



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

State of Delaware
Interpretation & Translation Services
Contract No. GSS15602-LINGUIST

BID PACKAGE B – FOREIGN, ON-SITE

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Office of Management and Budget
Government Support Services

CONTRACT NO. GSS15602-LINGUIST

ALL VENDORS:

The enclosed packet contains the service specific requirements for Bid Package B – Foreign, On-Site which is a part of "REQUEST FOR PROPOSAL" GSS15602-LINGUIST, Interpretation & Translation Services. This packet consists of the following documents:

BID PACKAGE B - CONTRACT NO. GSS15602-LINGUIST

- I. Scope of Work
- II. Response Requirements
 - a. Attachment 1 – Company/Independent Linguist Response Form
 - b. Attachment 2 – Linguist Standard Time Sheet

In order for your proposal to be considered for this bid package it must be submitted as part of your proposal response to Request for Proposal GSS15602-LINGUIST, Interpretation & Translation Services, per the instructions outlined within the Request for Proposal document.

For Scope of Work specific definitions, refer to II. Scope of Work, D. Detailed Requirements, 1. Scope Specific Definitions in the Request for Proposal, GSS15602-LINGUIST, document.

I. SCOPE OF WORK

A. General Requirements

The Vendor shall provide support services to requesting agencies by providing oral multilingual interpretation services for a variety of situations at a variety of locations. Interpreters must be familiar with different variations and dialects of a particular language. Services shall be performed by professional and experienced interpreters that possess demonstrated proficiency levels in both working languages that range from the ability to speak the language with structural accuracy and ample vocabulary to effective participation in most formal and informal conversations on practical, social and professional topics. The maximum proficiency level will be that of a highly articulate, well-educated native speaker which reflects the cultural standards of the country where the language is natively spoken.

All service requests are to be filled by a certified or qualified interpreter.

B. Interpreter Operational Requirements

The interpreter is competent in the language, the subject matter and situation in which he/she will be providing services.

The interpreter will remain neutral in the conversation unless prompted by the requesting agency rep with additional instructions provided these additional instructions do not compromise interpreter's adherence to Standards of Practice or the Code of Ethics for Professional Interpreters.

The interpreter shall maintain real time communications with the Agency representative on home visits so that the interpreter does not enter the home prior to the Agency representative being present.

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The interpreter will use the utmost courtesy when conversing with the requesting agency rep and/or the client.

The interpreter will respect cultural differences of the client.

The interpreter will refrain from entering into a disagreement with the requesting agency rep and/or the client.

The interpreter will accurately interpret all statements and relay the message in its entirety to preserve the intended meaning of the speakers throughout the conversation. Information will not be edited or deleted for this may alter the meaning of the parties' statements.

The interpreter will maintain the confidentiality of all communications, oral or written, between the interpreter, the requesting agency rep and the client.

The interpreter will ensure that he/she understand the message to be transmitted by seeking clarification, as needed, from either or all parties.

The interpreter will monitor the accuracy of the interpretation and identify and correct any misinterpretation for all parties.

The interpreter will manage the flow/pace of communication to preserve the accuracy and completeness of all parties' communications.

The interpreter will complete appropriate documentation, as required.

C. Request for Service

Rates will be assessed based on the amount of notice provided by the Requesting Agency; not on the time it takes to find an appropriate Interpreter. Unless a requesting agency has specified a longer period, vendors are required to arrive at least fifteen (15) minutes prior to the scheduled time of on-site performance to receive any instructions from the requesting agency. The vendor is responsible for taking all necessary actions to obtain adequate transportation, accurate times, locations, directions, telephone numbers, contact person(s) and any other information or actions to ensure that they are present at the proper location and on time. **Any calls the requesting entities may need the interpreter to complete, such as scheduling appointment with client and confirmation of appointment are to be considered supplemental time associated with the "appointment". No additional fee for this service will be permitted.** Vendors must be aware of and adhere to any security clearances and dress code requirements applicable at the requesting agency's location.

Requests for service should include, **at a minimum**, the following information:

- Appointment Location
- Appointment Date
- Appointment Start Time & Estimate Duration
- Language & Technical Requirements
- Appointment Contact Person
- Billing Information

Requests may also include:

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- Gender specific requirement
- Requests for a specific interpreter, previously used, for continuity and consistency

Requesting Agency and the vendor will mutually determine the most appropriate number and type of interpreters needed in all situations on a case by case basis to ensure all clients are appropriately served and interpreters are working in accordance with occupational health and safety standards.

At any time following interpretation service the vendor may be required by the requesting agency to answer questions and/or provide back-up documentation to support billing inquiries. The vendor must keep an accurate record of all performance time.

1) **Minimum Billing**: The minimum billable time will be one (1) hour. On-Site Interpretation service will include the fifteen (15) minutes proceeding the scheduled time for performance or any longer time requested by the requesting agency. After the first hour, services will be billed in 15 minute increments.

2) **Rates for Service**

a) **General**: Vendors are to provide a per hour rate for On-Site Interpretation services. Travel time, transportation and other associated costs will be the responsibility of the Vendor. Vendor will not be reimbursed separately for these services. Prices must be in US Dollars (2 decimal places). Rates submitted shall be broken down in the following categories:

- Type of Service
 - General
 - Technical
- Types of Notice
 - Routine
 - Expedited
 - Emergency
- Time of Appointment
 - Monday – Friday; 6:00am – 6:00pm
 - After Hours (Including weekends & holidays)

Vendors will still be required to submit their rates in Appendix B, based on the various “notice” options.

This contract may apply to interpreter services provided in court-related activities pursuant to the Administrative Office of the Courts (AOC)’s Court Interpreter Program, if the AOC determines that the interpreters involved comply with the standards established by that Program.

b) **Discount**: The State is requesting vendors provide discounted rates for:

- Half Day
- Full Day
- Long Term

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3) **Requested Time -VS- Billable Time**

Should an interpreter not be needed for full requested time, requesting agency shall be billed for either minimum billable time or actual time interpreter was on site (whichever is greater) plus a \$25 shortened appointment fee. Examples below are based on a one-hour minimum.

- Example #1: Requested 9am – 1pm, with 8:45am arrival. Assignment completed at 11am. Agency would be billed actual time + \$25.00
- Example #2: Requested 9am – 1pm, with 8:45am arrival. Assignment completed at 9:30am. Agency would be billed minimum billable (one hour) + \$25.00

Interpreters will be required to complete a linguist time sheet for each appointment under this contract. Time sheet must be signed off on by the requesting agency point of contact or their designee and a copy must be attached to the invoices.

Actual length of appointment may be less than or greater than the estimated time notated in original request for service. If it becomes clear the appointment may run past the estimated end time, a break will be called to allow the requesting agency to confer with the interpreter to see if their schedule allows for additional time or a follow-up appointment needs to be scheduled. In cases where the LEP client is involved in a DSCFY investigation or involuntary commitment to a State facility appointment length cannot be anticipated; therefore, interpreter will need to remain onsite until the initial appointment has concluded. Breaks will be provided where appropriate during the initial appointment.

4) **Invoicing Requirements**

Invoices for services rendered must be on company letterhead and include the following **at a minimum**:

- Date of Invoice
- Contract #, GSS15602-LINGUIST
- Date of Service, to included scheduled time
- Appointment location
- Interpreter Name and/or ID #
- # of Minutes (exact)
- # of Minutes (billed)

Billing will identify the exact # of minutes associated with each appointment. For SUPPLEMENTAL TIME the vendor must keep detailed records and be prepared to provide them upon request as back-up for an invoice.

Each assignment shall be listed as a separate line item on the invoice.

All Vendors must submit a sample invoice with their proposal clearly showing compliance to the minimum invoicing requirements above. Sample invoices that do not meet the minimum invoicing requirements will be rejected and your bid may be declared non-responsive.

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Invoices submitted to Requesting Entities after award that fail to meet the minimum requirements will be rejected. Failure to provide a valid invoice within 30-days of a correction request may warrant notice to cure and contract termination.

5) **Cancellations**

- a) **General**: Requesting agencies cancelling a service request before 5:00pm the day before the assignment will not be assessed a cancellation fee. Requesting agencies cancelling a service request after 5:00pm the day before the assignment will be billed for one (1) compensatory hour at the designated rate for the cancelled assignment.
- b) **Weather**: In the event of inclement weather, the interpreter is responsible for checking the local TV and/or Radio Stations for closure information. Information regarding closures can also be found on the State's website. The Requesting agency will not be penalized for any service cancelled due to a weather related closure or delay. In the event of a delay interpreter is responsible for contacting the requester directly to determine the new arrival time or postponements.
- c) **Interpreter**: Should an interpreter(s) become unavailable to attend a scheduled appointment the vendor will be responsible for obtaining a replacement and notify the requesting agency of the change ASAP. The Requesting Agency will not be responsible for any additional fees associated with the need for a substitute interpreter. Should the vendor not be able to provide a replacement interpreter in a reasonable amount of time requesting agency can procure the services open market and charge the vendor any price difference.

6) **Late Arrivals**

It is the responsibility of the vendor to provide notice to the requesting agency if they are running late (i.e. traffic, accident, etc.). In the event an interpreter is late and the agency utilizes the interpreter, the agency will only be billed for the time of actual services provided. Should notification of late arrival not be provided to the requesting agency prior to the scheduled time of services, the agency at its discretion may contact another supplier on contract for services. The initial vendor will be responsible for reimbursing the requesting agency for the difference in cost incurred for the replacement supplier's interpreter, plus the \$50 late fee.

II. **RESPONSE REQUIREMENTS**

A. **Acknowledgement**

Vendors are to respond or acknowledge each section found within this bid package.

B. **Exceptions**

Exceptions taken to the requirements outlined in this bid package must be taken per the instructions in the Request for Proposal document, using Attachment 3. Government Support Services shall evaluate each exception according to the intent of the terms and conditions contained herein, but Government Support Services must reject exceptions that do not conform to State bid law and/or create inequality in the treatment of bidders. Exceptions shall be considered only if they are submitted with the bid or before the date and time of the bid opening.

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Exceptions must be submitted utilizing Attachment 3 to be considered, notating the bid package in the first column. Exceptions listed elsewhere in the Vendor's proposal will not be considered. Government Support Services maintains sole discretion to reject any vendor exceptions that are submitted

C. Supporting Documentation

- 1) **Company Response**: Vendor is to provide a completed Appendix C for each proposed interpreters, outlining their capabilities. Copy of certification for available languages must also be included.

For the purposes of this solicitation and resulting contract(s) the translators and interpreters will be considered vendor employees; not subcontractors, so you will not complete Attachment 7 with information on the translators & interpreters.

- 2) **Independent Linguist Response**: Interpreter is to provide a completed Appendix C. Copy of certification for available languages must also be included.

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Attachment 1

Contract No.: **GSS15602-LINGUIST**
Contract Title: **Interpretation & Translation Services**
Bid Package B – Foreign, On-Site

COMPANY RESPONSE FORM

Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive. **Please do not refer to another answer if the question appears duplicative, but respond in full to each question.**

Note: Vendor may use additional pages as necessary, but the format shall be the same as provided above.

	<p>The State does have a need for 24/7 coverage, however, this is not a Mandatory requirement for this solicitation. Are you able to provide 24/7 coverage? Statewide?</p> <p>If yes:</p> <ul style="list-style-type: none"> ➤ Identify your regular office hours. ➤ Outline your process for providing interpreter services after your typical business hours. Response to include: receipt of request, sourcing an available linguist, and notifying the requesting entity who to expect and when (complying with the “emergency” response requirement). <p>If no:</p> <ul style="list-style-type: none"> ➤ Identify your regular office hours and available hours, if extended coverage outside regular office hours is available. ➤ Identify the county/counties you can service.

	<p>List criteria used to select a candidate for a project for an interpretation/translation job.</p>

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	Are you able to provide receivers/transmitters on a rental basis for situations where the interpreter may be interpreting for more than one individual? If so, please provide the rental rates for the equipment in Appendix B.

	Not all languages offer a certification program and certification does not guarantee quality. Explain your screening process and quality assurance procedures for ensuring both certified and non-certified interpreters are qualified to provide services, representing your company.

	For each language you have bid please identify the number of interpreters you have in your linguist pool? Based on the usage reports available for prior Fiscal Years do you feel your current pool is adequate to support future needs of the State? If not, what recruiting plans will be put in place should you be awarded to build up your linguist pool?

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Contract No.: **GSS15602-LINGUIST**
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INDEPENDENT LINGUIST RESPONSE FORM

Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive. **Please do not refer to another answer if the question appears duplicative, but respond in full to each question.**

Note: Vendor may use additional pages as necessary, but the format shall be the same as provided above.

	<p>The State does have a need for 24/7 coverage, however, this is not a Mandatory requirement for this solicitation. Are you able to provide 24/7 coverage? Statewide?</p> <p>If yes:</p> <ul style="list-style-type: none">➤ Identify your regular office hours.➤ Outline your process for providing interpreter services after your typical business hours. Response to include: receipt of request, sourcing an available linguist, and notifying the requesting entity who to expect and when (complying with the “emergency” response requirement). <p>If no:</p> <ul style="list-style-type: none">➤ Identify your regular office hours and available hours, if extended coverage outside regular office hours is available.➤ Identify the county/counties you can service.

	<p>As an independent Interpreter outline your plan of action to provide back-up coverage in the event you are unable to attend a scheduled appointment for any reason.</p>

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	Are you able to provide receivers/transmitters on a rental basis for situations where the interpreter may be interpreting for more than one individual? If so, please provide the rental rates for the equipment in Appendix B.

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Attachment 2

Contract No.: **GSS15602-LINGUIST**
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Bid Package A – Foreign, On-Site

Start Time	End Time	LEP Client Name or Ref #	POC Initial

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STANDARD TIME SHEET

Linguist Company Name: _____	Requesting Agency: _____
Address: _____	Appt. Location: _____
Telephone #: _____	Appt. Date & Time: _____
Point of Contact: _____	Point of Contact: _____
Linguist Name & ID #: _____	Type of Service: _____

Time sheet must be filled out completely by linguist providing on-site interpretation services, identifying exact start and end times, and must be initialed by Requesting Agency's Point of Contact or authorized representative.

Completed time sheets must be provided to the Company for billing. Vendor is responsible to ensure a copy of the completed time sheet is attached to the invoice.