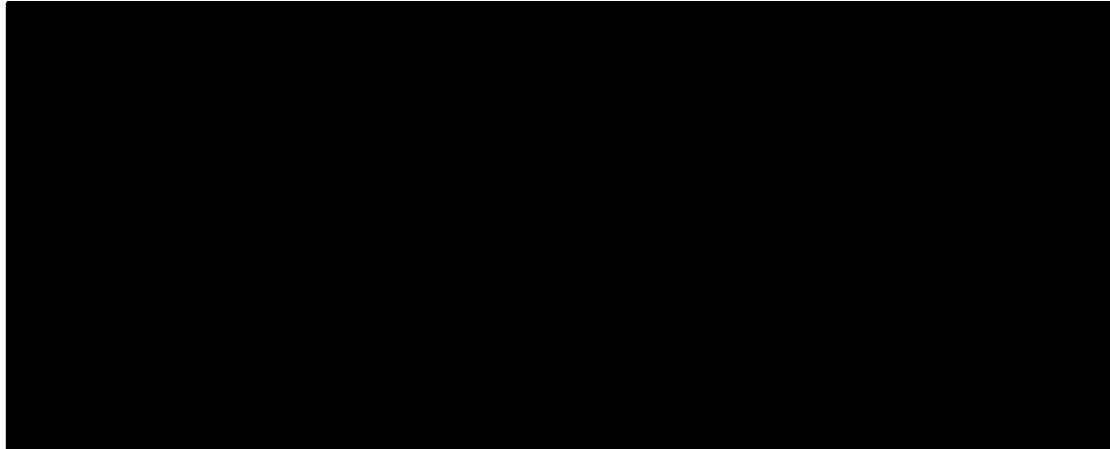
We are able to handle a 20% increase in volume with as little as one week's notice based simply on changes made to voluntary time off (VTO), overtime offerings, and moving our 32-hour full time employees to 40 hours. We have reliably used these methods in other cases.

In the event of significant volume increases, Voiance is not limited to the pool of existing interpreters but can recruit bilingual staff and train them to become interpreters. In anticipation of headcount increases, we conduct regular interpreter training classes. This scalable resource model allows Voiance to handle projected interpreter increases to meet surges with current clients and quickly prepare for onboarding new clients.

- 2.10 Contractor must provide a disaster recovery plan in case of an isolated system failure, that our interpretation service is not interrupted.

**CONFIDENTIAL: The answer to 2.10 contains trade secrets and proprietary information.**





**CONFIDENTIAL: The answer to 2.10 contains trade secrets and proprietary information.**

2.11 Contractor must have and provide a Quality Control/Assurance plan that ensures the best language interpretation services are being provided and assessed.

At Voiance, we are dedicated to maintaining superior quality services by making a continuous, substantial effort to measure and achieve quality assurance through avenues not taken by our major competitors: Maintaining a functional, comprehensive, and ISO-certified quality management system; Focusing on contact center Key Performance Indicators (KPIs); and Monitoring, educating, and coaching interpreters continuously.

Our organization became the first phone interpretation company in the US to achieve ISO 9001:2008 certification. This quality management systems' certification forms the framework of our organization's guidelines & benchmarks to safeguard superior quality assurance for our language interpreter services.

We believe quality assurance links closely to having our interpreters participate in a quality-monitoring program. This proactive program encourages constant coaching and quality assurance sessions regardless of prior experience.

Interpreter team supervisors and dedicated quality monitoring staff randomly monitor every interpreter at a target rate of 16 times per month. This is to ensure our interpreters are meeting our expectations.

Failure to meet expectations in quality monitoring sessions can result in a range of consequences including increased coaching, retraining, or termination. Our quality monitoring procedures ensure that interpreters follow our high standards. The Quality Monitoring Form measures adherence to the following standards: Interpreting Proficiency, Language Proficiency, and Protocols & Best Practices.

Twenty-five essential competencies are then identified for each sub-category that map to competencies taught in our 120-hour OPI training program to ensure all ongoing monitoring evaluations matches initial training standards.

Continuing educational opportunities include routine workshops, industry training, focused coaching, internal newsletters, interpreter bulletins, and other methods as appropriate.

- 2.12 Under Federal requirements, Contractor is prohibited from doing business with terrorists and terrorist organizations.

Voiance agrees to this requirement.

- 2.13 Contractor may not be suspended or debarred from doing business with the federal government as listed in the Excluded Parties List System (EPLS) maintained by the General Services Administration or the City of Austin vendor suspension list.

Voiance is not suspended or debarred from doing business with the federal government.

### 3.0 INSURANCE REQUIREMENTS

- 3.1 Contractor shall provide an insurance certificate in accordance with the requirements outlined in the Standard Purchase Terms and Conditions, paragraph 32.

Voiance complies with this requirement and a copy of our Certificate of Insurance is located on Page 43.

### 4.0 ADDITIONAL REQUIREMENTS

- 4.1 Contractor and all Interpreters performing services hereunder are not, by this contract, constituted an agent or employee of the City. Accordingly, Provider and individual interpreters understand and agree that they shall not be entitled to any of the rights and privileges established for employees of the City such as vacation, sick leave with pay, paid days off, life, accident, and health insurance, or severance pay upon termination of this contract. It is further expressly agreed and understood that the City will not withhold any sum due or payable by or on behalf of the Provider as withholding for income tax, social security, employment tax, or any other withholding pursuant to any law or requirement of any governmental body and that all such payments as may be required by law are the sole responsibility of the Provider and the individual interpreters.

Voiance understands and agrees to this requirement.

# ATTACHMENTS

**BID SHEET**  
**CITY OF AUSTIN**  
**Language Interpretation Services**

Page 31 of 52

**BID NO.** JSD0013

**RX NO.** 8700

**DATE:** 7/1/2013

**BUYER:** Jeffery Dilbert


Copies of Bid: Vendor must submit two copies of its signed bid - one original and one copy. Special Instructions: Be advised that exceptions taken to any portion of the solicitations may jeopardize acceptance of the bid.

Special Instructions: This is a solicitation for a 36 month agreement for Language Interpretation services for the Austin Police Department with an option to extend for up to three (3) additional twelve (12) month periods, subject to the approval of the City Manager or Designee and the Supplier. The quantities shown are merely estimates, the City reserves the right to purchase more or less than the quantities shown. Upon expiration of the initial term or period of extension, contractor agrees to hold over the terms and conditions of this contract for such period of time as is necessary to resolicit.

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	UNIT PRICE	EXTENDED PRICE
	Legal/Official, Language Interpretation Translation (Interpret for officers, Victim Services, Reference 0500 & 0400)				
1	Pre-scheduled/On-call advance notice, Spanish Interpretation, M-F 7 AM to 7 PM	72,000	Minutes	\$0.57	\$0.57
2	On-call advance notice, Spanish Interpretation, Weekends & M-F Evenings 7:01 PM - 6:59 AM	3,800	Minutes	\$0.57	\$0.57
3	Pre-scheduled/On-call advance notice, Vietnamese Interpretation, M-F 7 AM to 7 PM	330	Minutes	\$0.61	\$0.61
4	On-call advance notice, Vietnamese Interpretation, Weekends & M-F 7:01 PM to 6:59 AM	20	Minutes	\$0.61	\$0.61
5	Pre-scheduled/On-call advance notice, Korean Interpretation, M-F 7 AM to 7 PM	220	Minutes	\$0.61	\$0.61
6	On-call advance notice, Korean Interpretation, Weekends & M-F 7:01 PM to 6:59 AM	15	Minutes	\$0.61	\$0.61
7	Pre-scheduled/On-call advance notice, Interpretation of other languages not listed, M-F 7 AM to 7 PM	175	Minutes	\$0.61	\$0.61
8	On-call advance notice, Interpretation of other languages not listed, Weekend & M-F 7:01 PM to 6:59 AM	10	Minutes	\$0.61	\$0.61
9	Cancellation Charges if Applicable	5	ea	NO CHARGE	NO CHARGE
<b>TOTAL BID</b>				<b>\$43,675.70</b>	<b>\$43,675.70</b>

VENDOR CAN COMPLY WITH DELIVERY REQUIREMENTS AS STATED IN THE ATTACHED SPECIFICATION: YES X NO     

COMPANY NAME: Voice Language Services, LLC

SIGNATURE OF AUTHORIZED REPRESENTATIVE: 

PRINTED NAME: Susan Sweeney

EMAIL ADDRESS: ssweeney@voice.com



**City of Austin**  
**Purchasing Office**  
**Local Business Presence Identification Form**

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

**OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE).**

*NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN, SECTION 0900 OF THE SOLICITATION.*

USE ADDITIONAL PAGES AS NECESSARY

**OFFEROR:**

Name of Local Firm	Voiance Language Services, LLC						
Physical Address	5780 N. Swan Rd., Tucson, AZ 85718						
Is Firm located in the Corporate City Limits? (circle one)	Yes			<input checked="" type="radio"/> No			
In business at this location for past 5 yrs?	<input checked="" type="radio"/> Yes			No			
Location Type:	Headquarters	Yes	XXX	No	Branch	Yes	No

**SUBCONTRACTOR(S):**

**\*\*No Subcontractors will be used to fulfill this contract.**

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**SUBCONTRACTOR(S):**

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

**City of Austin  
Purchasing Office  
Local Business Presence Identification Form**

---

**ACKNOWLEDGEMENT**

THE STATE OF TEXAS

COUNTY OF TRAVIS

I certify that my responses and the information provided on **Form 0605** are true and correct to the best of my personal knowledge and belief and that I have made no willful misrepresentations in this Section, nor have I withheld any relevant information in my statements and answers to questions. I am aware that any information given by me in this Section may be investigated and I hereby give my full permission for any such investigation and I fully acknowledge that any misrepresentations or omissions in my responses and information may cause my offer to be rejected.

**OFFEROR'S FULL NAME AND ENTITY STATUS:**

Susan Sweeney



Signature, Authorized Representative of Offeror

Chief Financial Officer

Title

July 19, 2013

Date

**END**

**CITY OF AUSTIN  
PURCHASING OFFICE  
REFERENCE SHEET**

**Please Complete and Return This Form with the Offer**

Solicitation Number:

Offeror's Name

Date

The Offeror shall furnish, with the Offer, the following information, for at least  recent customers to whom products and/or services have been provided that are similar to those required by this Solicitation.

To add additional references to this form, click the Add Reference Button. =====>

**Add Reference**

Company's Name	<input type="text" value="Montgomery County 911"/>		
Name of Contact	<input type="text" value="Susanne Wooten"/>	Contact Title	<input type="text" value="911 ECC Program Manager II"/>
Present Address	<input type="text" value="1300 Quince Orchard Blvd"/>		
City	<input type="text" value="Gaithersburg"/>	State	<input type="text" value="Maryland"/>
		Zip Code	<input type="text" value="20850"/>
Telephone Number	<input type="text" value="(240) 773-7036"/>	FAX Number	<input type="text"/>
Email Address	<input type="text" value="Susanne.Wooten@montgomerycountymd.gov"/>		

Company's Name	<input type="text" value="Montgomery County 311"/>		
Name of Contact	<input type="text" value="Debbie Richards"/>	Contact Title	<input type="text"/>
Present Address	<input type="text" value="51 Monroe Street, Plaza Level West, Suite 7"/>		
City	<input type="text" value="Rockville"/>	State	<input type="text" value="Maryland"/>
		Zip Code	<input type="text" value="20850"/>
Telephone Number	<input type="text" value="(240) 773-3550"/>	FAX Number	<input type="text"/>
Email Address	<input type="text" value="debbie.richards@montgomerycountymd.gov"/>		

Company's Name	<input type="text" value="Montgomery County HHS"/>		
Name of Contact	<input type="text" value="Luis Martinez"/>	Contact Title	<input type="text" value="Diversity Manager"/>
Present Address	<input type="text" value="401 Hungerford Drive, 5th Floor"/>		
City	<input type="text" value="Rockville"/>	State	<input type="text" value="Maryland"/>
		Zip Code	<input type="text" value="20850"/>
Telephone Number	<input type="text" value="(240) 777-1864"/>	FAX Number	<input type="text"/>
Email Address	<input type="text" value="luis.martinez@montgomerycountymd.gov"/>		

Company's Name	Prince George 911		
Name of Contact	Cherylynn Flaherty	Contact Title	
Present Address	7911 Anchor Street		
City	Landover	State	Maryland Zip Code 20785
Telephone Number	(301) 352-1488	FAX Number	
Email Address	cflaherty@co.pg.md.us		

Company's Name	Knox County Health Department		
Name of Contact	Dempsey Andes	Contact Title	Director
Present Address	140 Dameron Avenue		
City	Knoxville	State	Tennessee Zip Code 37917
Telephone Number	(865) 215-5413	FAX Number	
Email Address	dempsey.andes@knoxcounty		


**City of Austin, Texas**  
**NONRESIDENT BIDDER PROVISIONS**  
**SOLICITATION NO. JSD0013**

- A. Bidder must answer the following questions in accordance with Vernon's Texas Statutes and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "Non-resident Bidder"?

- ☐ Texas Resident Bidder - A Bidder whose principal place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
- ☒ Non-resident Bidder

- B. If the Bidder is a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state? ☐ Yes ☒ No

Bidder's Name:	Volance Language Services, LLC		
Signature of Officer or Authorized Representative:		Date:	July 19, 2013
Printed Name:	Susan Sweeney		
Title:	Chief Financial Officer		

**CITY OF AUSTIN, TEXAS**  
**LIVING WAGES AND BENEFITS CONTRACTOR CERTIFICATION**  
*(Please duplicate as needed)*

SOLICITATION NO. JSD0013

Pursuant to the Living Wages and Benefits provision (reference Section 0400, Supplemental Purchase Provisions) the Contractor is required to pay to all employees directly assigned to this City contract a minimum Living Wage equal to or greater than \$11.00 per hour.

I hereby certify under penalty of perjury that all of the below listed employees of the Contractor who are directly assigned to this contract:


- (1) are compensated at wage rates equal to or greater than \$11.00 per hour; and
- (2) are offered a health care plan with optional family coverage.

(To add additional employees to this page, click the Add Button.)

	Employee Name	Employee Job Title
Add		
Delete		

- (3) all future employees assigned to this Contract will be paid a minimum Living Wage equal to or greater than \$11.00 per hour and offered a health care plan with optional family coverage.
- (4) Our firm will not retaliate against any employee claiming non-compliance with the Living Wage provision.

A Contractor who violates this Living Wage provision shall pay each employee affected the amount of the deficiency for each day the violation continues. Willful or repeated violations of the provision may result in termination of this Contract for Cause and subject the firm to possible suspension or debarment.

Contractor's Name:	Voiance Language Services, LLC		
Signature of Officer or Authorized Representative:		Date:	July 19, 2013
Printed Name:	Susan Sweeney		
Title:	Chief Financial Officer		



CITY OF AUSTIN  
NON-COLLUSION,  
NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING AFFIDAVIT

JSD0013

- b. has not given a local government officer of the City one or more gifts, other than gifts of food, lodging, transportation, or entertainment accepted as a guest, that have an aggregate value of more than \$250 in the twelve month period preceding the date the officer becomes aware of the execution of the Contract or that OWNER is considering doing business with the Offeror.
- c. as required by Chapter 176 of the Texas Local Government Code, Offeror must file a Conflict of Interest Questionnaire with the Office of the City Clerk no later than 5:00 P.M. on the seventh (7) business day after the commencement of contract discussions or negotiations with the City or the submission of an Offer, or other writing related to a potential Contract with the City. The questionnaire is available on line at the following website for the City Clerk:

<http://www.austintexas.gov/departments/conflict-interest-questionnaire>

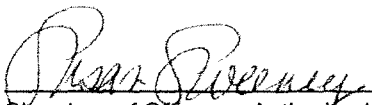
There are statutory penalties for failure to comply with Chapter 176.

If the Offeror cannot affirmatively swear and subscribe to the forgoing statements, the Offeror shall provide a detailed written explanation in the space provided below or, as necessary, on separate pages to be annexed hereto.

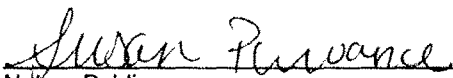
Offeror's  
Explanation:

7. **Anti-Lobbying Ordinance.** As set forth in the Solicitation Instructions, Section 0200, paragraph 7N, between the date that the Solicitation was issued and the date of full execution of the Contract, Offeror has not made and will not make a representation to a City official or to a City employee, other than the Authorized Contact Person for the Solicitation, except as permitted by the Ordinance.

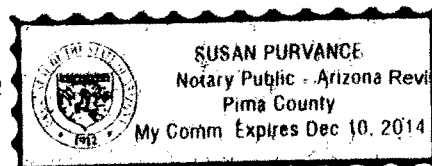
Contractor's Name:	Voiance Language Services, LLC
Printed Name:	Susan Sweeney
Title:	Chief Financial Officer

  
Signature of Officer or Authorized Representative:

Subscribed and sworn to before me this 15 day of July, 2013.

  
Notary Public

My Commission Expires 12/10/14




**City of Austin, Texas**  
**NON-SUSPENSION OR DEBARMENT CERTIFICATION**

SOLICITATION NO. JSD0013

The City of Austin is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. Covered transactions include procurement contracts for goods or services equal to or in excess of \$25,000.00 and all non-procurement transactions. This certification is required for all Vendors on all City of Austin Contracts to be awarded and all contract extensions with values equal to or in excess of \$25,000.00 or more and all non-procurement transactions.

The Offeror hereby certifies that its firm and its principals are not currently suspended or debarred from bidding on any Federal, State, or City of Austin Contracts.

Contractor's Name:	<div style="border: 1px solid black; padding: 2px;">Voiance Language Services, LLC</div>		
Signature of Officer or Authorized Representative:		Date:	<div style="border: 1px solid black; padding: 2px;">July 19, 2013</div>
Printed Name:	<div style="border: 1px solid black; padding: 2px;">Susan Sweeney</div>		
Title:	<div style="border: 1px solid black; padding: 2px;">Chief Financial Officer</div>		

**City of Austin, Texas  
EQUAL EMPLOYMENT/FAIR HOUSING OFFICE  
NON-DISCRIMINATION CERTIFICATION**

SOLICITATION NO JSD0013

**City of Austin, Texas  
Human Rights Commission**

To: City of Austin, Texas, ("OWNER")

I hereby certify that our firm conforms to the Code of the City of Austin, Section 5-4-2 as reiterated below:

Chapter 5-4. Discrimination in Employment by City Contractors.

**Sec. 4-2 Discriminatory Employment Practices Prohibited.** As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations and agrees:

- (B) (1) Not to engage in any discriminatory employment practice defined in this chapter.
- (2) To take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without discrimination being practiced against them as defined in this chapter. Such affirmative action shall include, but not be limited to: all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising; selection for training and apprenticeship, rates of pay or other form of compensation, and layoff or termination.
- (3) To post in conspicuous places, available to employees and applicants for employment, notices to be provided by OWNER setting forth the provisions of this chapter.
- (4) To state in all solicitations or advertisements for employees placed by or on behalf of the Contractor, that all qualified applicants will receive consideration for employment without regard to race, creed, color, religion, national origin, sexual orientation, gender identity, disability, veteran status, sex or age.
- (5) To obtain a written statement from any labor union or labor organization furnishing labor or service to Contractors in which said union or organization has agreed not to engage in any discriminatory employment practices as defined in this chapter and to take affirmative action to implement policies and provisions of this chapter.
- (6) To cooperate fully with OWNER's Human Rights Commission in connection with any investigation or conciliation effort of said Human Rights Commission to ensure that the purpose of the provisions against discriminatory employment practices are being carried out.
- (7) To require compliance with provisions of this chapter by all subcontractors having fifteen or more employees who hold any subcontract providing for the expenditure of \$2,000 or more in connection with any contract with OWNER subject to the terms of this chapter.

For the purposes of this Offer and any resulting Contract, Contractor adopts the provisions of the City's Minimum Standard Nondiscrimination Policy set forth below.

**City of Austin  
Minimum Standard Non-Discrimination in Employment Policy:**

*As an Equal Employment Opportunity (EEO) employer, the Contractor will conduct its personnel activities in accordance with established federal, state and local EEO laws and regulations.*

*The Contractor will not discriminate against any applicant or employee based on race, creed, color, national origin, sex, age, religion, veteran status, gender identity, disability, or sexual orientation. This policy covers all aspects of employment, including hiring, placement, upgrading, transfer, demotion, recruitment, recruitment advertising, selection for training and apprenticeship, rates of pay or other forms of compensation, and layoff or termination.*

*Further, employees who experience discrimination, sexual harassment, or another form of harassment should immediately report it to their supervisor. If this is not a suitable avenue for addressing their complaint, employees are advised to contact another member of management or their human resources representative. No employee shall be discriminated against, harassed, intimidated, nor suffer any reprisal as a result of reporting a violation of this policy. Furthermore, any employee, supervisor, or manager who becomes aware of any such discrimination or harassment should immediately report it to executive management or the human resources office to ensure that such conduct does not continue.*

*Contractor agrees that to the extent of any inconsistency, omission, or conflict with its current non-discrimination employment policy, the Contractor has expressly adopted the provisions of the City's Minimum Non-Discrimination Policy contained in Section 5-4-2 of the City Code and set forth above, as the Contractor's Non-Discrimination Policy or as an amendment to such Policy and such provisions are intended to not only supplement the Contractor's policy, but will also supersede the Contractor's policy to the extent of any conflict.*

UPON CONTRACT AWARD, THE CONTRACTOR SHALL PROVIDE A COPY TO THE CITY OF THE CONTRACTOR'S NON-DISCRIMINATION POLICY ON COMPANY LETTERHEAD, WHICH CONFORMS IN FORM, SCOPE, AND CONTENT TO THE CITY'S MINIMUM NON-DISCRIMINATION POLICY, AS SET FORTH HEREIN, OR THIS NON-DISCRIMINATION POLICY, WHICH HAS BEEN ADOPTED BY THE CONTRACTOR FOR ALL PURPOSES (THE FORM OF WHICH HAS BEEN APPROVED BY THE CITY'S EQUAL EMPLOYMENT/FAIR HOUSING OFFICE), WILL BE CONSIDERED THE CONTRACTOR'S NON-DISCRIMINATION POLICY WITHOUT THE REQUIREMENT OF A SEPARATE SUBMITTAL.

**Sanctions:**

Our firm understands that non-compliance with Chapter 5-4 may result in sanctions, including termination of the contract and suspension or debarment from participation in future City contracts until deemed compliant with the requirements of Chapter 5-4.

**Term:**

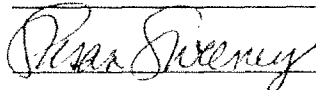
The Contractor agrees that this Section 0800 Non-Discrimination Certificate or the Contractor's separate conforming policy, which the Contractor has executed and filed with the Owner, will remain in force and effect for one year from the date of filing. The Contractor further agrees that, in consideration of the receipt of continued Contract payments, the Contractor's Non-Discrimination Policy will automatically renew from year-to-year for the term of the underlying Contract.

Dated this 19 day of July, 2013.

CONTRACTOR

Voiance Language Services, LLC

Authorized Signature



Title

Chief Financial Officer

**MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)  
PROCUREMENT PROGRAM  
NO GOALS UTILIZATION PLAN**  
(Please duplicate as needed)

SOLICITATION NUMBER: JSD0013

PROJECT NAME: Language Interpretation Services

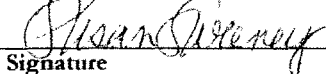
**PRIME CONTRACTOR/CONSULTANT COMPANY INFORMATION**

Name of Contractor/Consultant	Voiance Language Services, LLC		
Address	5780 North Swan Road		
City, State Zip	Tucson, Arizona 85718		
Phone	(866) 742-9080	Fax Number	(520) 745-9022
Name of Contact Person	Susan Sweeney, CFO		
Is company City certified?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	MBE <input type="checkbox"/> WBE <input type="checkbox"/>	MBE/WBE Joint Venture <input type="checkbox"/>

I certify that the information included in this No Goals Utilization Plan is true and complete to the best of my knowledge and belief. I further understand and agree that the information in this document shall become part of my Contract with the City of Austin.

Susan Sweeney, Chief Financial Officer

Name and Title of Authorized Representative (Print or Type)



Signature

July 19, 2013

Date

Provide a list of all proposed subcontractors/subconsultants/suppliers that will be used in the performance of this Contract. **Attach Good Faith Efforts documentation if non MBE/WBE firms will be used. \*\* No Subcontractors will be used to fulfill this contract.**

<b>Sub-Contractor/Consultant</b>			
City of Austin Certified	MBE <input type="checkbox"/> WBE <input type="checkbox"/>	Ethnic/Gender Code:	<input type="checkbox"/> NON-CERTIFIED
Vendor ID Code			
Contact Person	Phone Number:		
Amount of Subcontract	\$		
List commodity codes & description of services			

<b>Sub-Contractor/Consultant</b>			
City of Austin Certified	MBE <input type="checkbox"/> WBE <input type="checkbox"/>	Ethnic/Gender Code:	<input type="checkbox"/> NON-CERTIFIED
Vendor ID Code			
Contact Person	Phone Number:		
Amount of Subcontract	\$		
List commodity codes & description of services			

\*\* No Subcontractors will be used to fulfill this contract.

**FOR SMALL AND MINORITY BUSINESS RESOURCES DEPARTMENT USE ONLY:**

Having reviewed this plan, I acknowledge that the proposer (HAS) or (HAS NOT) complied with City Code Chapter 2-9A/B/C/D, as amended.

Reviewing Counselor \_\_\_\_\_ Date \_\_\_\_\_ Director/Deputy Director \_\_\_\_\_ Date \_\_\_\_\_

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS  
SOLICITATION IFBBV JSD0013**

The following Supplemental Purchasing Provisions apply to this solicitation:

1. **EXPLANATIONS OR CLARIFICATIONS** (reference paragraph 5 in Section 0200)

All requests for explanations or clarifications must be submitted in writing to the Purchasing Office via fax at 512-974-2388 or email at [Jeffery.dilbert@austintexas.gov](mailto:Jeffery.dilbert@austintexas.gov) by 4:00 p.m. on 7/12/2103

2. **INSURANCE**. Insurance is required for this solicitation.

A. **General Requirements**. See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

- i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award
- ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
- iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
- iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

City of Austin Purchasing Office  
P. O. Box 1088  
Austin, Texas 78767

B. **Specific Coverage Requirements**. The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

- i. **Worker's Compensation and Employers' Liability Insurance**. Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are \$100,000 bodily injury each accident, \$500,000 bodily injury by disease policy limit and \$100,000 bodily injury by disease each employee.
  - (1) The Contractor's policy shall apply to the State of Texas and include these endorsements in favor of the City of Austin:
    - (a) Waiver of Subrogation, Form WC 420304, or equivalent coverage
    - (b) Thirty (30) days Notice of Cancellation, Form WC 420601, or equivalent coverage
- ii. **Commercial General Liability Insurance**. The minimum bodily injury and property damage per occurrence are \$500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
  - (1) The policy shall contain the following provisions:



**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS  
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- (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.
    - (b) Contractor/Subcontracted Work.
    - (c) Products/Completed Operations Liability for the duration of the warranty period.
    - (d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage (X,C,U).
  - (2) The policy shall also include these endorsements in favor of the City of Austin:
    - (a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
    - (b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
    - (c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage
- iii. Business Automobile Liability Insurance. The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of \$500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are \$250,000 bodily injury per person, \$500,000 bodily injury per occurrence and at least \$100,000 property damage liability per accident.
  - (1) The policy shall include these endorsements in favor of the City of Austin:
    - (a) Waiver of Subrogation, Endorsement TE 2046A, or equivalent coverage
    - (b) Thirty (30) days Notice of Cancellation, Endorsement TE 0202A, or equivalent coverage
    - (c) The City of Austin listed as an additional insured, Endorsement TE 9901B, or equivalent coverage.
- C. Endorsements. The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

**3. TERM OF CONTRACT**

- A. The Contract shall be in effect for an initial term of 36 months and may be extended thereafter for up to 3 additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.
- B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).
- C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above. A price increase, subject to the provisions of this Contract, may be requested by the Contractor (for each period of extension) for approval by the City's Purchasing Officer or his designee.

THIS IS A 36 MONTH CONTRACT.

FIRM PRICES ARE TO BE SUBMITTED FOR THE FIRST THIRTY SIX (36) MONTH PERIOD

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS  
SOLICITATION IFBBV JSD0013**

**4. QUANTITIES**

The quantities listed herein are estimates for the period of the Contract. The City reserves the right to purchase more or less of these quantities as may be required during the Contract term. Quantities will be as needed and specified by the City for each order. Unless specified in the solicitation, there are no minimum order quantities.

**5. INVOICES and PAYMENT** (reference paragraphs 12 and 13 in Section 0300)

- A. Invoices shall contain a non-duplicated invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.

Invoices shall be mailed to the below address:

	City of Austin
Department	APD
Attn:	Accounts Payable
Address	PO Box 1088
City, State Zip Code	Austin, TX 78767

- B. The Contractor agrees to accept payment by either credit card, check or Electronic Funds Transfer (EFT) for all goods and/or services provided under the Contract. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.

**6. LIVING WAGES AND BENEFITS (applicable to procurements involving the use of labor)**

- A. In order to help assure low employee turnover, quality services, and to reduce costs for health care provided to uninsured citizens, the Austin City Council is committed to ensuring fair compensation for City employees and those persons employed elsewhere in Austin. This commitment has been supported by actions to establish a "living wage" and affordable health care protection. Currently, the minimum wage for City employees is \$11.00 per hour. This minimum wage is required for any Contractor employee directly assigned to this City Contract, unless Published Wage Rates are included in this solicitation. In addition, the City may stipulate higher wage rates in certain solicitations in order to assure quality and continuity of service.
- B. Additionally, the City provides health insurance for its employees, and for a nominal rate, employees may obtain coverage for their family members. Contractors must offer health insurance with optional family coverage for all Contractor employees directly assigned to this contract. Proof of the health care plan shall be provided prior to award of a Contract. In addition, an insurance certificate for Workers' Compensation Insurance Coverage must be provided if required by the solicitation.
- C. The City requires Contractors submitting Offers on this Contract to provide a signed certification (**see the Living Wages and Benefits Contractor Certification included in the Solicitation**) with their Offer certifying that all employees directly assigned to this City Contract will be paid a minimum living wage equal to or greater than \$11.00 per hour and are offered a health care plan. The certification shall include a list of all employees directly assigned to providing services under the resultant contract including their name and job title. The list shall be updated and provided to the City as necessary throughout the term of the Contract.

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS  
SOLICITATION IFBBV JSD0013**

- D. The Contractor shall maintain throughout the term of the resultant contract basic employment and wage information for each employee as required by the Fair Labor Standards Act (FLSA). Basic employment records shall at a minimum include:
- i. employee's full name, as used for social security purposes, and on the same record, the employee's identifying symbol or number if such is used in place of name on any time, work, or payroll records;
  - ii. time and date of week when employee's workweek begins;
  - iii. hours worked each day and total hours worked each workweek;
  - iv. basis on which employee's wages are paid;
  - v. regular hourly pay rate;
  - vi. total daily or weekly straight-time earnings;
  - vii. total overtime earnings for the workweek;
  - viii. all additions to or deductions from the employee's wages;
  - ix. total wages paid each pay period; and
  - x. date of payment and the pay period covered by the payment.
- E. The Contractor shall provide with the first invoice and as requested by the Department's Contract Manager, individual Employee Certifications (**see the Living Wages and Benefits Employee Certification included in the Solicitation**) for all employees directly assigned to the contract containing:
- i. the employee's name and job title;
  - ii. a statement certifying that the employee is paid at a rate equal to or greater than the Living Wage of \$11.00 per hour;
  - iii. a statement certifying that the employee is offered a health care plan with optional family coverage.
- Employee Certifications shall be signed by each employee directly assigned to the contract.
- A. Contractor shall submit employee certifications quarterly with the respective invoice to verify that employees are paid the Living Wage throughout the term of the contract.
- G. The Department's Contract Manager will periodically review the employee data submitted by the Contractor to verify compliance with this Living Wage provision. The City retains the right to review employee records identified in paragraph D above to verify compliance with this provision.

**7. NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING**

- A. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2.7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.
- B. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.
- C. If a Respondent has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Respondent is given written notice and a hearing in advance of the debarment.

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS  
SOLICITATION IFBBV JSD0013**

- D. The City requires Offerors submitting Offers on this Solicitation to provide a signed Section 0810, Non-Collusion, Non-Conflict of Interest, and Anti-Lobbying Affidavit, certifying that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at:  
<http://www.ci.austin.tx.us/edims/document.cfm?id=161145>

**8. NON-SOLICITATION**

- A. During the term of the Contract, and for a period of six (6) months following termination of the Contract, the Contractor, its affiliate, or its agent shall not hire, employ, or solicit for employment or consulting services, a City employee employed in a technical job classification in a City department that engages or uses the services of a Contractor employee.
- B. In the event that a breach of Paragraph A occurs the Contractor shall pay liquidated damages to the City in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation; or (ii) 100 percent of the employee's annual compensation while employed by the City. The Contractor shall reimburse the City for any fees and expenses incurred in the enforcement of this provision.
- C. During the term of the Contract, and for a period of six (6) months following termination of the Contract, a department that engages the services of the Contractor or uses the services of a Contractor employee will not hire a Contractor employee while the employee is performing work under a Contract with the City unless the City first obtains the Contractor's approval.
- D. In the event that a breach of Paragraph C occurs, the City shall pay liquidated damages to the Contractor in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation or (ii) 100 percent of the employee's annual compensation while employed by the Contractor.

**9. WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID)**

- A. Access to the Austin Police Department (APD) building by the Contractor, all subcontractors and their employees will be strictly controlled at all times by the City. Security badges will be issued by the Department for this purpose. The Contractor shall submit a complete list of all persons requiring access to the APD building at least thirty (30) days in advance of their need for access. The City reserves the right to deny a security badge to any Contractor personnel for reasonable cause. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's submittal.
- B. Where denial of access by a particular person may cause the Contractor to be unable to perform any portion of the work of the contract, the Contractor shall so notify the City's Contract Manager, in writing, within ten (10) days of the receipt of notification of denial.
- C. Contractor personnel will be required to check in at the security desk when entering or leaving the APD building and security badges must be on display at all times when in the building. Failure to do so may be cause for removal of Contractor Personnel from the worksite, without regard to Contractor's schedule. Security badges may not be removed from the premises.
- D. The Contractor shall provide the City's Contract Manager with a list of personnel scheduled to enter the building, seven days in advance. The list shall identify the persons by name, date of birth, driver's license number, the times that they will be inside the building and the areas where they will be working. Only persons previously approved by the City for the issuance of security badges will be admitted to the building.
- E. The Contractor shall comply with all other security requirements imposed by the City and shall ensure that all employees and subcontractors are kept fully informed as to these requirements.

**CITY OF AUSTIN  
PURCHASING OFFICE  
SUPPLEMENTAL PURCHASE PROVISIONS  
SOLICITATION IFBBV JSD0013**

10. **INTERLOCAL PURCHASING AGREEMENTS** (applicable to competitively procured goods/services contracts).

- A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible governmental agencies that have an interlocal agreement with the City.
- A. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

11. **CONTRACT MANAGER**

The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

Albert Banda

512-974-5273

\*Note: The above listed Contract Manager is not the authorized Contact Person for purposes of the **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING Provision** of this Section; and therefore, contact with the Contract Manager is prohibited during the no contact period.

**MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE (MBE/WBE)  
PROCUREMENT PROGRAM  
NO GOALS FORM**

**SOLICITATION NUMBER:** JSD0013

**PROJECT NAME:** Language Interpretation Services

The City of Austin has determined that no goals are appropriate for this project. Even though no goals have been established for this solicitation, the Bidder/Proposer is required to comply with the City's MBE/WBE Procurement Program, if areas of subcontracting are identified.

If any service is needed to perform the Contract and the Bidder/Proposer does not perform the service with its own workforce or if supplies or materials are required and the Bidder/Proposer does not have the supplies or materials in its inventory, the Bidder/Proposer shall contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service or provide the supplies or materials. The Bidder/Proposer must also make a Good Faith Effort to use available MBE and WBE firms. Good Faith Efforts include but are not limited to contacting the listed MBE and WBE firms to solicit their interest in performing on the Contract; using MBE and WBE firms that have shown an interest, meet qualifications, and are competitive in the market; and documenting the results of the contacts.

**Will subcontractors or sub-consultants or suppliers be used to perform portions of this Contract?**

No xxx If no, please sign the No Goals Form and submit it with your Bid/Proposal in a sealed envelope.      \*\* No Subcontractors will be used to fulfill this contract.

Yes        If yes, please contact SMBR to obtain further instructions and an availability list and perform Good Faith Efforts. Complete and submit the No Goals Form and the No Goals Utilization Plan with your Bid/Proposal in a sealed envelope.

After Contract award, if your firm subcontracts any portion of the Contract, it is a requirement to complete Good Faith Efforts and the No Goals Utilization Plan, listing any subcontractor, subconsultant, or supplier. Return the completed Plan to the Project Manager or the Contract Manager.

I understand that even though no goals have been established, I must comply with the City's MBE/WBE Procurement Program if subcontracting areas are identified. I agree that this No Goals Form and No Goals Utilization Plan shall become a part of my Contract with the City of Austin.

Voiance Language Services, LLC

**Company Name**

Susan Sweeney, Chief Financial Officer

**Name and Title of Authorized Representative (Print or Type)**

*Susan Sweeney*

**Signature**

July 19, 2013

**Date**





REQUEST FOR PROPOSAL ADDENDUM  
PURCHASING OFFICE  
CITY OF AUSTIN, TEXAS

DESCRIPTION: LANGUAGE INTERPRETATION SERVICES  
IFP NO. JSD0013 ADDENDUM NO. 1  
DATE OF ADDENDUM 7/15/2013

This Invitation for Bid is hereby amended to incorporate the following:

1. The additional written questions received and the answers thereto are listed below:
  - a) Is there an incumbent vendor for these services? **Language Line Services, Inc.**
  - b) If yes, who is the vendor(s) and what rates do they provide for the services?

**See Table Below**

ITEM NO.	ITEM DESCRIPTION	ESTIMATED ANNUAL QUANTITY	UNIT	UNIT PRICE	EXTENDED PRICE
	Legal/Official, Language Interpretation Translation (interpret for officers, Victim Services, Reference 0500 & 0400)				
1	Pre-scheduled/On-call advance notice, Spanish Interpretation, M-F 7 AM to 7 PM	72,000	Minutes	\$0.84	\$60,480.00
2	On-call advance notice, Spanish Interpretation, Weekends & M-F Evenings 7:01 PM - 6:59 AM	3,800	Minutes	\$0.84	\$3,192.00
3	Pre-scheduled/On-call advance notice, Vietnamese Interpretation, M-F 7 AM to 7 PM	330	Minutes	\$0.96	\$316.80
4	On-call advance notice, Vietnamese Interpretation, Weekends & M-F 7:01 PM to 6:59 AM	20	Minutes	\$0.96	\$19.20
5	Pre-scheduled/On-call advance notice, Korean Interpretation, M-F 7 AM to 7 PM	220	Minutes	\$0.96	\$211.20
6	On-call advance notice, Korean Interpretation, Weekends & M-F 7:01 PM to 6:59 AM	15	Minutes	\$0.96	\$14.40
7	Pre-scheduled/On-call advance notice, Interpretation of other languages not listed, M-F 7 AM to 7 PM	175	Minutes	\$0.96	\$168.00
8	On-call advance notice, Interpretation of other languages not listed, Weekend & M-F 7:01 PM to 6:59 AM	10	Minutes	\$0.96	\$9.60
9	Cancellation Charges if Applicable <b>CURRENT CONTRACT</b>	5	ea	\$0.00	\$0.00
			TOTAL BID	\$7.44	64,411.20

- c) What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?  
**That they are not onsite services, only via telephone.**

- d) Is there any historical data for telephone interpretation services? **No**
- e) Is this a multiple source award contract? **No**
- f) In the Purchase Specification 2.3 it indicates, "APD will require services for walk-in clients or emergency service for law enforcement purposes. Contract shall assign an interpreter within an hour of request for interpreter services or coordinate a time frame with the APD staff so that services are provided timely." This seems to imply the need for an on-site interpreter, rather than a telephone interpreter. Is this bid to include on-site interpretation, or do you mean this to be a reference to having a telephone interpreter always at the ready?  
**This is not an onsite interpreter request, but an interpreter should always be available within the allotted time or be able to schedule an appointment for a phone conversation.**
- g) Have you encountered any challenges for these services that you would like to see addressed in responses?  
**No, this is a straight forward Invitation for Bid**
- h) Do you have history of use per language? **No**
- i) What was the total number of minutes used in the last fiscal year?  
**We do not have that information**
- j) Does the City of Austin Police Department utilize the State of Texas DIR Contract # DIR-SDD-1618 for any of its 911 emergency calls and/or its non-emergency calls that require phone interpretation services?  
**We have in the past, but in the last 4 years CP went out on a solicitation.**
- m) Does the City of Austin Police Department currently have its own contract for phone interpretation services? **Yes**
- If yes, who is your current provider of emergency and non-emergency phone interpretation services? **Language Line Services, Inc.**
- How long have they been under contract with the City of Austin PD? **For the past 8 years.**
- Do you have any issues with your current provider? **No**
- Is your current provider required to submit a response to the City of Austin PD RFP JSD0013 in order to be considered for contract renewal? **Yes**
- How much does your current provider charge the City of Austin PD for its phone interpretation services per minute and per language? **See table question b)**
- n) Does the City of Austin Police Department RFP JSD0013 reflect phone interpretation services for 911 emergency calls, or does the primary utility for phone interpretation services for this RFP pertain to non-emergency phone interpretation services? **This is an Invitation for Bid (IFB) and not an RFP. This is a very important distinction. We are stating that if they are not available at the time of call that they would have to be available within an hour of call.**

**APD will require services for walk-in clients or emergency service for law Enforcement purposes. Contractor shall assign an interpreter within an hour of request for interpreter services or coordinate a time frame with the APD staff so that services are provided timely.**

- o) Does the City of Austin Police Department require any on-demand phone interpretation services? (All line items on the Cost Sheet indicate pre-scheduled and on-call advance notice call volume estimates.) **The City request a 24/7 service from the vendor, if an interpreter is not available we have to schedule one.**
- p) Does Section 2.3 of the SOW reflect On-Demand phone interpretation services for emergency and non-emergency calls? **We are stating that if they are not available at the time of call that they would have to be available within an hour of call. APD will require services for walk-in clients or emergency service for law Enforcement purposes. Contractor shall assign an interpreter within an hour of request for interpreter services or coordinate a time frame with the APD staff so that services are provided timely.**
- q) SOW section 2.6.1 states that phone interpreters must have at least one (1) year minimum of language interpretation experience. Will the City of Austin PD substitute graduation from an extensive interpreter-training program to fulfill this requirement? **As long as they can prove that they have 1 year of providing the Interpretation service to a public or private entity.**
- r) Is there any section of the Scope of Work that requires On-Site interpretation services by the responding provider? **No, we are seeking telephone interpretation services.**
- s) How many minutes a month does the city currently purchase? If this is a new contract, how much do you anticipate? **This information is not available. The estimated usage is designated on the bid sheet – Section 0600 of the solicitation.**
- t) Under the insurance section of the bid specs, the RFP mentions that commercial general liability insurance is required. Please note that commercial general liability does NOT cover interpreter error. Are we allowed to substitute errors & omissions insurance, which DOES?

**General Liability is required.**

**The City also adds the following required coverage:**

Professional Liability Insurance. The Contractor shall provide coverage, at a minimum limit of \$1,000,000 per claim, to pay on behalf of the assured all sums which the assured shall become legally obligated to pay as damages by reason of any negligent act, error, or omission arising out of the performance of professional services under this Agreement.

If coverage is written on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the Contract and the certificate of insurance shall state that the coverage is claims-made and indicate the retroactive date. This coverage shall be continuous and will be provided for 24 months following the completion of the contract.

- u) The same section mentions that the city requires automobile insurance. It is our understanding that this bid is for telephone interpreting only, and not on-site. In light of the fact that zero driving will therefore be performed, may this section be waved? **Risk Management does waive the auto liability for this contract.**
- v) On the list of required languages, IBO is in all caps. Is this a typo for Ibo or for Igbo, both of which are spoken in Nigeria, or an abbreviation for something else? **Purchasing was unable to get an answer prior to Addendum Publication.**
- w) What is the point or grading scale on which responses will be judged/compared? We did not see this in the current specs. **Points or grading are used in Invitation for Bid Best Value (IFBBV) and Request for Proposal (RFP) solicitations. This is an Invitation for Bid (IFB) and will be awarded to the lowest cost responsive bidder.**
- x) Is it required to be an Austin-based or Texas-based company to bid, please? **No**

2. All other terms and conditions shall remain the same.

APPROVED BY: Signed copy available in Purchasing Office  
Jeff Dilbert, (512) 974-2021  
Purchasing Office, Finance and Administrative Services Department

ACKNOWLEDGED BY:

Voiance Language Services, LLC  
BIDDER

  
AUTHORIZED SIGNATURE

July 19, 2013  
DATE

RETURN ONE (1) COPY TO PURCHASING OFFICE, CITY OF AUSTIN,  
PRIOR TO CLOSING DATE OR WITH YOUR PROPOSAL; FAILURE TO  
DO SO MAY CONSTITUTE GROUNDS FOR REJECTION OF YOUR  
PROPOSAL.