

RFP2021-37 TELEPHONIC INTERPRETING AND TRANSLATING SERVICES FOR THE CITY OF TRENTON, MUNICIPAL COURT PROPOSALS OPENED 7/9/2021 AT 11:00AM

RFP2021 -37 TELEPHONIC INTERPRETING AND TRANSLATING SERVICES FOR THE CITY OF TRENTON, MUNICIPAL COURT					
NUMBER OF RESPONDENTS:	5				
NAME OF BIDDER	ALICIA G. EBER INTERPRETING SERVICES	TELELANGUAGE, INC.	ACCURATE LANGUAGE SERVICES	PARA-PLUS TRANSLATIONS, INC.	VOLATIA LANGUAGE NETWORK, INC.
ADDRESS	431 GATEWOOD ROAD	610 SW BROADWAY AVENUE, SUITE 200	501 GRAND AVE, #L-3	2 COLEMAN AVENUE	1327 GRANDIN RD SW
CITY, STATE, ZIP	CHERRY HILL, NJ 08003	PORTLAND, OR 97205	ASBURY PARK, NJ 07712	CHERRY HILL, NJ 08034	ROANOKE, VA 24015
CONTACT NAME	BEN EBER	HAYLEY EMMONS	VICTORIA A. EWING	ROBERT SANTIAGO	JESSICA KENT
TELEPHONE	856-429-9187	503-459-5683	732-898-9144	856-547-3695	540-204-7366
FAX	N/A	503-246-6002	866-924-0744	856-547-3345	540-779-7710
E-MAIL	EBERALICIA@GMAIL.COM	HEMMONS@TELELANGUAGE.COM	VICTORIA@ACCURATELANGUAGESERVICES.COM	ROBSANTIAGO@PARA-PLUS.COM	BIDS@VOLATIA.COM
STATEMENT OF OWNERSHIP DISCLOSURE	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
REQUIRED EVIDENCE EEO/AFFIRMATIVE ACTION REGULATIONS QUESTIONAIRE	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM #1 DATED JUNE 6, 2018	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
NJ BUSINESS REGISTRATION CERTIFICATE	INCLUDED	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD	INCLUDED	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD
NON-COLLUSION AFFADAVIT	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
AFFIRMATIVE ACTION STATEMENT	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
AMERICANS WITH DISABILITIES ACT OF 1990 LANGUAGE	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
CERTIFICATION AND DISCLOSURE OF POLITICAL CONTRIBUTIONS	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
DISCLOSURE OF INVESTED ACTIVITIES IN IRAN	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
DEBARMENT NOTICE	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
EIC	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD	CERT.#49102 EXP. 07/15/2026	CERT.#32436 EXP. 05/15/2023	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD
60-DAY EXTENSION COMPLIANCE	YES	YES	YES	YES	YES
EXCEPTIONS (IF ANY)	NONE	NONE	NONE	NONE	NONE
CERTIFICATE OF INSURANCE	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD	REQUIRED FROM AWARDED VENDOR PRIOR TO AWARD
CITY OF TRENTON RESIDENT POLICY	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
ETHIC COMPLAINT DISCLOSURE FORM	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
WILLING TO PROVIDE PRIORITY EMERGENCY SERVICES	YES	YES	YES	N/A	YES
W-9	INCLUDED	INCLUDED	INCLUDED	INCLUDED	INCLUDED
REFERENCES	N/A	N/A	N/A	N/A	N/A
HOURLY RATES	SEE BREAK-DOWN OF LANAGUAGE PER MINUTE	SEE BREAK-DOWN OF LANAGUAGE PER MINUTE	SEE BREAK-DOWN OF LANAGUAGE PER MINUTE	SEE BREAK-DOWN OF LANAGUAGE PER MINUTE	SEE BREAK-DOWN OF HOURLING FEE PER LANAGUAGE WITH TRAVEL
FATAL FLAW	NONE	NONE	NONE	NONE	NONE

**BID PROPOSAL FORM
RESPONDENT MUST COMPLETE**

We the undersigned propose to furnish and deliver the above services pursuant to the scope of services and requirements and made part hereof:

* **HOURLY RATE** \$ 60.00 plus Travel
For Spanish expense
Benjamin M
(ORIGINAL SIGNATURE BY AUTHORIZED REPRESENTATIVE)

The undersigned is a Corporation, Partnership or Individual under the laws of the state of New Jersey having its principal office at 431 Gatewood Rd. Cherry Hill, NJ 08003

COMPANY Nicia G. Ebat Interpreting Service
ADDRESS 431 Gatewood Rd
ADDRESS Cherry Hill, NJ 08003
FED. ID # 2212

NAME Benjamin Ebat
TELEPHONE 856-429-9187

FAX _____
EMAIL ebatalicia@gmail.com

DATE 07/08/2021

SIGNATURE Benjamin M

Hourly Rate for Spanish \$60.00 plus travel expense
Hourly rate for ASL \$125.00 plus travel expense
Hourly Rate for all other languages \$85.00 plus travel expense

PRICING

Telephonic Interpretation

\$0.58/minute - Spanish

\$0.78/minute - All Other Foreign Languages

Video Remote Interpretation

\$0.99/minute - Spanish

\$1.35/minute - All Other Foreign Languages

\$2.49/minute - American Sign Language

Document Translation

\$0.24/word - Spanish

\$0.30/word - German, Turkish, Chinese, Romanian, Russian, Croatian,
Vietnamese, French, Italian, Portuguese, Ukrainian

\$0.36/word - All Other Foreign Languages

**250 word minimum/20% rush surcharge*

Please note that our charges begin once you are connected to an interpreter. Billing ends upon the calls hang-up. All ancillary account services are free. We do not charge for 3rd party calling, hold/wait times, account set-up, monthly fees, access codes, additional toll free numbers, reports, access to online reporting or scheduling, customized printed material or training. We do not have minimums and billing only starts once the interpreter is connected. Our per minute rate is completely inclusive, and reflects the highest levels of quality - and the most rare language coverage. We have no hidden account fees, and all of our reference material, customer/account/IT support is completely free.

Offering More Services in Our Rate Than Anyone Else in the Industry

- ★ Interpreter Management Software
Enterprise level unlimited licenses
- ★ Certified, Nationally Qualified Interpreters
- ★ Free Competency Assessments (\$75 value/evaluation)
- ★ Free On-Site or Remote Implementation
- ★ Free On-Site or Remote Training (for the life of the contract)
- ★ On-Site or Remote Meetings (as often as the Court prefers)



**Pre-Scheduled
Over the Phone and Video Remote Interpreting
2021-2022 Rates
for Trenton Municipal Court**

Pre-Scheduled Over the Phone Interpreting Scheduled via Accurate's Office per minute rate	
Spanish	\$1.75
Other Languages**	\$2.50
Pre-Scheduled Video Remote Interpreting Scheduled via Accurate's Office Using Zoom, Facetime, Google Hangouts etc. per minute rate	
Spanish	\$2.00
Other Languages**	\$2.50
American Sign Language	\$5.50
<p>* All pre-scheduled calls/video have a 60-minute minimum & are billed in 30-minute increments thereafter * 24-hour cancellation policy for spoken languages * 48-hour cancellation policy for ASL * Additional fee may apply for services provided before 8am and after 6pm and on weekends/holidays. ** Certain languages may be subject to a 2-hour minimum</p>	

To Pre-Schedule an Interpreter
Phone: 732-898-9144, ext. #1 E-mail: admin@accuratelanguageservices.com Fax: 866-924-0744 Online Portal: http://accuratelanguage.interpretmanager.com

This is not an all-service list, please contact ALS for other on-site interpreting and for Document Translations.

Phone: 732-898-9144 | Fax: 866-924-0744 | admin@accuratelanguageservices.com
 501 Grand Ave, # L-3, Asbury Park, NJ 07712
www.accuratelanguageservices.com



2021 In-Person Interpreting Rates – Trenton Municipal Court

Language	Rate per Hour
Spanish	\$95.00
French	\$125.00
Italian	\$125.00
Portuguese	\$125.00
Arabic	\$140.00
Bengali/Gujarati/Hindi/Punjabi/Urdu	\$140.00
Chinese: Mandarin / Cantonese	\$140.00
Creole	\$140.00
German	\$140.00
Hebrew	\$140.00
Greek	\$140.00
Hebrew	\$140.00
Hungarian	\$140.00
Korean	\$140.00
Polish	\$140.00
Romanian	\$140.00
Russian	\$140.00
Turkish	\$140.00
Ukrainian	\$140.00
Vietnamese	\$140.00
American Sign Language	\$165.00
Other Exotic Languages	quoted upon request

* This is not an all-language list, please contact ALS for other languages and for Document Translations and Telephone & Video Interpreting Rates.

** Discounts offered for assignments over 8 hours and long-term assignments.

*** Rates are subject to change.

January 2021

Fine Print and Additional Fees

All languages are billed at a two-hour minimum, except for American Sign Language (Legal) which is billed at a three (3) hour minimum.

Travel fees

Spanish: \$.56/ mile + tolls and parking as incurred

All other languages, including American Sign Language: \$25/hr travel time + \$.56/ mile + tolls and parking as incurred.

Other fees

An additional fee of \$20/hr may be incurred for services provided outside of normal business hours, (after 6pm and before 8am), weekends, and holidays and for rush/emergency requests. For American Sign Language the additional fee is \$25/hr.

Rush/emergency requests are within 12 hours of the assignment.

Cancellation Policy

Advanced cancellation notice of 24 hours or more: No Charge.

Less than 24 hours' notice: Full amount of interpreting fee will be charged plus travel, if applicable.

American Sign Language cancellation requirement: Two (2) full business days (48 hours).

To Schedule an Interpreter

We are available 24/7/365

Phone: 732-898-9144

E-mail: admin@accuratelanguageservices.com

Fax: 866-924-0744

Website: www.accuratelanguageservices.com

Portal: <https://accuratelanguage.interpretingmanager.com>

Phone: 732-898-9144 | Fax: 866-924-0744 | admin@accuratelanguageservices.com
 501 Grand Ave, # L-3, Asbury Park, NJ 07712 | www.accuratelanguageservices.com



ON-SITE INTERPRETATION RATE AND VIDEO REMOTE (VRI) SCHEDULE 2021 - Trenton Municipal Court

ALL LANGUAGES SUBJECT TO A TWO HOUR MINIMUM

Language	Price/Hr	Language	Price/Hr	Language	Price/Hr	Language	Price/Hr
SPANISH	\$60.00	KOREAN	\$85.00	BERBER	\$93.00	BENGALI	\$120.00
		RUSSIAN	\$85.00	BULGARIAN	\$93.00	INDONESIAN	\$120.00
		ARABIC	\$86.00	BURMESE	\$93.00		
		PUNJABI	\$86.00	CAMBODIAN	\$93.00		
		URDU	\$86.00	CHINESE (All dialects)	\$93.00		
				ETHIOPIAN	\$93.00		
		ALBANIAN	\$87.00	FARSI	\$93.00		
		ARAMAIC	\$87.00	FINNISH	\$93.00		
		CREOLE/HAITIAN	\$87.00	GHANA	\$93.00		
		CZECHOSLOVAKIAN	\$87.00	HAUSA	\$93.00		
		DANISH	\$87.00	HUNGARIAN	\$93.00		
		FILIPINO	\$87.00	JAMAICAN / PATOIS	\$93.00		
		FRENCH	\$87.00	LAOTIAN	\$93.00		
		GERMAN	\$87.00	LITHUANIAN	\$93.00		
		GREEK	\$87.00	MANDINGO	\$93.00		
		GUJARATI	\$87.00	MALAYALAM	\$93.00		
		HEBREW	\$87.00	NIGERIAN	\$93.00		
		HINDI	\$87.00	PASHTO	\$93.00		
		ITALIAN	\$87.00	SERBO-CROATIAN	\$93.00		
		LEBANESE	\$87.00	SWAHILI	\$93.00		
		PERSIAN	\$87.00	SWEDISH	\$93.00		
		POLISH	\$87.00				
		PORTUGUESE	\$87.00				
		RUMANIAN	\$87.00				
		TURKISH	\$87.00				
		UKRAINIAN	\$87.00				
		VIETNAMESE	\$87.00				

AMERICAN SIGN LANGUAGE (Legal) \$120.00

Cancellation notice for Sign Language is two(2) full business days excluding the date of the request

Policy excludes weekends and holidays

A TWO (2) HOUR FEE OR NUMBER OF HOURS REQUESTED (WHICHEVER IS GREATER) will be charged if an assignment cancels with less than 2 full business days notice.

ASL interpretation: two (2) interpreters may be required depending on the length of the request or type of assignment.

JAPANESE - \$700 for a ½ day (up to and including 4 hours) including the travel time/cost charge.
Cancellation Policy to be quoted ahead of time

CANCELLATION POLICY: A two (2) hour fee or the number of hours requested (whichever is greater) will be charged if an assignment cancels after 5:00pm the business day before the scheduled assignment.

TRAVEL EXPENSES
 \$0.31 per mile traveled
 Tolls, parking, plus transportation (as incurred)
 \$25.00 per hour travel time, with the exception of Spanish.

Fee Schedule

On-Site	Language	Rate	Unit	Minimum	Increment	Cancellation Period
	Spanish	\$65.00	Hour	2	1	48-hours
	All Other Spoken Languages	\$75.00	Hour	2	1	24-hours
	American Sign Language	\$125.00	Hour	2	1	24-hours
All on-site assignments are subject to mileage charges whenever the interpreter travel distance is greater than 25 miles roundtrip. The mileage is calculated from the interpreter's residence to the worksite facility. The mileage charge will reflect the annual rate established by the IRS.						
Video Remote	Language	Rate	Unit	Minimum	Increment	Cancellation Period
	Spanish	\$0.75	Minute	1	1	0
	All Other Spoken Languages	\$1.25	Minute	1	1	0
	American Sign Language	\$1.50	Minute	1	1	0
Translation	Language	Rate	Unit	Minimum	Increment	Cancellation Period
	Spanish	\$0.15	Word	250	-	24-hours
	All Other Spoken Languages	\$0.25	Word	250	-	24-hours
Over the Phone	Language	Rate	Unit	Minimum	Increment	Cancellation Period
	Spanish	\$0.58	Minute	1	1	0
	All Other Spoken Languages	\$0.85	Minute	1	1	0