

ATTACHMENT B — PROPOSAL FORM

Legal Name of Proposer:	Helen Eby, Gaucha Translations LLC	
Address:	7710 SW 184 th Ave.	City, State and Zip: Aloha, OR 97007
State of Registration:	Oregon	Date Registered: Dec 8, 2016 as Gaucha Translations LLC, November 16, 2010 as Gaucha Translations (assumed Business Name being maintained).

Oregon Business Registry Number (RFP Section 6.3.3): **728190-98 (Gaucha Translations LLC)**

Entity/Organization Type (e.g. LLC, Inc., sole proprietor, partnership, etc.): *Sole proprietor LLC*

Authorized Representative Name & Title: *Helen Eby, Owner, Translator, and interpreter*

Telephone No. *503-929-8476* Email: *helen@gauchatranslations.com*

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|---|---|--|
| Employees are used to provide Interpreting Services | YES <input type="checkbox"/> | NO <input checked="" type="checkbox"/> |
| Subcontractors are used to provide Interpreting Services. | YES <input type="checkbox"/> | NO <input checked="" type="checkbox"/> |
| Able to provide on-site Interpreting. | YES <input checked="" type="checkbox"/> | NO <input type="checkbox"/> |
| Able to provide Scheduled Virtual Interpreting. | YES <input checked="" type="checkbox"/> | NO <input type="checkbox"/> |
| Able to provide Interpreters for emergency situations. | YES <input checked="" type="checkbox"/> | NO <input type="checkbox"/> |
| Interpreters can be available 24/7. | YES <input checked="" type="checkbox"/> | NO <input type="checkbox"/> |
| Discounts for payments remitted prior to NET 45. | YES <input checked="" type="checkbox"/> | NO <input type="checkbox"/> |

COBID certifications held (see RFP Section 7.1): #11670, WBE, MBE, ESD

List all of the languages that you, your employees, or subcontractors are able to interpret (see RFP Section 3.3.3 and ATTACHMENT H – RATE PROPOSAL FORM): *English and Spanish.*

List certifications held by you, your employees, or subcontractors. Please indicate for which languages those certifications are held. (See RFP Section 2.2.2 Project-Specific Definitions, RFP Section 2.4.2 Authorized Purchaser Ordering and Requesting Services, Section 2.4.4 Interpreter Qualifications and Exhibit 5 – Interpreter Qualification Guidelines):

- **Oregon Court Certified Interpreter, Spanish**
- **Oregon Certified Health Care Interpreter, Spanish.**

List relevant memberships in professional language organizations by you, your employees, or subcontractors:

- American Translators Association: I have been the Assistant Administrator of the Spanish division (over 3000 members), and am currently serving my second two-year term as the Administrator of the Interpreters Division (over 3300 members)
 - Oregon Society of Translators and Interpreters: I was the founding President.
 - NAJIT: I was co chair of the Advocacy committee and am Chair of the Bylaws and Governance committee.
 - NOTIS: I have given presentations at the NOTIS conference and written for their publications.
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EVALUATION CRITERIA

Section references below correspond with RFP section 5.3 Evaluation Criteria.

5.3.1 PROPOSER QUALIFICATIONS

See RFP Section 2.3.2 Overall Project Goals, 2.4.1 Proposer Business Processes, Section 3.1 Minimum Qualifications, and Section 5.3.1 Proposer Qualifications.

5.3.1.1 Proposer Qualifications

Describe why Proposer, is qualified to provide the Interpreter Services being sought by this RFP. Explain any processes, policies or procedures Proposer applies to ensure efficient, effective, and high-quality delivery of Interpreter Services.

I am a certified Spanish interpreter in Oregon, as Oregon Court Certified Interpreter and as Oregon Healthcare Certified Interpreter. I train interpreters to pass certification exams and provide continuing education. I apply best practices regarding team interpreting and the use of technologies.

5.3.1.2 Interpreting Assignments

Describe three (3) different Interpreting assignments Proposer has completed within the last five (5) years, including the nature of the assignment, the environment the Services were provided in and why the assignments were determined to be successful.

Interpreting as a volunteer for the Medical Reserve Corps in Washington County: Both healthcare providers and patients have made comments regarding the quality of my services and have asked questions regarding how people can become certified. As a trainer of interpreters, I have let them know about the certification process and options for how to train interpreters.

Interpreting for the Presbyterian Church in Zoom sessions for conferences with over 100 attendees: We implemented best practices (team interpreting with a third person providing tech support) and my team partner and I have become the interpreters of reference for conferences in my time zone. The organizers express their appreciation for seeing us again when the session starts, and they are requesting that we reserve our schedule for the next meeting as soon as the date is set.

Interpreting for Oregon Courts: Judges have commented that my services are excellent, and I have had a good working relationship with the Oregon Court interpreting administrators since the day I got certified.

5.3.1.3 Proposer Knowledge Skills and Abilities

Describe the specific interpreting KSAs that Proposer relies upon to ensure Proposer delivers high-quality Interpreter Services.

The KSAs listed in ASTM F2089-15, Standard Practice for Language Interpreting, are constantly being applied: Concentration, Knowledge of subject matter, Research, Comprehension of the source text message, Analytical skills to construe the meaning of the source text and carry out the necessary translational action to express that message in the target language, Short-term auditory and visual memory, enhanced by Note taking, Cultural awareness to render the message in a culturally appropriate way, Clear delivery by testing how to communicate clearly with a mask on and practicing diction regularly, Interpersonal skills as required in the session and in the planning, Flexibility while checking on the quality of my rendition.

5.3.1.4 Proposer Specialties

Explain any specialized areas or terminology (court, medical etc.) that the Proposer possesses.

From the ASTM Standard Practice for Language Interpreting list of areas of interpreting, I am competent in the following:

1. Conference interpreting: I am interpreting in a conference setting for the Presbyterian Church. I have provided conference interpreting services for conferences held in Oregon and in Chicago.
2. Media interpreting: I interpreted for Rigoberta Menchu, a Nobel Laureate, at the Portland Public Schools
3. Business interpreting: I studied to be an executive secretary in Argentina and have interpreted in business settings.
4. Labor relations interpreting: I have been called by businesses when they have had an issue to work through with Spanish speaking LEPs.
5. Community interpreting: I have provided conference community interpreting for Hillsboro and Wilsonville when they did outreach in listening sessions.
6. Social Services interpreting: I have interpreted in HR meetings where new healthcare plans were presented to the Spanish speakers.
7. Educational Interpreting: I have interpreted in school settings, for parents and teachers, and in School District budget meetings.
8. Legal Interpreting: I have interpreted in court and out of court settings.
9. Court interpreting: As a certified court interpreter in Oregon, I regularly interpret in judicial settings.
10. Security-related interpreting: As a past FBI Contract Linguist, I have interpreted for law enforcement.

5.3.2 SERVICE DELIVERY REQUIREMENTS

See RFP Section 2.4.1. Proposer's Business Processes, RFP Section 2.4.2 Authorized Purchaser Ordering and Services Requests, and RFP Section 2.4.5 Service Delivery Requirements.

5.3.2.1 Service Request Processing

How does Proposer ensure the receipt, acknowledgment, and timely processing of a customer's request?

1. I email the person who requests the service in less than 10 hours.
2. I have a phone conversation, when possible, to discuss the best way to meet the requester's need.
3. I follow up with an email summarizing our conversation.

4. I send an estimate for the services provided through QuickBooks, so the requester can formally approve the services offered and the budget.
5. I set the appointment in my calendar, with an invite to the requester and others who may be needed to meet the needs of the requester. For example, I may work with a colleague to provide team interpreting.
6. In the calendar appointment, I record the start and end times of the session.
7. I convert the estimate to an invoice, using QuickBooks, to ensure consistency between the terms in the estimate and my charges.
8. QuickBooks follows up with reminders for payment as needed. This is automated.
9. I often email the requester to ask for feedback.

5.3.2.2 Interpreter Coordination

Describe Proposer's process for coordinating and scheduling Interpreters. Does the process include all assignment preparation, all administrative aspects and management infrastructure necessary for the provision of timely, high-quality Interpretation Services?

I only provide interpreting services in which I am personally providing the service. I consider my preparation time in my schedule. For example, for a conference interpreting assignment I typically spend the previous two days in research, so I am prepared with the terminology.

When it is not possible to get materials ahead of time, I do background research on the topic and the organization that has asked me for support.

5.3.2.3 Proposer Invoicing

How does the Proposer ensure that invoices accurately reflect the service details? Does Proposer have the ability to customize invoices to include data fields or information that may vary among different customers?

I use QuickBooks and am able to customize the invoices as needed.

1. I send an estimate for the services provided through QuickBooks, so the requester can formally approve the services offered and the budget.
2. I convert the estimate to an invoice, using QuickBooks, to ensure consistency between the terms in the estimate and my charges.
3. QuickBooks follows up with reminders for payment as needed. This is automated.

5.3.2.4 Handling of Customer Complaints

Describe the process applied to address customer complaints of non-compliance to Interpreting practices, professional ethics, and Service protocols. What steps are taken to investigate and respond to customer complaints?

I have been a member of the Better Business Bureau since 2013. They have a service to deal with customer complaints. At this time, nobody has needed to use that service.

I also respond to questions and comments that are not elevated to the BBB as soon as possible.

5.3.3 INTERPRETER QUALIFICATION CRITERIA

See RFP Section 2.4.4 Interpreter Qualifications, RFP Section 5.3.3 Interpreter Qualification Criteria, and Exhibit 5 - Interpreter Qualification Guidelines.

5.3.3.1 Interpreter Qualification

Describe Proposer's process, policy, or procedure that will ensure Interpreters, employed or contracted, or, as applicable, Proposer as an individual providing Interpreting Services, possess a level of qualification, language competency, standard of general education, KSAs, and/or relevant experience appropriate to the complexity of the particular Interpretation assignment.

- When I need a team partner for an assignment, I review the interpreting certification of my colleagues and verify that they have the subject matter expertise for that particular meeting.
- My colleagues are generally college graduates, some with MA degrees.
- I work exclusively with certified interpreters.

5.3.3.2 Interpreter Ongoing Education

Describe any practices, policies, processes, and procedures regarding obligations or commitments to offer or attend on-going professional training (e.g. classes, lectures, or workshops relating to Interpreting methodologies, language proficiency training, profession-specific terminology training, any special training for high-stress or highly sensitive assignments, ethics, etc.).

- Certified interpreters are required to take continuing education classes to renew their certification
- Interpreters with a current certification meet this requirement.

5.3.3.3 Interpreter Credential Tracking

Describe how Proposer tracks its own, its employees, or its subcontractor's Interpreter qualifications, certifications, and other similar hiring and employment or contracting standards. Describe any processes the Proposer follows for ensuring that Proposer's employed or subcontracted Interpreters, or as Proposer as an individual providing Interpreting Services, maintain those standards.

- The status of an interpreter's certification is available online.
- I check the certification status of my team partner when I work with a team member on an assignment.

5.3.3.4 Interpreter Background Checks

Describe any background checks Proposer undergoes, or requires its employed or subcontracted Interpreters to undergo, prior to providing Services. In the event the Proposer does not currently conduct Interpreter or undergoes background checks is the Proposer willing to do so when requested?

Background checks are part of the certification and renewal process for the following certifications. I work exclusively with certified interpreters.

- Oregon and Washington Court Interpreter Certification.
- Oregon Health Care Interpreting Certification.
- WA DSHS certification

5.3.4 Value Added Services

See RFP Sections 2.4.6 and 5.3.5.1 Sustainable Practices, and Section 5.4 Point and Score Calculations.

5.3.5.1 Sustainable Practices

Indicate any applicable Proposer sustainable practices or certifications and is able to evidence if requested.

- Written Sustainability Plan
- EPEAT certified, TCO Certified or ENERGY STAR computer purchases within last 3 years.
- ENERGY STAR or WaterSense certified appliance purchased within last three years.
- A written policy requiring the use of Green Cleaning products, certified by UL Ecologo, GreenSeal or SaferChoice.
- Proposer's organization owns alternative fuel, electric, hybrid or bio fueled vehicles.
- Company provides incentives for employees to use public transportation, bicycling or walk to work.

Please explain any sustainable practices that Proposers company adheres to, that are not listed above, and that Proposer believes should be considered sustainable practices.

PROPOSER CERTIFICATIONS

Any individual signing below hereby certifies they are an authorized representative of Proposer and that:

1. Proposer understands and accepts the requirements of this RFP. By submitting a Proposal, Proposer agrees to be bound by the Price Agreement terms and conditions in Attachment A and as modified by any Addenda, except for those terms and conditions that Agency has reserved for negotiation, as identified in the RFP.
2. Proposer acknowledges receipt of any and all Addenda to this RFP.
3. Proposal is a Firm Offer for 180 days following the Closing.
4. If awarded a Price Agreement, Proposer agrees to perform the scope of work and meet the performance standards set forth in the final negotiated scope of work of the Price Agreement.
5. I have knowledge regarding Proposer's payment of taxes and by signing below I hereby certify that, to the best of my knowledge, Proposer is not in violation of any tax laws of the state or a political subdivision of the state, including, without limitation, ORS 305.620 and ORS chapters 316, 317 and 318.
6. Proposer does not discriminate in its employment practices with regard to race, color or ethnicity, gender (including actual or perceived gender identity), marital status, creed, age, religious affiliation, disability, sexual orientation, or national origin. When awarding subcontracts, Proposer does not discriminate against any business certified under ORS 200.055 as a disadvantaged business enterprise, a minority-owned business, a woman-owned business, a business that a service-disabled veteran owns or an emerging small business. If applicable, Proposer has, or will have prior to contract execution, a written policy and practice, that meets the requirements, described in ORS 279A.112, of preventing sexual harassment, sexual assault and discrimination against employees who are members of a protected class. Agency may not enter into a contract with an anticipated contract price of \$150,000 or more with a Proposer that does not certify it has such a policy and practice. See <https://www.oregon.gov/DAS/Procurement/Pages/hb3060.aspx> for additional information and sample policy template.
7. Proposer complies with ORS 652.220 and does not unlawfully discriminate against any of Proposer's employees in the payment of wages or other compensation for work of comparable character on the basis of an

employee's membership in a protected class. "Protected class" means a group of persons distinguished by race, color, religion, sex, sexual orientation, national origin, marital status, veteran status, disability or age. Contractor's continuing compliance constitutes a material element of this Price Agreement and a failure to comply constitutes a breach that entitles Agency to terminate this Price Agreement for cause. Contractor may not prohibit any of Contractor's employees from discussing the employee's rate of wage, salary, benefits, or other compensation with another employee or another person. Contractor may not retaliate against an employee who discusses the employee's rate of wage, salary, benefits, or other compensation with another employee or another person.

8. Proposer is not engaged in the provision of broadband Internet access service, or if at any time Proposer is engaged in or may engage in the provision of broadband Internet access service, then Proposer is in compliance with Oregon Laws 2018, Chapter 88 (HB 4155) and applicable Public Utility Commission rules, and will remain in compliance throughout the term of the Contract.
9. Proposer and Proposer's employees, agents, and subcontractors are not included on:
 - A. the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>, or
 - B. the government wide exclusions lists in the System for Award Management found at: <https://www.sam.gov/SAM/pages/public/searchRecords/search.jsf>
10. Proposer certifies that, to the best of its knowledge, as set forth in ORS Chapter 244, there exists no actual or potential conflict between the business or economic interests of Proposer, its employees, or its agents, on the one hand, and the business or economic interests of the State, on the other hand, arising out of, or relating in any way to, the subject matter of the RFP. If any changes occur with respect to Proposer's status regarding conflict of interest, Proposer shall promptly notify DAS PS in writing.
11. Proposer certifies that all contents of its Proposal (including any other forms or documentation, if required under this RFP) and this Proposal Certification Sheet are truthful and accurate and have been prepared independently from all other Proposers, and without collusion, fraud, or other dishonesty.
12. Proposer understands that any statement or representation it makes in response to this RFP, if determined to be false or fraudulent, a misrepresentation, or inaccurate because of the omission of material information, could result in a "claim" {as defined by the Oregon False Claims Act, ORS 180.750(1)}, made under the Price Agreement being a "false claim" {ORS 180.750(2)} subject to the Oregon False Claims Act, ORS 180.750 to 180.785, and to any liabilities or penalties associated with the making of a false claim under that Act.
13. Proposer acknowledges that if Proposer believes any of its Proposal is exempt from disclosure under Oregon Public Records Law (ORS 192.311 through 192.478), a fully redacted version of its Proposal, clearly identified as the redacted version, and must be submitted with its Proposal. Proposer further acknowledges that by any failure to submit a redacted version of the Proposal identifying the portions claimed to be exempt from disclosure, Proposer has waived any future claim of non-disclosure of that information.
14. Proposer acknowledges that in the event the estimated contract value exceeds \$500,000 and Proposer employs 50 or more full-time workers, Proposer must submit to DAS PS a true and correct copy of an unexpired Pay Equity Compliance Certificate, issued to the Proposer by the Oregon Department of Administrative Services. ORS 279B.110(2)(f) requires that Proposer provide this prior to execution of the Price Agreement.
15. Proposer acknowledges that as a condition of receiving the award of a Price Agreement with a contract price of \$150,000 or more under this RFP, Proposer must certify [by Proposer's Signature on this Attachment B – Proposal Form], in accordance with ORS 279A.112, that it has in place a policy and practice of preventing sexual harassment, sexual assault, and discrimination against employees who are members of a protected class. The policy and practice must include giving employees a written notice of a policy that both prohibits, and prescribes disciplinary measures for, conduct that constitutes sexual harassment, sexual assault, or unlawful discrimination. Proposer must agree, as a material term of the Price Agreement, to maintain a policy and practice that complies with ORS 279A.112 throughout the duration of the Price Agreement and any extensions. Agency reserves the right to request a copy of Proposer's policy.

16. Proposer acknowledges the foregoing certifications, representations, and acknowledgements are in addition to any certifications, representations, and acknowledgments that are required to be made in any Price Agreement (inclusive of the Statement of Work in Attachment A and all other attachments and exhibits thereto) that may be awarded to Proposer and which are required to be made at the time of Price Agreement execution.

Helen By

May 23, 2021

Authorized Signature

Date

Owner, certified interpreter

(Printed Name and Title)