



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

March 25, 2015

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT OFFICER II
302-857-4557

SUBJECT: **AWARD NOTICE**
CONTRACT NO. GSS15602-LINGUIST
Interpretation & Translation Services

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KEY CONTRACT INFORMATION

This contract has been multiple awarded. State Agencies should **review all** contract documents associated with the award prior to contacting any of the vendors. The award has been split into different sections and not all vendors are awarded all sections.

1. MANDATORY USE CONTRACT

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REF: Title 29, Chapter 6911(d) Delaware Code. Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

2. CONTRACT PERIOD

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Each contractor's contract shall be valid for a one (1) year period from April 1, 2015 through March 31, 2016. Each contract may be renewed for three (3) one (1) year periods through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

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3. VENDORS

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Vendor contact information can be found in the Pricing Spreadsheet associated with this contract award. Vendor are only permitted to provides under the section(s) they have been awarded.

<p>GSS15602-LINGUISTV01 Accurate Language Services 162 Ellis Street Haddonfield, NJ 08033 FSF: 0000197663 Foreign, On-Site Foreign, Written</p>	<p>GSS15602-LINGUISTV02 Alina’s Consulting & Environmental Services, LLC (ACES) 224 S. Dillwyn Road Newark, DE 19711 FSF: 0000020988 Foreign, On-Site Foreign, Telephonic Foreign, Written</p>	<p>GSS15602-LINGUISTV03 Ad Astra 8701 Georgia Avenue, Suite 702 Silver Spring, MD 20910 FSF: 0000246278 Foreign, On-Site Foreign, Written</p>
<p>GSS15602-LINGUISTV04 AllWorld Language Consultants, Inc. 172 Rollins Avenue Rockville, MD 20852-4005 FSF: 0000246685 Foreign, On-Site Foreign, Written</p>	<p>GSS15602-LINGUISTV05 Back to Basics Learning Dynamics, Inc. 6 Stone Hill Road Wilmington, DE 19803 FSF: 0000026792 Foreign, On-Site Foreign, Written</p>	<p>GSS15602-LINGUISTV06 Geneva Worldwide, Inc. 245 West 38th Street, 10th Floor New York, NY 10018 FSF: 0000197441 Foreign, Written</p>
<p>GSS15602-LINGUISTV07 Hola Delaware LLC 123 Rosemary Court Bear, DE 19701 FSF: 0000006997 Foreign, Written</p>	<p>GSS15602-LINGUISTV08 KTL Communications LLC 5055 Seminary Road, Unit 1220 Alexandria, VA 22311 FSF: 0000247319 Foreign, Written</p>	<p>GSS15602-LINGUISTV09 Linguistica International 8819 South Redwood Road, Suite D West Jordan, UT 84088 FSF: 0000247215 Foreign, Telephonic</p>
<p>GSS15602-LINGUISTV10 LTC Language Solutions 5750 Castle Creek Prkwy, Suite 487 Indianapolis, IN 46250 FSF: 0000162569 Foreign, On-Site Foreign, Telephonic Foreign, Written</p>	<p>GSS15602-LINGUISTV11 Para-Plus Translations, Inc. 2 Coleman Avenue Cherry Hill, NJ 08034 FSF: 0000015604 Foreign, On-Site Foreign, Written</p>	<p style="text-align: center;">REFER TO PRICING SPREADSHEET FOR SPECIFICS ON LANGAUGE(S) AWARDED.</p>

4. SHIPPING TERMS

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F.O.B. destination; freight pre-paid.

5. PRICING

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Prices will remain firm for the term of the contract year. See associated Pricing Spreadsheet for contract rates.

Due to the mandatory requirement that all interpreters/translators successfully complete a criminal background check prior to filling a service request the following stipulations have been included in the award.

Only those languages identified as having at least one interpreter/translator with a successfully completed background check will be included in the initial award. As additional languages become covered, the language will be added to the award. The quicker the background checks are completed the quicker your award will be updated online to include the additional languages.

The State reserves the right to spot check counts to ensure that the background checks have been completed successfully (by requesting documentation showing the background has been completed).

ADDITIONAL TERMS AND CONDITIONS

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6. BILLING

The successful vendor is required to **"Bill as Shipped" to the respective ordering agency(s).** Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

7. PAYMENT

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

8. PRODUCT SUBSTITUTION

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by Government Support Services to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

9. ORDERING PROCEDURE

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

10. PURCHASE ORDERS

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS15602-LINGUIST on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

11. HOLD HARMLESS

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

12. NON-PERFORMANCE

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

13. FORCE MAJEURE

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

14. AGENCY'S RESPONSIBILITIES

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.

- e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.

15. SERVICE REQUIREMENTS – GENERAL

For full Scope of Work, refer to the solicitation documents associated with this award.

a. Statement of Needs

The State is looking to award a contract covering a number of linguist services; including: On-Site Sign Language Interpretation, On-Site Foreign Interpretation, Telephone Based Foreign Interpretation, and Written Translation. This solicitation is broken into several “bid packages”. Each bid package represents a specific service. Vendors are not required to bid all packages nor all languages within the bid packages. Bid packages will outline service specific requirement as well as response requirements for the identified service.

Vendors can be considered for one or more bid packages but must show responsibility in each bid package in order to be considered. Award notification by email will identify parts awarded and any limitations. Services are restricted to only the specific parts and languages awarded. The vendor retains sole responsibility for ensuring services are provided only in the areas awarded. Any term negotiation after award must be initiated by Government Support Services.

b. Detailed Requirements

The detailed requirements outlined below are the general overview requirements applicable to each of the bid packages. Technical requirements for each service can be found in:

- Bid Package A: Sign Language
- Bid Package B: Foreign, On-Site
- Bid Package C: Foreign, Telephone
- Bid Package D: Foreign, Written

c. Definitions

Full-Day: A full-day assignment shall be a period of 8 or more hours. Vendor shall discuss full-day requests with requesting entity to determine how many interpreters are needed. A full-day assignment does not mean the interpreter will be providing services the entire length of time. Initial request will include direction on how lunch will be handled and will include a follow-up between the requesting agency contact and interpreter at the beginning of the scheduled appointment.

Half-Day: A half-day assignment shall be a period of 4+ hours. Vendor shall discuss half-day requests with requesting entity to determine how many interpreters are needed. A half-day assignment does not mean the interpreter will be providing services the entire length of time.

Long-Term: Five or more assignments (days, regardless of hours and not required to be consecutive) for any one Individual (State employee or client). Interpreters will not be permitted to work through lunch or charge time for a “working lunch”.

Supplemental Time: includes; but not limited to, calls required by the interpreter to schedule or confirm an on-site appointment with LEP (Limited English Proficiency) client, follow-up clarification calls between LEP client and Requesting Agency within 24-hours of on-site appointment, early pre-appointment time specified by the Requesting Agency.

Type of Notice, Routine: Routine requests will include service requests where the requesting agency is providing the vendor at least three (3) days notice. Vendor shall confirm receipt of each service request by email within one hour of its receipt. The vendor will obtain all 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 its receipt.

Type of Notice, Expedited: Expedited requests 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 its receipt. The vendor will obtain all 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 its receipt.

Type of Notice, 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, an interpreter will respond within two hours or as soon as possible, weather and distance permitting.

16. SERVICE REQUIREMENTS – FOREIGN, ON-SITE

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. 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:

- 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.

c. **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.

Exceptions: Accurate Language Services & Para-Plus Translations have a minimum billable time of two (2) hours.

d. **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

Award Notice

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onsite until the initial appointment has concluded. Breaks will be provided where appropriate during the initial appointment.

e. **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.

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.

f. **Cancellations**

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.

Exception: Accurate Language Services – Cancellations made before 12:00pm the day before the assignment will not be assessed a cancellation fee. Cancellations made after 12:00pm the day before will be billed for the two hour minimum.

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.

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.

g. **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.

17. SERVICE REQUIREMENTS – FOREIGN, TELEPHONIC

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) **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.

2) **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.
- 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) **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.

2) **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)
 - # of unanswered call attempts
- Each call must be listed as a separate line item.
- 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.

18. SERVICE REQUIREMENTS – FOREIGN, WRITTEN

Services shall include translation of documents, proofing, editing and output in the required format by technically qualified and experienced language specialists. Required fields of expertise includes, but are 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. The translator shall ensure that each translated document is consistent and maintains the accuracy of the original documents. The translated document shall be in an electronic format stipulated by the Using Agency. **Mass printing and/or mailings of translated documents is not included in this contract.**

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

a. Request for Service

Agencies will designate a contact person for each translation request. If there are any questions concerning the agency's meaning or intent of the source document, the contract vendor shall contact this person for determination prior to starting any work.

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.

Prior to submitted documents to the contract vendor for translation, the requesting agency shall:

Thoroughly review English materials, to assess whether information is well written, clear, and accurate, and using simple language that is easily translatable.
If appropriate, verify accuracy of information with subject matter experts.

Request for Quote

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.

Price estimates are to be broken down and include the following:

- Word count of source document
- Translation cost at per word rate
- Proofreading cost at hourly rate
- Authentication cost at hourly rate; if requested
- Desktop publishing cost at hourly rate; if requested

Quotes that contain hourly rates are to show the estimated # of hours to complete the requested task. Should the # of hours exceed the quote amount by more than 10% the vendor must get approval from requesting agency prior to completing the task.

Translation requests are to include at a minimum the following information:

- Contract Number
- Agency information
- Agency/Department/Budget Code Number
- Point of Contact (Name, Phone, Email)
- Billing Information
- Target Language and Target Audience
- Design, Format requirements
- Authentication
- Desktop Publishing

Prior to starting any translation work, the contract vendor must also do the following:

- Review the text
- Identify key terms and concepts that require clarification.
- Meet with the agency's contact person to discuss these terms and concepts, as well as the target audience, key objectives and channels for document dissemination.
- Develop a working glossary of these terms and concepts for each language in question and/or use an agency-approved glossary, if available.
- Use these terms and concepts consistently throughout the translated document.
- Keep the working glossary for future use if agency approved glossary is unavailable.
- If warranted, propose changes to the agency-approved glossaries for the purposes of updating, expanding and correcting terminology.

The reading/comprehension level of the translations must be comparable to that of the English version. As various State agencies may have different requirements, individual agency requests will establish the reading/comprehension level for the documents being requested.

b. **Turnaround Time**

For Source documents which would require 20 or fewer pages of Target Language translation, the translation shall be completed within 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 2 week, plus 1 additional day for each additional 10 pages.

19. TELEPHONE BASED INTERPRETATION, HOW TO USE INSTRUCTIONS

Below you will find instructions on how to set up your initial account(s) with the respective vendors. An account can be set up by Department with sub-accounts for each division or section or each division or section can be responsible for setting up their own account.

a. Alina's Consulting & Environmental Services, LLC (ACES)

ACES

Information needed to set up Phone Interpretation

1. Call 214 256 9222 ext 8384 ask for Ed Cavazos
2. Provide Name of organization
3. Billing address
4. Contact Name
5. Email Address
6. Phone Number
7. Any Information to be collected at the time of the call to appear on invoice reports

Information provided to user when account is active for interpretation use

1. 800 number will be provided
2. Account ID number will be provided
3. Call script will be provided
4. Contact information for customer service

Connecting to an Interpreter

- **Dial a "9"** for an outside phone line (if applicable) or Press Conference Hold to place the Non-English Speaker on Hold
- **Dial the assigned dedicated toll free number 888-558-7648**
- **The operator will ask you the following at the time of the call**
- **Access code (to be provided after the set up call)**
- **Information to be collected at the time of the call (TBD)**
- **What language do you need**
- **You will be connected to your interpreter**

(Set the stage with the interpreter as to what you would like to ask or say to the non-English person.)

- **Proceed with the conversation by talking with the Limited English Proficiency Client directly (i.e., always in the first person – for example, "How are you feeling today?") and "pretend the Interpreter does not exist" as they are merely an extension of your voice.**
- **When finished with the need for an Interpreter:**
 - 1. Announce "End of Call" to the interpreter**
 - 2. Thank the Interpreter**
 - 3. Hang Up**

ACES

Hints on Most Effectively Utilizing an Interpreter:

- When you are first connected with the Interpreter, briefly let them know who you are and why you need them. For example, "Hi, I'm a counselor at Children's Cabinet and I need to ask a non-English speaking child a few questions to determine how to help them."
- Let the Interpreter know, should this be the case, that a Speakerphone is being used, and that both of you can hear the interpreter at the same time (this will alert the Interpreter that there is no time delay needed as if you were handing a single handset phone back and forth between you). **May not apply to your situation.**
- If there are other people (such as family) in the room, ask them not to speak unless they are directly addressed (as random voices will make the Interpreter's job more difficult and will elongate the call which will thus make it more expensive). You may have to have the Interpreter repeat this request in the family's language.
- Always talk to the limited English proficiency (LEP) person in the first person, i.e. "Bruce, how are you feeling today" and never ask the Interpreter to ask the patient a question", i.e. "Interpreter, please ask Bruce how he is feeling today." This will make for a smoother conversation that flows more easily and also shortens the call - which helps save money.
- The Interpreter's job is solely to take what you say in English and turn it into as close to word-for-word as possible in the Target Language and then take what the LEP person says and turn that as closely as possible into English. They will never add or delete anything and will not express opinions or advice – they are simply an extension of your voice. If the LEP person says they don't understand – that's what the Interpreter will tell you.
- If you need to have several short conversations with a LEP person over an extended time, get an interpreter for each segment and don't keep the original interpreter on the line when you don't need to directly interface with the LEP person - but merely call for a new interpreter whenever you need to converse with the LEP person – **YOU DO NOT NEED THE SAME INTERPRETER** – for the interpreter does not need to know what was discussed in prior conversations.

b. Linguistica International



State of Delaware
Telephonic Interpreter Access Instructions:



Linguistica
INTERNATIONAL
SUSTAINABLE LANGUAGE SERVICES

1. Call **(866) 908-5744**
If you need a Spanish interpreter you will be connected immediately by pressing “2” when prompted. If you need any other language press “0” or stay on the line.
2. Provide your account number.
3. Hold as our operator connects you to your interpreter.
4. Conference in the non-English speaker (if you don’t have conferencing capability tell our coordinator and he or she will conference you with all parties).
5. Begin conversation.

www.linguisticainternational.com



c. LTC Language Solutions



888.456.1626
www.languagecenter.com

HOW TO USE INSTRUCTIONS

Below you will find instructions on how to set up your initial account(s) with the respective vendors. An account can be set up by Department with PIN(s) for each division or section or each division or section can be responsible for setting up their own account and PIN(s).

LTC Language Solutions

POC Information: Hannah Perkey
PH: 888-456-1626 (Office), 317-997-3010 (Cell) FX: 317-578-1673
Email: hperkey@languagecenter.com

Setting up an account:

- To get set up with an account and PIN(s), please call LTC at 888-456-1626 and ask to speak to a phone interpreting account specialist. Be prepared to provide the number of PINs required and an email address for any invoices to be sent.
- Once the account has been set up, you will receive an email containing the toll-free number for you to call. An account number linked to your company will be sent to you. You will also receive a pin number, which you can set up for each department within your company. Directions along with a language code sheet will be sent as well. A separate welcome packet will be sent to you by mail.

Use of contract:

You Receive/Make a Call From/To a Limited English Speaker

- Use the conference hold feature if the client is on the phone
- Dial the toll-free number
- An automated voice will prompt you for the following information:
 - Account Number
 - PIN Number
 - Language or Language Code
- You will be placed on hold briefly, and connected to an interpreter in less than 20 seconds.
- When the interpreter comes on the line, give the interpreter a brief explanation of the call.
- For 3rd party added calls: If you need the interpreter to connect to a client (or other parties), give the interpreter the name(s) and telephone number(s) of the person(s) you would like added to the call.

You Are Face-to-Face With a Limited English Speaker

- Use the conference hold feature if the client is on the phone
- Dial the toll-free number
- An automated voice will prompt you for the following information:
 - Account Number
 - PIN Number
 - Language or Language Code
- You will be placed on hold briefly, and connected to an interpreter in less than 20 seconds.
- When the interpreter comes on the line, give the interpreter a brief explanation of the call.

Official Language Service Provider for the 

5750 Castle Creek Parkway Suite 487 Indianapolis, Indiana 46250





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How to Request a Phone Interpreter

1. Dial 866-998-0338
2. Enter your account number:
3. Enter your PIN number:
4. Please say the language you need or enter the three digit language code
5. Hold temporarily as we connect you to an interpreter
6. When the interpreter comes on the line, give the interpreter a brief explanation of the call.

Phone Interpreter Training & Qualifications

Phone interpreter candidates must pass:

- 1) A comprehensive bilingual language assessment
- 2) An in-depth screening interview
- 3) A three-step interpreter qualification test

Language Proficiency

Interpreter language assessment was developed by industry experts and it is based on the Interagency Language Roundtable (ILR) scale. Interpreters must score the equivalent of at least a "3-Professional Working Proficiency" on the ILR scale. Interpreter language assessment scores are kept on file.

Extensive Interpreter Training

Interpreters receive 120 hours of training before taking calls: two to three times the industry average. Training is delivered in class and is instructor-led, as opposed to online, over-the-phone, or not at all. Training includes industry specific terminology for medical appointments and emergencies.

Screening and Background Checks

As part of the interpreting services hiring process, phone interpreters also pass multiple background checks. All interpreters are processed through monthly OIG/GSA exclusion testing and E-Verify. Other checks include: County Criminal Checks, Social Security Number Trace (Address History Search), and the Sex Offender Registry.

Comprehensive Quality Monitoring Program

Interpreters are held to the highest standards. Quality monitoring is performed 16 times per month for interpreters with less than 90 days of service, and 12 times per month for all others. Depending on the outcome of the assessments, interpreters may receive awards, coaching, retraining, or other corrective actions.

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