

1.0 INTRODUCTION

- 1.1 Jackson County, Missouri is seeking a **Twelve (12) Month Term and Supply Contract with Two (2) Twelve Month Options to Extend** for the furnishing of **Interpreting/Translation Services** for use by **Various Jackson County Departments**.
- 1.2 Although exact usage cannot be determined, the County estimates it will spend **\$19,000.00** annually on **Interpreting/Translation Services**.
- 1.3 Jackson County, Missouri Invitation to Bid No. **26-062** has a response deadline of **2:00 p.m., CST on November 10, 2026**. You must indicate your Intent to Bid by **12:00 PM (Noon), CST on November 10, 2026**, to successfully submit your bid response.
- 1.4 Bids must be submitted electronically through the Jackson County Bonfire Portal at <https://jacksongov.bonfirehub.com>. Bids submitted by any other method will not be accepted.
- 1.5 Jackson County reserves the right to accept or reject any or all proposals
- 1.6 Jackson County reserves the right to split the contract award.
- 1.7 Jackson County reserves the right to request clarifications on any bid.

2.0 QUESTION PROCEDURE

- 2.1 All Questions regarding this Invitation to Bid shall be communicated electronically through the Jackson County Bonfire Portal via the Opportunity Q&A on the Invitation to Bid. All questions must be received in the Bonfire Portal **by 5:00 p.m., CST on November 3, 2026**.
- 2.2 All answers to questions will be published via Addenda/Amendment to the Invitation to Bid on the Jackson County Bonfire Portal. Bonfire will only notify the Bidders(s) of questions answered and addendums issued if they have obtained this Invitation to Bid through Bonfire.
- 2.3 Bidders and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must follow this procedure. Bidders or their agents may not contact any other County staff regarding matters covered by this Invitation to Bid during the solicitation and evaluation process. Inappropriate contact is grounds for REJECTION of the Bidder's submission.

3.0 BIDDING REQUIREMENTS

- 3.1 The Bidder shall be responsible for monitoring and reviewing any Addendum issued in connection with this bid. To ensure the submission of accurate information, Bidders are advised to delay bid submission until after the question-response deadline. Bidders will have the opportunity to revise their submissions up to the bid submission deadline.
- 3.2 All work performed under this Contract shall be performed in the Greater Kansas City Metropolitan Area. If the Bidder is **not located** in the Greater Kansas City Metropolitan Area, documentation **on company letterhead** MUST be submitted with your bid response detailing how your company would perform the work detailed herein.
- 3.3 If Bidder **is located** in the Greater Kansas City Metropolitan Area, **on company letterhead** provide company name and address and submit with your bid.
- 3.4 The Greater Kansas City Metropolitan area is defined by these eight (8) Counties: Cass, Clay, Jackson, Lafayette, Platte, and Ray Counties in Missouri, Johnson & Wyandotte Counties in Kansas.

- 3.5 MBE/WBE/VBE Goals: Compliance with Chapter 6 of the Jackson County Code for Minority, Women and VETERAN Business Utilization *may* be required on this Invitation to Bid. **Attachment C - MBE/WBE/VBE Participation Affidavit** (included with the Purchasing Forms, Attachment A, if applicable) must be filled out and returned with your response. If Attachment C - MBE/WBE/VBE Participation Affidavit has goals assigned, the Recommended Awardee(s) will be required to submit a **List of Intended Subcontractors (LIS)** to the Compliance Review Office for approval before the final award.
- 3.6 COMPLIANCE WITH RESPONSIBLE BIDDER'S ORDINANCE: Compliance with Jackson County, Missouri Ordinance No. 5825 for Responsible Bidders *may* be required for this bid. Responsible Bidders Affidavit (included with the Purchasing Forms, Attachment A, *if applicable*) must be read, completed, notarized and included with your bid response. Failure to attach the notarized form with your bid response may result in the **REJECTION OF YOUR BID**.
- 3.7 PREVAILING HOURLY WAGE RATES: Compliance with the Prevailing Hourly Rate of Wages for Workmen *may* be required on this Contract pursuant to Section 290.262 RSMo 1994, the Division of Labor Standards, State of Missouri. The County's Annual Wage Order from the State of Missouri is included as part of this Invitation to Bid.
- 3.7.1 The Successful Contractor may request increases in Hourly Wage Rates quoted during the Term of the Contract only when the increase is equal to or less than the increase in the State of Missouri's Prevailing Hourly Rate of Wages for Workmen in that occupational title category. However, hourly rate increases will take effect only when the Successful Contractor has provided evidence in writing is such increases to the reasonable satisfaction of the Purchasing Supervisor and the Purchasing Department has indicated approval of such increase in writing.
- 3.7.2 PREVAILING WAGE RATES: Wage rates will only be utilized if a project exceeds \$75,000.
- 3.8 W-9 Form: The Successful Contractor must provide a complete IRS W-9 Form for this Contract.
- 3.9 Document Submittal: All documents listed herein the Required Submittal (Section 8.0) shall be submitted individually. Please do not submit bulk PDF documents of the required documents - print attachment A documents, complete, scan individually and attach.
- 3.10 If bid documents are obtained by the Bidders from a source other than Bonfire, it will be the Bidders responsibility to verify all pertinent information (i.e. Response deadline, question deadline, Intent to Bid deadline, Addendums) in the Bonfire Portal.

4.0 AWARD REQUIREMENTS

- 4.1 Certificate of Insurance: The Successful Contractor will be required to submit to the Purchasing Department a Certificate of Insurance meeting or exceeding the positions of Item 15 "General Conditions" and Exhibit A included herein within ten (10) business days after receiving Notification of Award. The Certificate of Insurance must be received by the County prior to the commencement of any work on this contract.
- 4.2 Exempt Entity: Jackson County, Missouri is an exempt entity under Section 144.062 Revised Statutes of Missouri. Upon the request of the Successful Bidders, Jackson County will issue a project specific Missouri State Sales Tax Exemption Certificate to the Successful Bidders and their named subcontractors to be utilized during the performance of this Contract. The certificate must be requested prior to the purchase of any goods, supplies, materials and/or equipment. Under no circumstances will this certificate be backdated to cover goods, supplies, materials, or equipment already purchased.
- 4.3 Other Licenses: The Successful Bidders must provide, upon written request, evidence of current required Federal, State, and Local Occupational Licenses.
- 4.4 Insurance and indemnification: The Successful Bidder shall indemnify, defend and save harmless the County against all damages to persons and property which may arise out of the work included in the performance of this Contract,

including all claims for personal injuries and property damage and all losses, costs, attorney's fees or judgments which may arise out of any claims against the County. The Successful Bidder shall purchase and maintain as a minimum such insurance as described in Exhibit A of this Invitation to Bid. The Successful Bidder shall file with the County such Certificate of Insurance as described in Exhibit A and within the time specified in Exhibit A.

- 4.5 Dedicated email addresses: All Purchase Orders, Award Letters and other information will be issued to awarded Bidders via email. It is the Bidders' responsibility to **provide two (2) updated email addresses** for their company with their bid. It shall also be the responsibility of the awarded Bidders to keep the County updated on any changes to their email addresses during the term of any resulting contract.
- 4.6 Experience: The Successful Contractor must have a minimum of five (5) years' experience in the work described in the specifications and list references showing contracts held by your company, **providing the same services for other municipalities**. References and years' experience per the Statement of Contractor's Qualifications document. **NOTE**: Do not list Jackson County, Missouri as a reference here.
- 4.7 CERTIFIED PAYROLL RECORDS: Certified payroll records must be submitted weekly through the Compliance Review Office certified payroll reporting system, LCPtracker. Certified payroll records are considered late after two weeks from the week ending date.
- 4.7.1 Payroll Records must meet the following minimum requirements:
- 4.7.1.1 Workers must be classified according to the State's Occupational Title Rule. Workers listed as a Journeyman Worker for Local Union XX is not acceptable. The specific classification must be named.
 - 4.7.1.2 The specific group must be named. It is impossible to compare the wage rate paid to the proper prevailing wage rate if the group is not listed.
 - 4.7.1.3 For all apprentices shown on each payroll, apprentice documentation must be uploaded into the Compliance Review Office certified payroll reporting system, LCPtracker. Required documentation includes an apprenticeship certification from the US Department of Labor -Office of Apprenticeship and an apprentice letter confirming registration in a bona fide apprenticeship program approved by the US Department of Labor, level in the program (e.g., 3rd Level, or third 6-month period) and the percentage of the base wage rate the apprentice is to be paid. If the same apprentice is used more than one week, only one letter for each apprentice needs to be submitted the first time the apprentice is shown on a payroll. Contractors are welcome to submit one letter listing all apprentices that have been or will be used on the project.
 - 4.7.1.4 The proper ratio of apprentices to journeyman workers must be followed 1:1. Any apprentice working out of ratio or without a journeyman worker in the same job classification present must be paid journeyman worker's level wages.
 - 4.7.1.5 Fringe benefits must be indicated whether paid in cash or to a fund by checking the box on the certification page of the payroll form.
 - 4.7.1.6 Missouri Department of Labor PW-4 Affidavit of Compliance form must be signed prior to contract closeout.

5.0 SPECIFICATIONS

- 5.1 Various Jackson County Departments are in immediate need of a qualified vendor(s) to provide interpreter/translation services in a highly professional manner.

- 5.2 The requested services will consist of providing foreign language interpretation and/or translation services on an as-needed basis.
- 5.3 These services are necessary to ensure that we provide effective services to both our Internal and external clients. The services for interpretation/translation are broken into two Categories:

Category A

Spanish

Category B

Chinese
 Japanese
 Portuguese
 Vietnamese
 German
 Italian
 French
 Arabic
 Burmese
 Croatian
 Dutch
 Indonesian
 Korean
 Polish
 Turkish
 Bosnian
 Greek
 Russian
 Somali

Not all languages that *may* need interpretation/translation are listed above however, the awarded vendor is expected to be able to provide interpretation/translation services for over 150 different languages under Category B pricing.

- 5.4 It is important that the interpreters thoroughly render the source message, neither omitting nor adding anything, conserving the tone and spirit of the source language message.
- 5.5 Jackson County will provide the devices necessary for virtual interpretation/translation services.
- 5.6 Interpreters must be available 24 hours a day, 7 days a week, 365 days a year. The Corrections Department requires a response within fifteen (15) minutes of the request for telephone services. Bid rates will be based on normal operational hours (8:00 am - 5:00 pm, Monday-Friday), outside of normal operational hours (5:00 pm – 8:00 am, Monday-Friday), weekends and holidays. Please also include any minimums required for service.
- 5.7 **Cancellation Fees and Exceptions for the Prosecutor's Office:** Due to the unpredictable nature of criminal court dockets, the Jackson County Prosecutor's Office is exempt from the standard forty-eight (48) hour cancellation requirement for on-site interpretation. If a court case is resolved on short notice due to a sudden plea agreement, case dismissal, or unexpected judicial continuance, the following applies:
- 5.7.1 **Prior to Travel | Virtual Login:** If written or electronic cancellation notice is given to the Contractor and/or Supplier before the assigned interpreter has commenced travel to an on-site assignment or logged into a virtual session, the Prosecutor's Office shall incur zero (\$0.00) cancellation or penalty fees.
- 5.7.2 **Cancellation During Travel | Commute:** If the Prosecutors Office cancels a scheduled on-site session while the interpreter is already in transit, the Awarded Bidders hour penalty is waived. Instead, the Prosecutor's Office will only reimburse the vendor for actual mileage traveled up to the point of notification. Mileage reimbursement shall be at the rate set by the Division Manager of Finance, reviewed annually.

5.7.3 After Arrival | Virtual Login: If a sudden plea or court resolution occurs after the interpreter has arrived on-site or logged into the session, the Awarded Bidder may only invoice for actual time spent or their maximum single-hour flat fee, whichever is less.

5.8 All work performed under this Contract must be covered by a Purchase Order. Under no circumstances will work be performed that is not authorized in advance by a Purchase Order. Any work performed that is not covered by a purchase order will be at the Contractor's risk and expense.

5.9 Successful Bidder may increase prices only when the increase applies to the General Public and is stated officially in writing to Jackson County, Missouri. Price Increase shall not take effect against the County until the Successful Contractor has verified the fulfillment of this condition to the reasonable satisfaction of the County's Purchasing Department. No price increases will be allowed in the first twelve (12) months of this contract.

6.0 EVALUATION PROCESS

6.1 All bids that are responsive to the General Conditions, Specifications, and other provisions of this Invitation to Bid will be evaluated.

6.2 An Evaluation Committee made up of Jackson County, Missouri Personnel will evaluate bids and make recommendations.

6.3 Jackson County, Missouri shall be the sole judge of the bids submitted, and its decisions shall be final.

7.0 ATTACHMENTS

7.1 Attachment A – Purchasing Forms to be downloaded, filled out and submitted with bid:

- 7.1.1** Affidavit
- 7.1.2** Certificate of Compliance
- 7.1.3** Statement of Contractor's Qualifications
- 7.1.4** Acknowledgment of Receipt of Addenda
- 7.1.5** Attachment 1 - Bidders Quotation Sheet
- 7.1.6** Exhibit F – Bidder's Exceptions

7.2 Attachment B – General Purchasing Information to be downloaded and ready prior to submitting your bid:

- 7.2.1** General Terms and Conditions
- 7.2.2** Exhibit A – Insurance

8.0 REQUIRED SUBMITTALS

8.1 The following information and/or forms MUST be submitted with your response to this Invitation to Bid:

- 8.1.1** Affidavit
- 8.1.2** Copy of Certificate of Compliance
- 8.1.3** Statement of Contractor's Qualifications
- 8.1.4** Acknowledgement of Receipt of Addenda
- 8.1.5** Exhibit F – Bidder's Exceptions
- 8.1.6** Greater Kansas City Metropolitan Area Information Memo (Section 3.2 & 3.3)
- 8.1.7** Two (2) Dedicated Supplier Email Addresses (Section 4.5)

- 8.1.8 Copy of Supplier W9 Form (Section 3.8)
- 8.1.9 Attachment 1 - Bidder's Quotation Sheet

8.2 Failure to include any of the items listed in this Section may result in the REJECTION of your submitted bid.