



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

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

BID PACKAGE C – FOREIGN, TELEPHONIC

STATE OF DELAWARE
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 C – Foreign, Telephonic which is a part of "REQUEST FOR PROPOSAL" GSS15602-LINGUIST, Interpretation & Translation Services. This packet consists of the following documents:

BID PACKAGE C - CONTRACT NO. GSS15602-LINGUIST

- I. Scope of Work
- II. Response Requirements
 - a. Attachment 1 – Response Form

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

The Vendor(s) will provide over-the-phone language interpretation services for requesting agencies and their clients. Over-the-phone service requests will be required in two manners: (1) 24/7/365 immediate need; (2) conference call requests from either requesting agency or State client.

A. IMMEDIATE NEED

The Vendor will provide over-the-phone language interpreter services 24/7/365 for requesting entities and their clients who need immediate interpreter assistance. Immediate, telephone based interpreter services will facilitate communication when an on-site interpreter is not available or is cost prohibitive.

1. General Requirements

Vendor must have at least two years or experience in providing telephone based interpreter services on a 365 days a year, 7 days a week, 24 hours a day basis.

Vendor must provide toll-free or local call access to interpreter services.

Vendor must have all necessary equipment, installed and functioning at time of proposal response, to provide the services required in the contract.

Vendor must be able to provide the service without the need for the State to purchase specialized equipment.

Vendor must have telephone terminal equipment capable of collecting the detailed call traffic information needed to produce the reports required by the contract.

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

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Vendor must provide instructional materials to assist end users in accessing the services that will be provided under the contract. Instructional materials must be readily available to all customers, at no cost, throughout the term of the contract.

2. Connection Requirements

On average, vendor must answer at least 95% of all incoming calls within ten (10) seconds of the call starting to ring at the vendor's facility.

The call may be answered by an automated attendant but the customer must be given an option to speak with a live operator/customer service representative. Connection to a live operator/customer service representative must occur within ten seconds of the customer's selection.

On average, vendor must connect the customer with an appropriate linguist within 30 seconds of the language being identified.

Once the linguist and customer are connected the call cannot be placed on hold or put into a queue of any kind.

3. Interpreter Operational Requirements

The interpreter is competent in the language 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 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 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.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

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

4. Invoicing

Vendor must only invoice for the time that interpreter services is provided. Time starting when the interpreter is connected to the call to begin interpreting and ends when the interpreter has been disconnected from both the customer and LEP client.

Time required establishing the language service needed and/or connection time to the appropriate linguist will not be billable.

No service fees, minimum billable charge, or additional costs will be invoiced by the Vendor for services provided.

Invoicing will reflect the billing increments of one-tenth of one minute.

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

- Date of Invoice
- Contract # GSS15602-LINGUIST
- Date of Service
- Language
- Interpreter Name and/or ID #
- # of Minutes (exact)
- # of Minutes (billed)

Each call must be listed as a separate line item.

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.

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.

B. CONFERENCE CALL

Conference call situations may include; but not limited to, the following scenarios:

- A pre-scheduled three-way call between State worker, LEP Client, and Interpreter
- A two-way call from State worker's office, with LEP client on-site.
- A two-way call from LEP client residence, with State worker on-site.

1. General Requirements

Vendor must have all necessary equipment, installed and functioning at time of proposal response, to provide the services required in the contract.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Vendor must be able to provide the service without the need for the State to purchase specialized equipment.

Vendor must be able to track and provide upon request a detailed call log associated with conference call requests.

Vendor shall designate adequate time to complete conference calls.

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

2. Connection Requirements

Vendors must be available for scheduled conference calls at an agreed upon scheduled time and must answer this phone call within three (3) rings.

Vendor must be able to conference in the third party; should the LEP client not be on-site with the State worker.

For prescheduled three-way calls, vendor shall agree to make up to 4 attempts within an hour, to connect the LEP client to the call.

3. Interpreter Operational Requirements

The interpreter is competent in the language 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 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 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.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

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

4. Invoicing

No minimum billable minute charge will be invoiced by the Vendor for services provided. Vendors will be asked to identify a one-time fee for unanswered call attempts.

Time starting when the interpreter has connected the call with both State parties and time ends when the interpreter has been disconnected from both State parties.

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

- Date of Invoice
- Contract # GSS15602-LINGUIST
- Date of Service
- Language
- Interpreter Name and/or ID #
- # of Minutes (exact)
- # of Minutes (billed)
- # of unanswered call attempts

Each call must be listed as a separate line item.

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.

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.

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.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

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

Provide copies of all instructional materials that will be made available to assist end users in accessing the services.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 1

Contract No.: **GSS15602-LINGUIST**
Contract Title: **Interpretation & Translation Services**
Bid Package C – Foreign, Telephonic

IMMEDIATE 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.

	Describe how you company will ensure that linguists are providing a quick, courteous response with accurate interpretation and relaying of dialogue.

	Describe the method and/or protocol used to identify an LEP client's language.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

	Describe your company's current call-handling capabilities as well as its ability to accommodate an increase in the volume and duration of calls.

	Describe your company's Emergency Management Plan (EMP) to guarantee continuous service during a disaster or other catastrophes.

	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.

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

Attachment 1

Contract No.: **GSS15602-LINGUIST**
Contract Title: **Interpretation & Translation Services**
Bid Package C – Foreign, Telephonic

CONFERENCE 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.

	Are you submitting a proposal in response to Conference Call Interpretation as a Company or Independent Interpreter?
	<p>COMPANY:</p> <ul style="list-style-type: none">• For each language bid as part of this bid package please identify the number of interpreters you have in your linguist pool for this service.• There may be situations where a State client has additional questions upon completion of the conference call. Are you capable of handling calls coming in from State clients, looking to connect with the State Agency? If yes, how would this be accommodated? Tracked? Billed?
	<p>Independent Interpreter:</p> <ul style="list-style-type: none">• Which language(s) can you provide this service for?• Are you capable of handling calls coming in from State clients, looking to connect with a State Agency? If yes, how would this be accommodated? Tracked? Billed?

STATE OF DELAWARE
Office of Management and Budget
Government Support Services

	Describe how your company will ensure that linguists are providing a quick, courteous response with accurate interpretation and relaying of dialogue.

	Describe the method and/or protocol used to identify an LEP client's language.

	Describe your company's Emergency Management Plan (EMP) to guarantee continuous service during a disaster or other catastrophes.

	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.