

**RFP2022-36 TELEPHONIC TRANSLATING AND OR INTERPRETING SERVICES FOR THE CITY OF TRENTON, MUNICIPAL COURT PROPOSALS OPENED 10/21/2022  
AT 11:00AM**

RFP2022-36 TELEPHONIC TRANSLATING AND OR INTERPRETING SERVICES FOR THE CITY OF TRENTON, MUNICIPAL COURT				
NUMBER OF RESPONDENTS:	4			
NAME OF BIDDER	VOLATIA LANGUAGE NETWORK, INC.	ACCURATE LANGUAGE SERVICES	PROPIO LANGUAGE SERVICES	ALICIA G. EBER INTERPRETING SERVICES
ADDRESS	1327 GRANDIN ROAD, SW	501 GRAND AVE., #L-3	10801 MASTIN BLVD, SUITE 580	431 GATEWOOD ROAD
CITY, STATE, ZIP	ROANOKE, VA 24015	ASBURY PARK, NJ 07712	OVERLAND PARK, KS 66210	CHERRY HILL, NJ 08003
CONTACT NAME	JESSICA KENT	VICTORIA A. EWING, DIRECTOR	HAYLEY EMMONS	BENJAMIN EBER
TELEPHONE	540-204-7366	732-898-9144	503-459-5683 OR 517-743-1189 (CELL)	856-429-9187
FAX	540-779-7710	866-924-0744	866-231-8176	N/A
E-MAIL	<a href="mailto:BIDS@VOLATIA.COM">BIDS@VOLATIA.COM</a>	<a href="mailto:VICTORIA@ACCURATELANGUAGESERVICE.S.COM">VICTORIA@ACCURATELANGUAGESERVICE.S.COM</a>	<a href="mailto:HEMMONS@TELELANGUAG.E.COM">HEMMONS@TELELANGUAG.E.COM</a>	<a href="mailto:EBERALICIA@GMAIL.COM">EBERALICIA@GMAIL.COM</a>
STATEMENT OF OWNERSHIP DISCLOSURE	INCLUDED	INCLUDED	INCLUDED	INCLUDED
NEW JERSEY ADMINISTRATIVE OFFICE OF THE COURTS REGISTRY OF INTERPRETING RESOURCES	NOT A REGISTERED/AUTHORIZED MEMBER OF THE NJC AOC OF INTERPRETING RESOURCES	INCLUDED	NOT A REGISTERED/AUTHORIZED MEMBER OF THE NJC AOC OF INTERPRETING RESOURCES	REQUIRED PRIOR TO AWARD
EQUAL EMPLOYMENT OPPORTUNITY EXHIBIT A	INCLUDED	INCLUDED	INCLUDED	INCLUDED
REQUIRED EVIDENCE EEO/AFFIRMATIVE ACTION REGULATIONS QUESTIONAIRE	INCLUDED	INCLUDED	INCLUDED	INCLUDED
ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA	N/A	N/A	N/A	N/A
NJ BUSINESS REGISTRATION CERTIFICATE	REQUIRED FROM AWARDED VENDOR	INCLUDED	REQUIRED FROM AWARDED VENDOR	INCLUDED
NON-COLLUSION AFFADAVIT	INCLUDED	INCLUDED	INCLUDED	INCLUDED
AMERICANS WITH DISABILITIES ACT OF 1990 LANGUAGE	INCLUDED	INCLUDED	INCLUDED	INCLUDED
ETHICS COMPLAINT DISCLOSURE	INCLUDED	INCLUDED	INCLUDED	INCLUDED
DEBARMENT NOTICE	INCLUDED	INCLUDED	INCLUDED	INCLUDED
STATE AND FEDERAL DEBARMENT NOTICE	REQUIRED PRIOR TO AWARD	REQUIRED PRIOR TO AWARD	REQUIRED PRIOR TO AWARD	REQUIRED PRIOR TO AWARD
CERTIFICATION AND DISCLOSURE OF POLITICAL CONTRIBUTIONS	INCLUDED	INCLUDED	INCLUDED	INCLUDED
DISCLOSURE OF INVESTED ACTIVITIES IN IRAN	INCLUDED	INCLUDED	INCLUDED	INCLUDED
CITY OF TRENTON RESIDENT EMPLOYMENT POLICY	INCLUDED	INCLUDED	INCLUDED	INCLUDED
EIC	REQUIRED PRIOR TO AWARD	CERT.#49102 EXP. 07/15/2026	REQUIRED PRIOR TO AWARD	REQUIRED PRIOR TO AWARD
CERTIFICATE OF INSURANCE	REQUIRED FROM AWARDED VENDOR	REQUIRED FROM AWARDED VENDOR	REQUIRED FROM AWARDED VENDOR	REQUIRED FROM AWARDED VENDOR
60-DAY EXTENSION COMPLIANCE	YES	YES	YES	YES
PROVIDE PRIORITY EMERGENCY SERVICES	YES	YES	YES	YES
REFERENCES	N/A	N/A	N/A	N/A
W-9	N/A	N/A	N/A	N/A
EXCEPTIONS (IF ANY)	NONE	NONE	NONE	NONE
HOURLY RATE	SEE ATTACHED BREAKDOWN OF PRICING	SEE ATTACHED BREAKDOWN OF PRICING	\$38.40	SEE ATTACHED BREAKDOWN OF PRICING
FATAL FLAW	FATAL DEFECT	N/A	FATAL DEFECT	N/A

Telephonic Translating/Interpreting Services  
City of Trenton  
RFP 2022-36



## Cost Proposal

### Over the Phone Interpretation

Language	Rate	Unit	Minimum	Increment	Cancellation Period
Spanish	\$0.56	Minute	1	1	0
All Other Spoken Languages	\$0.68				

As a standard, phone interpreter services are billed per minute, in increments of one minute. Billing begins once the City client is connected to an interpreter and ends when the client disconnects from the call. The City is only billed for time spent on the line with an interpreter, excluding wait time(s).

# RATES

## Over the phone Interpreting (OPI)

Language Category A: \$1.25 per minute

Language Category B: \$1.75 per minute

Language Category C: \$2.25 per minute

- All calls under 30 second are not billed.
- All On-Demand OPI calls have a 15 minute minimum and are billed in 15 minutes increments thereafter.
- Conference calls/video calls are an additional \$0.30 per minute.
- There is no monthly minimum or start-up fees.

## Additional Information

OPI interpreters are accessible via: Smartphone, Tablet / iPad, Laptop/Desktop Computer & telephone landlines (for OPI).

Online Portal: <http://accuratelanguage.interpretmanager.com>

App: To access Accurate Language's OPI or VRI on your smartphone or mobile device, visit the Apple's App Store or the Google Play Store and search for "InterpretManager". Download and install the app.

Accurate Language Services OPI Interpreters are:

- 100% fluent in their supported language pairs
- Qualified & Experienced interpreters
- Bound by confidentiality agreements
- Have a minimum of 2 years in the field experience
- Interpreters possess industry specific certifications
- Background checks are conducted to review interpreter's language proficiency, education, work experience and professional associations.
- ASL interpreters are RID certified

To Schedule an Interpreter for languages not listed, or to request an on-site Interpreter or document translation services contact our office directly, 732-898-9144 or [admin@accuratelanguageservices.com](mailto:admin@accuratelanguageservices.com)



**ACCURATE LANGUAGE**  
**SERVICES**  
**TRANSLATION & INTERPRETATION**



**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** \$ 38.40 \*equates to \$0.64 per minute

**(ORIGINAL SIGNATURE BY AUTHORIZED REPRESENTATIVE)**

The undersigned is a Corporation, Partnership or Individual under the laws of the State of Kansas having its principal office at 10801 Mastin Blvd., Suite 580, KS 66210

COMPANY Propio Language Services

ADDRESS 10801 Mastin Blvd., Suite 580

ADDRESS Overland Park, KS 66210

FED. ID # \_\_\_\_\_

NAME Hayley Emmons

TELEPHONE 503-459-5683/(cell) 517-743-1189

FAX 866-231-8176

EMAIL hemmons@telelanguage.com

DATE 10/18/22

SIGNATURE

**RFP2022-36 TELEPHONIC TRANSLATING AND OR INTERPRETING SERVICES PROPOSAL OPENING DATE  
OCTOBER 21, 2022, AT 11:00AM**

**EBER INTERPRETING SERVICE**  
Interpreting Agency approved by the AOC

431 GATEWOOD RD, CHERRY HILL, NJ 08003  
PHONE: 856-429-9187  
CELL PHONE: 609-828-3813  
E-mail: eberalicia@gmail.com

October 18, 2022

Proposal form for RFP 2022-36

I, the undersigned propose to deliver telephonic interpreting services pursuant to the proposal specification for the following sums:

Spanish language interpreting \$75.00 per hour with a 2 hours minimum.

Sign language interpreting \$150.00 per hour with a 2 hour minimum.

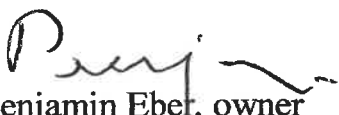
All other languages listed in the attached sheet \$95.00 per hour with a 2 hour minimum.

**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 fees if applicable.

The undersigned is an individual under the laws of the State of new Jersey having its principal office at 431 Gatewood Road, Cherry Hill, NJ 08003.

  
Benjamin Eber, owner  
Alicia G. Eber Interpreting Service

**EBER INTERPRETING SERVICE**  
**Agency services approved by the AOC**

431 GATEWOOD RD, CHERRY HILL, NJ 08003  
 PHONE: 856-429-9187  
 CELL PHONE: 609-828-3813  
 E-mail: [eberalicia@gmail.com](mailto:eberalicia@gmail.com)

**2022 In-Person Interpreting Rates – Trenton Municipal Court**

LANGUAGE	RATES PER Hour*
Spanish	\$75.00
Arabic	\$95.00
Bengali/Gujarati/Hindi/Punjabi/Urdu	\$95.00
Chinese: Mandarin/Cantonese	\$95.00
French	\$95.00
French Creole (Haitian)	\$95.00
German	\$95.00
Greek	\$95.00
Hebrew	\$95.00
Hungarian	\$95.00
Italian	\$95.00
Japanese	\$95.00
Korean	\$95.00
Polish	\$95.00
Portuguese	\$95.00
Romanian	\$95.00
Russian	\$95.00
Turkish	\$95.00
Ukranian	\$95.00
Vietnamese	\$95.00
American Sign Language	\$150.00
Other languages	\$95.00

\*2 hour minimum

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