# Interpretation & Translation Services

## Informational Guide for GSS15602-LINGUIST & GSS15602B-LINGUIST covering the period of April 1, 2015 thru March 31, 2016

4/20/2015
Office of Management and Budget, Government Support Services
Courtney McCarty, State Contract Procurement Officer II

**ADDENDUM HISTORY:**

- Addendum #1: Sign Language Services has been awarded, effective May 1, 2015. Updates languages for all vendors, effective 04/20/15.
- Addendum #2: Updates the POC information for AllWorld Language Consultants and Back to Basics Learning Dynamics. (06/10/15)
- Addendum #3: Monthly update of language offerings for all vendors. (06/17/15)
- Addendum #4: Monthly update of language offerings for all vendors. (10/13/15)
- Addendum #5: Updates the contact information for AllWorld Language Consultants. (10/29/15)
- Addendum #6: Updates the contact information for multiple vendors. (11/17/15)

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## Overview

This informational guide provides end users with a one stop view of the contract award covering the following services:

- Foreign Language, On-Site Interpretation
- Foreign Language, Telephone Based Interpretation
- Foreign Language, Written Translation
- Sign Language, On-Site Interpretation

Award covers the initial period of April 1, 2015 thru March 31, 2016. Please note, this award does include a slight overlap in coverage.

- GSS14602-TRANSLAT_OSW, which covers all services, except Telephone Based Interpretation, expires April 30, 2015. In the case where a vendor awarded a service on GSS14602-TRANSLAT_OSW is awarded the same service on the new contract award the new contract award terms and conditions apply to all service requests received after April 1, 2015.
- GSS11627INTERPRETER, covering Telephone Based Interpretation, expires June 30, 2015. Agencies with accounts set up with vendors under this award will need to transition services over to the new award no later than June 30, 2015.

The new 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 services and not all vendors are awarded all services/languages.

- Specifics regarding who has been awarded what can be found: (1) in the Award Notice, (2) Vendor Information tab of the Pricing Spreadsheet file associated with the award, & (3) this Informational Guide.

Vendors are only permitted to provide services/languages for which they have been awarded.

Core Languages, by services, are as follows:

| | |
|---|---|
| **Foreign Language, On-Site** | Arabic, Bengali, Cantonese, Creole, French, Haitian, Haitian/Creole, Hindi, Italian, Korean, Mandarin, Nepali, Portuguese, Punjabi, Russian, Spanish, Swahili, Tamil, Teluga, Turkish, Urdu, Vietnamese |
| **Foreign Language, Telephonic** | Arabic, Bengali, Burmese, Cambodian, Cantonese, Chinese, Creole, Egyptian Arabic, Farsi, French, French Creole, German, Gujarati, Haitian Creole, Hindi, Hmong, Mandarin, Polish, Portuguese, Punjabi, Russian, Spanish, Swahili, Tagalog, Teluga, Turkish, Twi, Urdu, Vietnamese |
| **Foreign Language, Written** | Arabic, Brazilian Portuguese, Chinese, Dutch, French, German, Hebrew, Japanese, Korean, Mandarin, Portuguese, Spanish, Turkish, Urdu, Vietnamese |

**Contract Links:**
GSS15602-LINGUIST, covering Foreign Languages:
http://contracts.delaware.gov/contracts_detail.asp?i=2771
GSS15602B-LINGUIST, covering Sign Language:
http://contracts.delaware.gov/contracts_detail.asp?i=2935

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## Quick Glance – All Services, by Vendor

| Vendor Name | Contact Info | Sign Lang. | On-Site | Telephone | Written | Language(s) | Note |
|---|---|---|---|---|---|---|---|
| **Accurate Language Services**<br>**FSF #:**<br>**Contract #:** | Victoria Ewing<br>PH: 856-795-8380<br>PH: 302-648-2587<br>EMERGENCY: 856-625-7894<br>EM: EMAIL | | X | | X | Vendor Page | *On-Site: Exception to minimum billable. 2-hour minimum.* |
| **Alina's Consulting & Environmental Services, LLC (ACES)** | Alina Salvat<br>PH: 302-454-5887<br>EMERGENCY: SAME<br>EM: EMAIL | | X | X | X | Vendor Page | |
| **AdAstra** | Lena Petrova-Toolsie<br>PH: 301-408-4242<br>EMERGENCY: 202-302-3379<br>EM: EMAIL | | X | | X | Vendor Page | |
| **AllWorld Language Consultants, Inc** | Erin Douse<br>PH: 301-881-8884, ext. 1210<br>EMERGENCY: 301-185-6518<br>EM: EMAIL | X | X | | X | Vendor Page | |
| **American Sign Language, Inc.** | David Jondreau<br>PH: 855-634-2754<br>EMERGENCY: SAME<br>EM: EMAIL | X | | | | Vendor Page | |
| **Back to Basics Learning Dynamics, Inc** | Brenda Ortiz<br>PH: 302-594-0754<br>EMERGENCY: 302-740-6757<br>EM: EMAIL | | X | | X | Vendor Page | |

| Vendor Name | Contact Info | Sign Lang. | On-Site | Telephone | Written | Language(s) | Note |
|---|---|---|---|---|---|---|---|
| **Geneva Worldwide, Inc.** | Laura DeSilva<br>PH: 212-255-8400, ext. 166<br>EMERGENCY: SAME<br>EM: EMAIL | | | | X | Vendor Page | |
| **Hola Delaware LLC** | Marianelly Vera<br>PH: 302-588-9584<br>EMERGENCY: 302-832-3620<br>EM: EMAIL | | | | X | Vendor Page | Spanish Only |
| **KTL Communications LLC** | Amir Khan<br>PH: 703-662-0465<br>EMERGENCY: SAME<br>EM: EMAIL | | | | X | Vendor Page | |
| **Linguistica International** | Sabrina Morales<br>PH: 801-617-1956<br>EMERGENCY: 801-262-4550<br>EM: EMAIL | | | X | | Vendor Page | |
| **LTC Language Solutions** | John Ehrgott<br>PH: 202-256-1941<br>EMERGENCY: SAME<br>EM: EMAIL | | X | X | X | Vendor Page | |
| **Para-Plus Translation, Inc.** | Robert Santiago III<br>PH: 856-547-3695<br>EMERGENCY: 302-468-4377<br>EM: EMAIL | | X | | X | Vendor Page | *On-Site: Exception to minimum billable. 2-hour minimum.* |

## Quick Glance, All Services – by Language

| LANGUAGE | ON-SITE | TELEPHONE | WRITTEN |
|---|---|---|---|
| Albanian | Accurate | | Accurate<br>LTC |
| Arabic | Accurate<br>ACES<br>AdAstra<br>Back2Basics<br>LTC<br>Para-Plus | ACES<br>Linguistica<br>LTC | Accurate<br>ACES<br>AdAstra<br>Back2Basics<br>KTL<br>LTC<br>Para-Plus |
| Armenian | Accurate | | Accurate |
| Bahasa | AdAstra | | |
| Bambara | AdAstra<br>Para-Plus | | |
| Bangla (Bengali) | Back2Basics | | |
| Bengali | Accurate<br>AdAstra<br>Para-Plus | LTC | Accurate |
| Bosnian | | | LTC |
| Bulgarian | ACES | | ACES |
| Burmese | | LTC | LTC |
| Cambodian | | LTC | |
| Cantonese | Accurate<br>AdAstra<br>LTC<br>Para-Plus | LTC | Accurate |
| Chinese | Accurate | LTC | Accurate<br>KTL<br>LTC<br>Para-Plus |
| Congolese French | Para-Plus | | |
| Creole | Accurate<br>AdAstra<br>AllWorld<br>Para-Plus | LTC | Accurate<br>AllWorld<br>Back2Basics<br>LTC |
| Croatian | | | LTC |
| Czech | | | Geneva |
| Dari | Accurate<br>Para-Plus | | Accurate |
| Egyptian Arabic | | LTC | |
| Farsi | Accurate | LTC | Accurate<br>LTC |

| LANGUAGE | ON-SITE | TELEPHONE | WRITTEN |
|---|---|---|---|
| French | Accurate<br>AdAstra<br>AllWorld<br>Back2Basics<br>Para-Plus | LTC | Accurate<br>AllWorld<br>Back2Basics<br>KTL<br>LTC<br>Para-Plus |
| French Creole | Accurate | LTC | |
| Ga | LTC | | |
| German | Accurate<br>AllWorld | LTC | Accurate<br>AllWorld<br>Geneva<br>LTC |
| Greek | AdAstra | | LTC |
| Gujarati | Accurate<br>Back2Basics<br>Para-Plus | LTC | Accurate |
| Haitian | AdAstra<br>AllWorld<br>Para-Plus | | AllWorld |
| Haitian/Creole | Accurate<br>AdAstra<br>AllWorld<br>Back2Basics<br>Para-Plus | LTC | AllWorld |
| Hebrew | Accurate | | Accurate<br>LTC |
| Hindi | Accurate<br>AdAstra<br>Back2Basics<br>Para-Plus | | Accurate<br>Back2Basics<br>LTC |
| Hmong | | LTC | |
| Indonesian | Para-Plus | | |
| Italian | Accurate<br>AdAstra<br>Para-Plus | | Accurate<br>ACES<br>Back2Basics<br>Geneva<br>LTC |
| Japanese | | | LTC |
| Korean | Accurate<br>AdAstra<br>Back2Basics<br>Para-Plus | Linguistica | Accurate<br>ACES<br>Back2Basics<br>Geneva<br>LTC |
| Laotian | Accurate | | |
| Malinke | Para-Plus | | |

| LANGUAGE | ON-SITE | TELEPHONE | WRITTEN |
|---|---|---|---|
| Mandarin | Accurate<br>AdAstra<br>Back2Basics<br>Para-Plus | LTC | Accurate<br>KTL<br>LTC |
| Mandingo | Para-Plus | | |
| Moldavian | Accurate | | Accurate |
| Nepali | AdAstra | | LTC |
| Pashto | | | KTL |
| Polish | Para-Plus | LTC | Back2Basics<br>Geneva<br>LTC |
| Portuguese | AdAstra<br>Back2Basics<br>Para-Plus | LTC | Back2Basics<br>KTL<br>LTC<br>Para-Plus |
| Punjabi | Accurate<br>ACES<br>AdAstra<br>Para-Plus | ACES<br>LTC | Accurate<br>ACES<br>KTL<br>LTC |
| Romanian | Accurate | | Accurate |
| Russian | Accurate<br>AdAstra<br>Back2Basics<br>Para-Plus | LTC | Accurate<br>ACES<br>Back2Basics<br>Geneva<br>LTC |
| Serbo-croatian | | | LTC |
| Sindhi | ACES | | ACES |
| Slovenian (Slovene) | | | Geneva |
| Somali | | | LTC |
| Spanish | Accurate<br>ACES<br>AdAstra<br>AllWorld<br>Back2Basics<br>LTC<br>Para-Plus | Linguistica<br>LTC | Accurate<br>AdAstra<br>AllWorld<br>Back2Basics<br>Geneva<br>Hola<br>KTL<br>LTC<br>Para-Plus |
| Swahili | AdAstra | LTC | LTC |
| Tagalog | Accurate<br>LTC | LTC | LTC |
| Tamil | AdAstra | | LTC |
| Teluga | ACES | LTC | LTC |
| Thai | Accurate | | |

| LANGUAGE | ON-SITE | TELEPHONE | WRITTEN |
|---|---|---|---|
| Turkish | Accurate<br>AdAstra<br>AllWorld<br>Back2Basics<br>Para-Plus | Linguistica<br>LTC | Accurate<br>Back2Basics<br>KTL<br>LTC<br>Para-Plus |
| Twi | LTC | LTC | |
| Ukranian | | | Geneva |
| Urdu | Accurate<br>ACES<br>AdAstra<br>Back2Basics<br>Para-Plus | ACES | Accurate<br>ACES<br>KTL<br>LTC<br>Para-Plus |
| Vietnamese | AdAstra<br>Back2Basics<br>Para-Plus | LTC | Accurate<br>LTC<br>Para-Plus |
| Yoruba | Accurate | | Accurate<br>AllWorld |

## Foreign Language, On-Site Interpretation

**Awarded Vendors**: Refer to table below. For additional information on the vendors, click the vendor name to go directly to the vendor page in this Award Matrix.

| | |
|---|---|
| **Accurate Language Services**<br><br>**Languages**: Vendor Page<br>**Exceptions**: Minimum billable time is 2-hours. Cancellation modification (refer to Vendor page). | **Alina's Consulting & Environmental Services, LLC (ACES)**<br><br>**Languages**: Vendor Page |
| **AdAstra**<br><br>**Languages**: Vendor Page | **AllWorld Language Consultants, Inc.**<br><br>**Languages**: Vendor Page |
| **Back to Basics Learning Dynamics, Inc.**<br><br>**Languages**: Vendor Page | **LTC Language Solutions**<br><br>**Languages**: Vendor Page |
| **Para-Plus Translations, Inc.**<br><br>**Languages**: Vendor Page<br>**Exceptions**: Minimum billable time is 2-hours. | **CORE LANGUAGES:**<br>Arabic, Bengali, Cantonese, Creole, French, Haitian, Haitian/Creole, Hindi, Italian, Korean, Mandarin, Nepali, Portuguese, Punjabi, Russian, Spanish, Swahili, Tamil, Teluga, Turkish, Urdu, Vietnamese |

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## Foreign Language, Telephonic Interpretation

**Awarded Vendors**: Refer to table below. For additional information on the vendors, including setting up accounts and utilizing service, click the vendor name to go directly to the vendor page in this Award Matrix.

| | |
|---|---|
| **Alina's Consulting & Environmental Services, LLC (ACES)**<br><br>**Languages**: Vendor Page | **Linguistica International**<br><br>**Languages**: Vendor Page |
| **LTC Language Solutions**<br><br>**Languages**: Vendor Page | **CORE LANGUAGES:**<br>Arabic, Bengali, Burmese, Cambodian, Cantonese, Chinese, Creole, Egyptian Arabic, Farsi, French, French Creole, German, Gujarati, Haitian Creole, Hindi, Hmong, Mandarin, Polish, Portuguese, Punjabi, Russian, Spanish, Swahili, Tagalog, Teluga, Turkish, Twi, Urdu, Vietnamese |

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## Foreign Language, Written Translation

**Awarded Vendors**: Refer to table below. For additional information on the vendors, click the vendor name to go directly to the vendor page in this Award Matrix.

| | | |
|---|---|---|
| **Accurate Language Services**<br><br>**Languages**: Vendor Page | **Alina's Consulting & Environmental Services, LLC (ACES)**<br><br>**Languages**: Vendor Page | **AdAstra**<br><br>**Languages**: Vendor Page |
| **AllWorld Language Consultants, Inc.**<br><br>**Languages**: Vendor Page | **Back to Basics Learning Dynamics**<br><br>**Languages**: Vendor Page | **Geneva Worldwide**<br><br>**Languages**: Vendor Page |
| **Hola Delaware**<br><br>**Languages**: Spanish ONLY | **KTL Communications LLC**<br><br>**Languages**: Vendor Page | **LTC Language Solutions**<br><br>**Languages**: Vendor Page |
| **Para-Plus Translations, Inc.**<br><br>**Languages**: Vendor Page | | **CORE LANGUAGES:**<br>Arabic, Brazilian Portuguese, Chinese, Dutch, French, German, Hebrew, Japanese, Korean, Mandarin, Portuguese, Spanish, Turkish, Urdu, Vietnamese |

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## Sign Language, On-Site Interpretation

**Awarded Vendors**: Refer to table below. For additional information on the vendors, click the vendor name to go directly to the vendor page in this Award Matrix. Award effective May 1, 2015 through March 31, 2016.

| | | |
|---|---|---|
| **AllWorld Language Consultants, Inc.** | **American Sign Language, Inc.** | |

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## Accurate Language Services

### Service(s) Awarded:

- Foreign Language, On-Site Interpretation
- Foreign Language, Written Translation

### Service Area:

- Statewide Coverage

### Account Manager:

- Victoria Ewing
  PH: 856-795-8380 /or/ 302-648-2587
  EM: Victoria@accuratelanguageservices.com

### Service(s) Awarded Specifics:

- Foreign Language, On-Site Interpretation
  - Core Language: see table below
  - Non-Core: Albanian, Armenian, Chinese, Dari, Farsi, German, Gujarati, Hebrew, Loatian, Moldavian, Romanian, Tagalog, Thai, Yoruba
  - Exceptions: Minimum billable time is 2-hours. Cancellation made after 12:00pm the day before will be billed for the two hour minimum.
- Foreign Language, Written Translation
  - Core Language: see table below
  - Non-Core: Albanian, Armenian, Bangla (Bengali), Cantonese, Creole, Dari, Farsi, Gujarati, Hindi, Italian, Moldavian, Punjabi, Romanian, Russian, Tagalog, Yoruba

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, On-Site** | Arabic, Bengali, Cantonese, Creole, French, Haitian, Haitian/Creole, Hindi, Italian, Korean, Mandarin, ~~Nepali, Portuguese~~, Punjabi, Russian, Spanish, ~~Swahili~~, ~~Tamil~~, ~~Teluga~~, Turkish, Urdu, ~~Vietnamese~~ |
| **Foreign Language, Written** | Arabic, ~~Brazilian Portuguese~~, Chinese, ~~Dutch~~, French, German, Hebrew, ~~Japanese~~, Korean, Mandarin, ~~Portuguese~~, Spanish, Turkish, Urdu, Vietnamese |

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

### Service(s) Awarded:

- Foreign Language, On-Site Interpretation
- Foreign Language, Telephonic
- Foreign Language, Written Translation

### Service Area:

- Statewide Coverage

### Account Manager:

- Alina Salvat
  PH: 302-454-5887
  EM: ACESlinguists@verizon.net

### Service(s) Awarded Specifics:

- Foreign Language, On-Site Interpretation
  - Core Language: refer to table below
  - Non-Core: Bulgarian, Sindhi
- Foreign Language, Telephonic
  - Core Language: refer to table below
  - Non-Core: n/a
  - How to Instructions: Account Set up and usage
- Foreign Language, Written Translation
  - Core Language: refer to table below
  - Non-Core: Bulgarian, Italian, Punjabi, Russian, Sindhi,

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, On-Site** | Arabic, ~~Bengali~~, ~~Cantonese~~, ~~Creole~~, ~~French~~, ~~Haitian~~, ~~Haitian/Creole~~, ~~Hindi~~, ~~Italian~~, ~~Korean~~, ~~Mandarin~~, ~~Nepali~~, ~~Portuguese~~, Punjabi, ~~Russian~~, Spanish, ~~Swahili~~, ~~Tamil~~, Teluga, ~~Turkish~~, Urdu, ~~Vietnamese~~ |
| **Foreign Language, Telephonic** | Arabic, ~~Bengali~~, ~~Burmese~~, ~~Cambodian~~, ~~Cantonese~~, ~~Chinese~~, ~~Creole~~, ~~Egyptian Arabic~~, ~~Farsi~~, ~~French~~, ~~French Creole~~, ~~German~~, ~~Gujarati~~, ~~Haitian Creole~~, ~~Hindi~~, ~~Hmong~~, ~~Mandarin~~, ~~Polish~~, ~~Portuguese~~, Punjabi, ~~Russian~~, ~~Spanish~~, ~~Swahili~~, ~~Tagalog~~, ~~Teluga~~, ~~Turkish~~, ~~Twi~~, Urdu, ~~Vietnamese~~ |
| **Foreign Language, Written** | Arabic, ~~Brazilian Portuguese~~, ~~Chinese~~, ~~Dutch~~, ~~French~~, ~~German~~, ~~Hebrew~~, ~~Japanese~~, Korean, ~~Mandarin~~, ~~Portuguese~~, ~~Spanish~~, ~~Turkish~~, Urdu, ~~Vietnamese~~ |

## AdAstra

### Service(s) Awarded:

- Foreign Language, On-Site Interpretation
- Foreign Language, Written Translation

### Service Area:

- Statewide Coverage

### Account Manager:

- Lena Petrova-Toolsie
  PH: 301-408-4242
  EM: lena@ad-astrainc.com or interpreting@ad-astrainc.com

### Service(s) Awarded Specifics:

- Foreign Language, On-Site Interpretation
  - Core Language: refer to table below
  - Non-Core: Bahasa, Bambara, Greek, Mandingo, Romanian
- Foreign Language, Written Translation
  - Core Language: refer to table below
  - Non-Core: n/a

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, On-Site** | Arabic, Bengali, Cantonese, Creole, French, Haitian, Haitian/Creole, Hindi, Italian, Korean, Mandarin, Nepali, Portuguese, Punjabi, Russian, Spanish, Swahili, Tamil, ~~Teluga~~, Turkish, Urdu, Vietnamese |
| **Foreign Language, Written** | Arabic, ~~Brazilian Portuguese~~, ~~Chinese~~, ~~Dutch~~, ~~French~~, ~~German~~, ~~Hebrew~~, ~~Japanese~~, ~~Korean~~, ~~Mandarin~~, ~~Portuguese~~, Spanish, ~~Turkish~~, ~~Urdu~~, ~~Vietnamese~~ |

## AllWorld Language Consultants, Inc.

### Service(s) Awarded:

- Foreign Language, On-Site Interpretation
- Foreign Language, Written Translation
- Sign Language, On-Site Interpretation

### Service Area:

- Statewide Coverage

### Account Manager:

- Erin Douse
  PH: 301-881-8884, ext. 1210
  EM: edouse@alcinc.com

### Service(s) Awarded Specifics:

- Foreign Language, On-Site Interpretation
  - Core Language: refer to table below
  - Non-Core: German
- Foreign Language, Written Translation
  - Core Language: refer to table below
  - Non-Core: Creole, Yoruba

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, On-Site** | ~~Arabic~~, ~~Bengali~~, ~~Cantonese~~, Creole, French, Haitian, Haitian/Creole, ~~Hindi~~, ~~Italian~~, ~~Korean~~, ~~Mandarin~~, ~~Nepali~~, ~~Portuguese~~, ~~Punjabi~~, ~~Russian~~, Spanish, ~~Swahili~~, ~~Tamil~~, ~~Teluga~~, Turkish, ~~Urdu~~, ~~Vietnamese~~ |
| **Foreign Language, Written** | Arabic, Brazilian Portuguese, Chinese, Dutch, French, German, Hebrew, Japanese, Korean, Mandarin, Portuguese, Spanish, Turkish, Urdu, Vietnamese |

## American Sign Language, Inc.

### Service(s) Awarded:

- Sign Language, On-Site Interpretation

### Service Area:

- Statewide Coverage

### Account Manager:

- David Jondreau
  PH: 855-634-2754
  EM: office@asli.com

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## Back to Basics Learning Dynamics, Inc.

### Service(s) Awarded:

- Foreign Language, On-Site Interpretation
- Foreign Language, Written Translation

### Service Area:

- Statewide Coverage

### Account Manager:

- Brenda Ortiz
  PH: 302-594-0754
  EM: brenda@backtobasicslearning.com

### Service(s) Awarded Specifics:

- Foreign Language, On-Site Interpretation
  - Core Language: refer to table below
  - Non-Core: Gujarati
- Foreign Language, Written Translation
  - Core Language: refer to table below
  - Non-Core: Creole, Hindi, Italian, Polish, Russian

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, On-Site** | Arabic, Bengali, ~~Cantonese~~, ~~Creole~~, French, ~~Haitian~~, Haitian/Creole, Hindi, ~~Italian~~, Korean, Mandarin, ~~Nepali~~, Portuguese, ~~Punjabi~~, Russian, Spanish, ~~Swahili~~, ~~Tamil~~, ~~Teluga~~, Turkish, Urdu, Vietnamese |
| **Foreign Language, Written** | Arabic, ~~Brazilian Portuguese~~, ~~Chinese~~, ~~Dutch~~, French, ~~German~~, ~~Hebrew~~, ~~Japanese~~, Korean, ~~Mandarin~~, Portuguese, Spanish, Turkish, ~~Urdu~~, ~~Vietnamese~~ |

## Geneva Worldwide, Inc.

### Service(s) Awarded:

- Foreign Language, Written Translation

### Service Area:

- Statewide Coverage

### Account Manager:

- Laura DeSilva
  PH: 212-255-8400, ext. 166
  EM: ldesilva@genevaworldwide.com

### Service(s) Awarded Specifics:

- Foreign Language, Written Translation
  - Core Language: refer to table below
  - Non-Core: Czech, Italian, Polish, Russian, Slovenian, Ukranian

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, Written** | Arabic, Brazilian Portuguese, Chinese, Dutch, French, German, Hebrew, Japanese, Korean, Mandarin, Portuguese, Spanish, Turkish, Urdu, Vietnamese |

## Hola Delaware LLC

### Service(s) Awarded:

- Foreign Language, Written Translation

### Service Area:

- Statewide Coverage

### Account Manager:

- Marianelly Vera
  PH: 302-588-9584
  EM: manellyvera@yahoo.com

### Service(s) Awarded Specifics:

- Foreign Language, Written Translation
  - Core Language: Spanish ONLY
  - Non-Core: n/a

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, Written** | ~~Arabic~~, ~~Brazilian Portuguese~~, ~~Chinese~~, ~~Dutch~~, ~~French~~, ~~German~~, ~~Hebrew~~, ~~Japanese~~, ~~Korean~~, ~~Mandarin~~, ~~Portuguese~~, Spanish, ~~Turkish~~, ~~Urdu~~, ~~Vietnamese~~ |

## KTL Communications LLC

### Service(s) Awarded:

- Foreign Language, Written Translation

### Service Area:

- Statewide Coverage

### Account Manager:

- Amir Khan
  PH: 703-662-0465
  EM: amir@ktl-communications.com

### Service(s) Awarded Specifics:

- Foreign Language, Written Translation
  - Core Language: refer to table below
  - Non-Core: Pashto, Punjabi

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, Written** | Arabic, ~~Brazilian Portuguese~~, Chinese, ~~Dutch~~, French, ~~German~~, ~~Hebrew~~, ~~Japanese~~, ~~Korean~~, Mandarin, Portuguese, Spanish, Turkish, Urdu, Vietnamese |

## Linguistica International

### Service(s) Awarded:

- Foreign Language, Telephonic

### Service Area:

- Statewide Coverage

### Account Manager:

- Sabrina Morales
  PH: 801-617-1956
  EM: smorales@linguisticainternational.com

### Service(s) Awarded Specifics:

- Foreign Language, Telephonic
  - Core Language: refer to table below
  - Non-Core: Korean
  - How to Instructions: Account Set up and usage

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, Telephonic** | Arabic, Bengali, Burmese, Cambodian, Cantonese, Chinese, Creole, Egyptian Arabic, Farsi, French, French Creole, German, Gujarati, Haitian Creole, Hindi, Hmong, Mandarin, Polish, Portuguese, Punjabi, Russian, Spanish, Swahili, Tagalog, Teluga, Turkish, Twi, Urdu, Vietnamese |

## LTC Language Solutions

### Service(s) Awarded:

- Foreign Language, On-Site Interpretation
- Foreign Language, Telephonic
- Foreign Language, Written Translation

### Service Area:

- Statewide Coverage

### Account Manager:

- Josh Ehrgott
  PH: 202-256-1941
  EM: jehrgott@ltcls.com

### Service(s) Awarded Specifics:

- Foreign Language, On-Site Interpretation
  - Core Language: refer to table below
  - Non-Core: Ga, Tagalog, Twi
- Foreign Language, Telephonic
  - Core Language: refer to table below
  - Non-Core: n/a
  - How to Instructions: Account Set up and usage
- Foreign Language, Written Translation
  - Core Language: refer to table below
  - Non-Core: Albanian, Bosnian, Burmese, Creole, Croatian, Farsi, Greek, Hindi, Italian, Japanese, Nepali, Polish, Punjabi, Russian, Serbian, Somali, Swahili, Tagalog, Tamil, Telegu

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, On-Site** | Arabic, ~~Bengali~~, Cantonese, ~~Creole~~, ~~French~~, ~~Haitian~~, ~~Haitian/Creole~~, ~~Hindi~~, ~~Italian~~, ~~Korean~~, ~~Mandarin~~, ~~Nepali~~, ~~Portuguese~~, ~~Punjabi~~, ~~Russian~~, Spanish, ~~Swahili~~, ~~Tamil~~, ~~Teluga~~, ~~Turkish~~, ~~Urdu~~, ~~Vietnamese~~ |
| **Foreign Language, Telephonic** | Arabic, Bengali, Burmese, Cambodian, Cantonese, Chinese, Creole, Egyptian Arabic, Farsi, French, French Creole, German, Gujarati, Haitian Creole, Hindi, Hmong, Mandarin, Polish, Portuguese, Punjabi, Russian, Spanish, Swahili, Tagalog, Teluga, Turkish, Twi, Urdu, Vietnamese |
| **Foreign Language, Written** | Arabic, ~~Brazilian Portuguese~~, Chinese, ~~Dutch~~, French, German, Hebrew, ~~Japanese~~, Korean, Mandarin, Portuguese, Spanish, Turkish, Urdu, Vietnamese |

## Para-Plus Translations, Inc.

### Service(s) Awarded:

- Foreign Language, On-Site Interpretation
- Foreign Language, Written Translation

### Service Area:

- Statewide Coverage

### Account Manager:

- Robert Santiago III
  PH: 856-547-3695
  EM: robsantiago@para-plus.com

### Service(s) Awarded Specifics:

- Foreign Language, On-Site Interpretation
  - Core Language: refer to table below
  - Non-Core: Bambara, Congolese French, Dari, Farsi, Gujarati, Indonesian, Manlinke, Mandingo, Polish
  - Exceptions: Minimum billable time is 2-hours.
- Foreign Language, Written Translation
  - Core Language: refer to table below
  - Non-Core: n/a

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**CORE LANGUAGES**

| | |
|---|---|
| **Foreign Language, On-Site** | Arabic, Bengali, Cantonese, Creole, French, Haitian, Haitian/Creole, Hindi, Italian, Korean, Mandarin, ~~Nepali~~, Portuguese, Punjabi, Russian, Spanish, ~~Swahili~~, ~~Tamil~~, ~~Teluga~~, Turkish, Urdu, Vietnamese |
| **Foreign Language, Written** | Arabic, ~~Brazilian Portuguese~~, Chinese, ~~Dutch~~, French, ~~German~~, ~~Hebrew~~, ~~Japanese~~, ~~Korean~~, ~~Mandarin~~, Portuguese, Spanish, Turkish, Urdu, Vietnamese |

# Service Requirements, General

## Definitions

*Refer to RFP for complete list of 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.

## Service Requirements, Foreign – On-Site

### 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.**

### 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.

## 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.**

## 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.

## 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.

## 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.

## 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.

## 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.

### 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.

#### 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.

#### 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.

## 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.

### 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.

### 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.

## 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.**

### 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.

## 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.

# Service Requirements, Sign Language

## General Requirements

Interpreters shall adhere to the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct seven tenets.

The vendor shall provide support services to requesting agencies by providing American Sign Language Interpretation services for a variety of situations at a variety of locations. Interpreters who possess demonstrated ability to use both languages with sufficient grammatical and conceptual accuracy shall perform services which allow the parties involved effective participation for formal and informal conversations on practical, social and professional topics. The maximum proficiency level will demonstrate that of a highly articulate, well-educated native speaker which reflects the cultural standards of the native language users.

Unless otherwise stated in a service request all service requests are to be filled by certified interpreters.

## 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.

## Minimum Billing

The minimum billable time will be two (2) 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.

## Mileage

With the exception of full day or long term assignments, vendor is permitted to bill for mileage above 25 miles roundtrip at a rate of $0.40/mile. Any travel for an interpreter that would be more than 100 miles roundtrip must be pre-approved by the requesting agency. The vendor shall provide the closest qualified interpreter available for the task in question. Invoices must include back-up documentation supporting the mileage billed. Back-up documentation to consist of a MapQuest print out showing the interpreters starting location and appointment location.

## 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 2.25 hours (8:45-11:00) + $25.00
- Example #2: Requested 9am – 1pm, with 8:45am arrival. Assignment completed at 10am. Agency would be billed 2 hours (minimum bill) + $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.

Exception: American Sign Language will bill for time scheduled.

## Cancellations

**General**: Requesting agencies cancelling a service request more than 48 hours before the assignment will not be assessed a cancellation fee. Requesting agencies cancelling a service request less than 48 hours notice will be billed for two (2) compensatory hours at the designated rate for the cancelled assignment.

**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.

## 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.

## Telephone Based, How to Instructions

### 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 in 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.

## Linguistica International

**State of Delaware**
**Telephonic Interpreter Access Instructions:**

Lingüistica 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

## LTC Language Solutions

LTC
LANGUAGE SOLUTIONS

888.456.1626
www.languagetrainingcenter.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@languagetrainingcenter.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 LPGA

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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