

On-Site Interpretation and Written Translation Services
GSS11602-TRANSLAT_OSW
Contract Overview and Instructions

The contract covers On-Site Interpretation Services; including Sign Language, and Written Translation Services.

On-Site Interpretation

The On-Site Interpretation Services contract has three levels of services to accommodate the State's varying agency needs.

Routine: Routine requests will include service requests where the requesting agency is providing vendor *at least three (3) days notice*. Vendor shall confirm receipt of each service request by email within one hour of it receipt. The vendor will obtain the necessary account, contact, service information, and possibly gender preference. *Vendor shall notify the requesting agency if they are able to fill the service request within two hours of receipt.*

Expedited: Expedited request will include service requests where the requesting agency is providing the vendor *at least one (1) day notice and less than three (3) days notice*. Vendor shall confirm receipt of each service request by email within one hour of it receipt. The vendor will obtain the necessary account, contact, service information, and possibly gender preference. *Vendor shall notify the requesting agency if they are able to fill the service request within two hours of receipt.*

Emergency: Emergency requests will include service requests where the requesting agency is providing the vendor anything *less than one (1) day notice*. In emergency situations; as deemed by the requesting agency, *a translator/interpreter will respond within two hours or as soon as possible, weather and distance permitting.*

On-Site Interpretation services; both foreign language and sign language, have a minimum bill time of two hours. Rates awarded in this contract include travel time; mileage, tolls, parking, and other associated costs.

The Interpreter Services – Telephone Based contract can be used as a fill-in for emergency situations while you are waiting for the contract interpreter to arrive on location. Information regarding this contract can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=643

Requests for On-Site Interpretation Services should include the following information:

- Agency, Department, Budget Unit Code
- Requestor Name, phone number, email
- Language
- Service Date, Time, Estimated length of time, Location
- Is the service general, medical, or legal? Gender preference?
- Name of person Interpreter is to ask for when arriving
- Billing Information
- Any additional relative information

Written Translation

For this portion of the contract, Vendors were required to give a “per word” rate. For the purposes of this contract “word” is defined as: A sound or a combination of sounds, or its representation in writing or printing, that symbolizes and communicates a meaning and may consist of a single morpheme or a combination of morphemes. The word is taken from the source document rather than the document produced in a translation product.

For Source documents which would require *20 or fewer pages* of Target Language translation, the translation shall be *completed within one (1) week* from the day the Ordering Agency sends the Source documents to the vendor.

For Source documents which require *more than 20 pages* of Target Language translation, the translation shall be *complete in one (1) week, plus one (1) additional day for each additional 10 pages*.

The vendor shall be capable of receiving Source Language documents by facsimile, e-mail or other electronic means, US postal service or courier delivery. The typical delivery is expected to be by facsimile, e-mail or other electronic means.

Services shall include translation of documentation by technically qualified and experienced language specialists, proofing, and editing and output in the required format. Required fields of expertise includes, but not limited to, the translation of Business, Legal, Medical and Technical documents, manuals, and audio. The person designated by the vendor to provide translation services must possess sufficient education, training, and experience to proficiently translate written documents. A single translator shall be used to complete each document to ensure continuity and consistency. The translator shall translate the documents at the same reading level as the source document.

Vendor shall provide the ordering agency written acknowledgement of each service request. Written confirmation of service request; upon receipt of Source document, shall include but not be limited to: the ordering agency’s account information, ordering agency’s contact information for the completion of the service request assignment, the identity of the vendor’s staff providing translation; target language and source language being translated; the price estimate; and any standards or special needs requirements of either the vendor or ordering agency.

Additional information regarding the contract requirements and award can be found online at: http://contracts.delaware.gov/contracts_detail.asp?i=729

Vendor Bid Documents include all contract requirements and the Agency Award Documents contains the information regarding the Award; including Vendor information and pricing.