



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

January 29, 2019

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

FROM: DENNIS J SMITH
STATE CONTRACT PROCUREMENT OFFICER II
302-857-4544

SUBJECT: **AWARD NOTICE Addendum #1**
CONTRACT NO. GSS19602-LINGUIST
Interpretation & Translation Services – Foreign Languages

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OF
KEY CONTRACT INFORMATION**

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KEY CONTRACT INFORMATION

Foreign Language Services Only. 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 services and not all vendors are awarded all services/languages.

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 vendor's contract shall be valid for a two-year period from April 1, 2019 through March 31, 2021. Each contract may be renewed for three (3) one (1) year periods through negotiation between the vendor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

Addendum #1 updates Language Liaisons, LLC address.

3. VENDORS

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ON-SITE INTERPRETATION	
GSS19602-LINGUISTV01 Accurate Language Services 501 Grand Ave, #L-3 Asbury Park, NJ 07712 FSF: 0000197663 <i>*Vendor exceptions</i>	GSS19602-LINGUISTV02 Ad Astra Inc 8701 Georgia Ave, #800 Silver Spring, MD 20910 FSF: 0000246278
GSS19602-LINGUISTV03 SJB Capital Group LLC /DBA/ Back to Basics Learning Dynamics 6 Stone Hill Road Wilmington, DE 19803 FSF: 0000427441	GSS19602-LINGUISTV07 Language Liaisons, LLC 920 Justison St. Wilmington, DE 19801 FSF: 0000197797 <i>*Vendor exceptions</i>
GSS19602-LINGUISTV12 Para-Plus Translations, Inc. 2 Coleman Avenue Cherry Hill, NJ 08033 FSF: 0000015604 <i>*Vendor exceptions</i>	
TELEPHONE BASED INTERPRETATION	
GSS19602-LINGUISTV02 Ad Astra Inc 8701 Georgia Ave, #800 Silver Spring, MD 20910 FSF: 0000246278	GSS19602-LINGUISTV04 Corporate Translation Service, Inc. /dba/ Language Link 701 NE 136th Ave, Suite 200 Vancouver, WA. 98684 FSF: 0000133281

TELEPHONE BASED INTERPRETATION	
GSS19602-LINGUISTV10 Linguistica International, Inc. 4250 W 5415 S Kearns, UT 84118 FSF: 0000247215	
WRITTEN TRANSLATION	
GSS19602-LINGUISTV01 Accurate Language Services 501 Grand Ave, #L-3 Asbury Park, NJ 07712 FSF: 0000197663	GSS19602-LINGUISTV02 Ad Astra Inc 8701 Georgia Ave, #800 Silver Spring, MD 20910 FSF: 0000246278
GSS19602-LINGUISTV03 SJB Capital Group LLC /DBA/ Back to Basics Learning Dynamics 6 Stone Hill Road Wilmington, DE 19803 FSF: 0000427441	GSS19602-LINGUISTV04 Corporate Translation Service, Inc. /dba/ Language Link 701 NE 136th Ave, Suite 200 Vancouver, WA. 98684 FSF: 0000133281
GSS19602-LINGUISTV05 Document Tracking Services, LLC 10225 Barnes Canyon Rd, Suite A200 San Diego, CA 92121 FSF: 0000439924 <i>*Vendor exceptions</i>	GSS19602-LINGUISTV06 Hola Delaware 123 Rosemary Court Bear, DE 19701 FSF: 0000006997
GSS19602-LINGUISTV08 Language Training Center, Inc. 5750 Castle Creek Pkwy, Suite 150 Indianapolis, IN 46250 FSF: 0000162569	GSS19602-LINGUISTV09 LinguaLinx Language Solutions, Inc. 433 River Street, Suite 6001 Troy, NY, 12180 FSF: 0000461418
GSS19602-LINGUISTV10 Linguistica International, Inc. 4250 W 5415 S Kearns, UT 84118 FSF: 0000247215	GSS19602-LINGUISTV12 Para-Plus Translations, Inc. 2 Coleman Avenue Cherry Hill, NJ 08033 FSF: 0000015604
GSS19602-LINGUISTV13 RDP Agency LLC PO Box 340188 Hartford, CT 06134 FSF: 0000461029	GSS19602-LINGUISTV14 Solten Corp 350 Lincoln Road Miami Beach, FL 33139 FSF: 0000461434
GSS19602-LINGUISTV15 Spanish Solutions LLC 12864 Biscayne Blvd. #260 North Miami, FL 33181-2007 FSF: 0000440129	

4. 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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5. 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.

6. 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.

7. 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.

8. 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.

9. PURCHASE ORDERS

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS19602-LINGUIST on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

10. 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.

11. 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.

12. 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.

13. 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>.

14. GENERAL REQUIREMENTS

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A. SCOPE SPECIFIC DEFINITIONS

- External Requirements: The State requires interpreters to perform services on-site at Agency locations or other public and private facilities as determined by the requesting agency. Locations may include; but are not limited to: Schools, Hospitals, Correctional Institutions, Police Departments, clinics, public health office settings, offices of private healthcare providers, as well as client home visits and other community organizations. Requests may occasionally include locations outside of the State of Delaware. On-site interpreters must have the ability to translate terminology related to the legal (non-judicial), medical, psychological/mental and dental fields and other technical fields. The State has several locations that operate on a 24/7 basis; therefore we are requesting that interpreters be available 24/7.
- 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.
- Individual: A State employee, student (primary or higher education), or other client of the State that requires an interpreter on a continual basis.
- Legal Interpretation: The State's requirement for On-Site Interpretation services includes legal related interpretation. These interpreters must have knowledge of legal terminology in both target and source languages and of interpreting standards of practice and procedures related to in-court proceedings, quasi legal and non-legal settings.

The vendor will be required to provide "On-Site" interpreters for non-judicial proceedings. Interpreters must show respect to the non-judicial process both in attire and in conduct. The interpreter must translate what is being said in a clear and understandable manner.

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

- 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".
- Medical Interpretation: The State's requirement for On-Site Interpretation services includes medical related interpretation. These interpreters must have a thorough knowledge of medical terminology in both target and source languages, be familiar with medical procedures and the roles of doctors and hospital staff and be sensitive to issues such as the patients' autonomy, cultural differences and the medical personnel's need for accurate information.

The vendor will be required to provide interpreters to work in medical surroundings including, but not limited to, hospitals, doctor's offices, emergency rooms, clinics, mental health venues. Due to a variety of medical situations vendors may receive requests for services that include a requirement for a gender specific interpreter. If the particular language does not have a direct medical term translation, interpreter is required to consult with the agency representative prior to making a substitution. Vendors are to identify how many interpreters/translators have the Bridging the Gap certification.

- Qualified (Foreign Language): Because not all languages offer a "certification" a qualified interpreter/translator is defined as interpreters/translators who are not certified; however, can show evidence they are "qualified" to provide Foreign Language Interpretation/Translation through education, experience, and vendor qualification screening.
- Requesting Entity: State of Delaware Agency and/or any other entity or group eligible to utilize the contract.
- 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 accept or decline within two hours of receiving request.
- 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 accept or decline within two hours of receiving request.
- 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.
- Word: A sound or a combination of sounds, or its representation in writing or printing, that symbolizes and communicates a meaning and may consist of a single morpheme or a combination of morphemes. The word is taken from the source document rather than the document produced in a translation product.

B. CUSTOMER SERVICE

The Vendor(s) should provide each of the State and the Contract Users a single, local point of contact (and a backup) to handle service requests, questions and/or problems that may arise. At least one Customer Service Representative must be available during vendor's operating hours. All representatives must have on-line access to information to provide immediate response to inquiries concerning the status of service requests, State contract pricing, and general information. Representatives should be available by phone, fax, or email (local or 800 number preferred). Vendor is responsible to provide immediate notification of any changes in Customer Service contact information to the Government Support Services Contract Officer overseeing the contract.

The vendor(s) shall provide an escalation tree for problem resolution.

C. VENDOR REQUIREMENTS

Vendor shall submit with their proposal response a copy of the current Interpreter Procedure Manual.

Vendor shall explain in their proposal response how they track interpreter performance and address performance complaints including; but not limited to: skill, no shows or habitual cancellations, and professionalism. Response shall include, at a minimum:

- how complaints can be submitted, are investigated, and resolution notification;
- complaint escalation, in the event of multiple validated complaints regarding one interpreter;
- after appointment follow-ups to assess interpreter’s capabilities, professionalism, etc; and
- how complaint process will be shared with customers.

Vendor shall be required to report on a monthly basis, by the 15th of each month, to the State of Delaware Contract Officer the number of complaints filed and disposition for each complaint.

D. INTERPRETER MINIMUM QUALIFICATIONS

For the purposes of this solicitation and resulting contract(s) linguists included in a “company” response will be considered vendor employees; not subcontractors, so you will not need to complete Attachment 7 for each proposed interpreter/translator.

State of Delaware Contract Officer overseeing the resulting contract award will maintain a Master List of interpreters/translators authorized to provide the awarded services, by awarded vendor. Vendors awarded the contract will only be able to use those interpreters/translators who meet all requirements and are documented on file with the Contract Officer. Vendors will be permitted to submit updates for the Master List on a monthly basis; exceptions will be made for new languages with a more immediate need. Vendors found to be filling on-site service requests with an interpreter/translator not on the Master List will be subject to a penalty, not to exceed \$250, per occurrence unless waived by Contract Officer for extenuating circumstances. **NOTE: The Master List does not “certify” an interpreter/translator in the State of Delaware; it simply documents that the awarded vendor has provided the required supporting documentation.**

The vendor shall provide certified/qualified and experienced language professionals with relevant knowledge in the required field of expertise for performance of the services requested. All personnel providing services on this contract shall:

- Minimum of three years providing interpretation services.
- Interpreter Capability Sheet, Appendix C, outlining the interpreters experience providing services for identified language(s).
- Successfully completed background check (See background check for more information).

E. INTERPRETER REQUIREMENTS

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

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

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

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

The interpreter will respect cultural differences of the client.

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

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

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

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

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

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

The interpreter will complete appropriate documentation, as required.

F. BACKGROUND CHECKS

The vendor is responsible to ensure only qualified personnel are utilized, and that the background of personnel employed, warrants employment in any State facility. This will include the completion of mandatory background checks, State of Delaware's State Bureau of Identification, including criminal background checks on all applicants prior to filling any State of Delaware position. Vendor shall also conduct child abuse and adult abuse registry checks and obtain service letters in accordance with 19 Del. Code, Section 708; and 11 Del. Code, Sections 8563 and 8564. Vendor shall not employ individuals with adverse registry findings in the performance of this contract. Upon request of the State agency, the vendor must furnish related test scores/resumes and proof of background check of temporary personnel who are scheduled for interviews upon request of the State. All costs associated with skills and background verification is to be paid by the vendor. Federal background check can be submitted in lieu of a State of Delaware background check. Background checks previously cleared cannot be older than January 1, 2018.

- 1) Department of Correction: For services performed at Department of Correction (DOC) locations, DOC will perform a criminal history background investigation shortly after the contract is signed by all parties. Vendor and staff may not come on-site prior to the completion of the investigation. If any of the Vendor's staff has been convicted of a crime, the DOC has the option to terminate services with that vendor immediately. The Vendor must inform DOC immediately if any new criminal charges are filed against the Vendor or its staff, sub-contractors, agents or other persons performing any of the contracted services in any court in this or any other state or by the Federal government. The DOC reserves the right to immediately terminate the contract and withhold payment for work completed to date under this provision. The background check completed by the Department of Correction is in addition to the initial background check requirement. Please note the DOC background check is in addition to the State or Federal background check requirement. There is no fee associated with this additional check requirement.

Clearance is for one year. Anyone denied access by DOC as a result of the background check can reapply in one year's time.

2) Division of Children, Youth & Their Families

- Criminal Background Checks for Contracted Services in Delaware: 31 Del. C. Section 309 requires criminal background checks on “any person employed by the Department (or its in-state Contractors) in a position which involves supervisory or disciplinary authority over a child/youth or in a position which provides the opportunity to have direct access to or contact with a child/youth without the presence of other employees or adults.” The vendor will document that all present program employees have completed the criminal background check in keeping with Delaware’s State Regulations and that all future hires will have begun the criminal background check process prior to beginning the orientation phase of their employment.
- Mandated Reporting of Abuse and Neglect
 - Delaware Vendors: The vendor will assure that its employees know they are mandated reporters as specified in 16 Del. C. Subsections 901 – 914, and are trained in the Division of Family Services (DFS) reporting procedures. When an employee knows or reasonably suspects child abuse or neglect (intra-familial or in out-of-home care setting), an oral report will be made to the toll-free Child Abuse Report Line by calling 1-800-292-9582. This number is operational 24 hours per day, 365 days per year. Within 72 hours after the oral report, a completed DFS Child Abuse/Neglect Mandatory Reporting Form will be sent to the appropriate regional office of the county of the child(ren)’s residence. At the same time, a copy will be forwarded to the GSS Contract Administrator.
 - Out-of-State Vendors:
 - When a vendor’s employee or agent knows or reasonably suspects child abuse or neglect of a DSCYF child/youth in their program that occurred in Delaware, an oral report shall be made to the Delaware Child Abuse Report Line by calling 1-800-292-9582. A completed DFS Child Abuse/Neglect Mandatory Reporting Form will be sent to the Delaware Abuse and Neglect Report Line and the GSS Contract Administrator by the vendor within 72 hours of the oral report.
 - When a vendor’s employee or agent knows or reasonably suspects child abuse or neglect, including institutional abuse, of a DSCYF child/youth in their program that occurred in a setting outside of Delaware, the vendor shall report the alleged abuse or neglect to the Child Protective Services agency where the child is placed. The vendor shall also make person-to-person voice contact within 4 hours with the GSS Contract Administrator and the DFS case manager if the case is open in DFS. Incidents of out-of-state abuse or neglect require that the vendor complete a Reportable Event Summary within 72 hours.

G. PROTECTION OF CONFIDENTIAL AND PERSONAL INFORMATION

Vendor acknowledges that some of the material and information that may come into its possession or knowledge in connection with this Contract or its performance may consist of information that is exempt from disclosure to the public or other unauthorized persons under State or Federal statutes (“Confidential Information”). Confidential Information includes, but is not limited to, names, addresses, Social Security numbers, e-mail addresses, telephone numbers, financial profiles, credit card information, driver’s license numbers, medical data, law enforcement records, agency source code or object code, agency security data, or information identifiable to an individual that relates to any of these types of information. Vendor agrees to hold Confidential Information in strictest confidence and

not to make use of Confidential Information for any purpose other than the performance of this Contract, to release it only to authorized employees or Subcontractors requiring such information for the purposes of carrying out this Contract, and not to release, divulge, publish, transfer, sell, disclose, or otherwise make the information known to any other party without Ordering Agency's express written consent or as provided by law. Vendor agrees to release such information or material only to employees or Subcontractors who have signed a nondisclosure agreement, the terms of which have been previously approved by Ordering Agency. Vendor shall ensure its directors, officers, employees, Subcontractors or agents use personal information solely for the purposes of accomplishing the services set forth herein. Vendor and its Subcontractors agree not to release, divulge, publish, transfer, sell or otherwise make known to unauthorized persons personal information without the express written consent of the Agency or as otherwise required by law. Vendor agrees to implement physical, electronic, and managerial safeguards to prevent unauthorized access to Confidential Information.

"Personal information" including, but not limited to, "Protected Health Information" (PHI) under Health Insurance Portability and Accountability Act of 1996 (HIPAA), individuals' names, addresses, phone numbers, birth dates, and social security numbers collected, used, or acquired in connection with this Contract shall be protected against unauthorized use, disclosure, modification or loss.

HIPAA establishes national minimum standards for the use and disclosure of certain health information. The Vendor must comply with all HIPAA requirements and rules when determined applicable by the Agency. If Agency determines that (1) Agency is a "covered entity" under HIPAA, and that (2) Agency will perform "business associate" services and activities covered under HIPAA, then at Agency's request, Vendor agrees to execute Agency's business associate Contract in compliance with HIPAA.

Violation of this section by Vendor or its interpreters/translators may result in termination of this Contract and demand for return of all Confidential Information, monetary damages, or penalties.

Immediately upon expiration or termination of this Contract, Vendor shall, at Agency's option: (i) certify to Agency that Vendor has destroyed all Confidential Information; or (ii) return all Confidential Information to Purchaser; or (iii) take whatever other steps Agency requires of Vendor to protect Agency's Confidential Information.

H. DISCRIMINATION

Vendor, including its parent company and its subsidiaries, and any subcontractor, including its parent company and subsidiaries, agree to comply with all the terms, requirements and provisions of the Civil Rights Act of 1964, the Rehabilitation Act of 1973 and any other federal, state, local or any other anti-discriminatory act, law, statute, regulation or policy along with all amendments and revision of these laws, in the performance of this Contract and will not discriminate against any applicant or employee or service recipient because of race, creed, religion, age, sex, color, national or ethnic origin, disability, status as a person in a marriage versus a person in a civil union, veteran's status, or any other unlawful discriminatory basis or criteria. Vendor agrees to honor the conflict of interest provisions of the Delaware Code of Ethics, 29 Del. C. Ch.58.

I. LEGAL REQUIREMENT

Linguist may be subpoenaed to testify in court as to what their qualifications and certifications are and to verify communications relayed between the State and a State client. Vendor shall bear all costs and expenses associated with responses to subpoenas or other legal process, including but not limited to travel and lodging expenses for any required personal appearances for testimony or deposition.

15. ON-SITE INTERPRETATION

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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 Agencies 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 (Department, Division, Address, etc.)

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.

- 1) **Minimum Billing:** The minimum billable time will be one (1) hour. On-Site Interpretation service will include the fifteen (15) minutes preceding the scheduled time or any longer time requested by the requesting Agency. After the first hour, services will be billed in 15-minute increments.
 - Exception: **Accurate Language Services** requires two (2) hour minimum.
 - Exception: **Para-Plus Translations** requires two (2) hour minimum.

2) **Rates for Service**

- a) **General:** Vendors are to provide a per hour rate for On-Site Interpretation services. Travel time, transportation and other associated costs will be the responsibility of the vendor. Vendor will not be reimbursed separately for these services. Prices must be in US Dollars (2 decimal places). Rates submitted shall be broken down in the following categories:
 - Type of Service
 - General
 - Technical
 - Types of Notice
 - Routine
 - Expedited
 - Emergency
 - Time of Appointment
 - Monday – Friday; 6:00am – 6:00pm
 - After Hours (Including weekends & holidays)

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

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

- b) **Discount:** The State is requesting vendors provide discounted rates for:
 - Half Day
 - Full Day
 - Long Term

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

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

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

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

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

4) **Invoicing Requirements**

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

- Date of Invoice
- Contract #, GSS19602-LINGUIST
- Date of Service, to included scheduled time
- Appointment location
- Requester Name
- Client Name (not to be substituted by Client parent's name)
- Service Authorization Number (when provided by DSCYF)
- 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 Agency after award that fail to meet the minimum requirements will be rejected. Failure to provide a valid invoice within 30-days of a correction request may warrant notice to cure and contract termination.

5) **Cancellations**

- a) **General**: Requesting Agencies cancelling a service request before 5:00pm the day before the assignment will not be assessed a cancellation fee. Requesting Agencies cancelling a service request after 5:00pm the day before the assignment can be billed for one (1) compensatory hour at the designated rate for the cancelled assignment.
- **Exception: Accurate Language Services** requires 24 hour cancellation policy. Any assignment that is cancelled within 24 hours will incur a 2 hour minimum interpreting fee.
 - **Exception: Language Liaisons** requires 24 hour cancellation policy. All assignments cancelled within 24 hours of the scheduled time will be charged a one-hour fee.
- b) **Weather**: In the event of inclement weather, the interpreter is responsible for checking the local TV and/or Radio Stations for closure information. Information regarding closures can also be found on the State's website. The Requesting Agency will not be penalized for any service cancelled due to a weather related closure or delay. In the event of a delay interpreter is responsible for contacting the requester directly to determine the new arrival time or postponements.

- c) **Interpreter**: Should an interpreter(s) become unavailable to attend a scheduled appointment the vendor will be responsible for obtaining a replacement and notify the requesting Agency of the change within two hours. 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 within two hours of notification of interpreter unavailability, requesting Agency can procure the services open market and charge the vendor any price difference.
- d) **No Show**: Should a state client not arrive for a scheduled appointment the requesting Agency will be responsible for the minimum billable time plus the shortened appointment fee of \$25.00.

6) **Late Arrivals**

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

16. TELEPHONE BASED INTERPRETATION

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

A. IMMEDIATE NEED

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

1. General Requirements

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

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

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

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

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

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

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

2. Connection Requirements

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

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

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

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

3. 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 # GSS19602-LINGUIST
- Date of Service
- Requester Name
- Client Name (not to be substituted by Client parent's name)
- Service Authorization Number (when provided by DSCYF)
- 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. General Requirements

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

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

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

Vendor shall designate adequate time to complete conference calls.

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

2. Connection Requirements

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

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

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

3. Invoicing

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

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

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

- Date of Invoice
- Contract # GSS15602-LINGUIST
- Date of Service
- Requester Name
- Client Name (not to be substituted by Client parent's name)
- Service Authorization Number (when provided by DSCYF)
- 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.

17. TELEPHONE BASED INTERPRETATION, ACCOUNT SET UP AND USE

[\(Return to Table of Contents\)](#)

a. Ad Astra Inc.

Please contact Ad Astra at 301-408-4242 (option 2) or email at interpreting@ad-astrainc.com to register for Telephone Based Interpretation Services. A unique phone number a 4 digit pin will be given as soon as you register with Ad Astra. Please allow at least 48 hours between account set up and first interpretation request.



State of Delaware

Telephone based interpreting Instructions

Telephonic-Interpreting

Dial the Interpreter: 1-855-XXX-XXXX

Spanish Interpreter:
Press 1

Other Languages:
Press 2
Enter the 2-digit language code (See chart)

Enter 4 -digit account#: XXXX
Ad Astra Inc.

The live agent will ask for:
 Caller's name & phone number
 Company name and dept.
 LES first name and last initial

Language	code	Language	code
Albanian	47	French	26
Amharic	39	Fulani	36
Arabic	23	Georgian	82
Armenian	59	German	61
Bangla	58	Greek	68
Bengali	48	Gujarati	40
Bosnian	37	Haitian Creole	28
Bulgarian	67	Hakha -Chin	95
Burmese	21	Hakka -Chinese	87
Cambodian	51	Hebrew	90
Canadian French	55	Hindi	43
Cantonese	31	Hmong	44
Chin	32	Ibo	65
Chin-Hakha	95	Indonesian	70
Croatian	92	Italian	56
Czech	91	Japanese	63
Dari	80	Karen	34
Dutch	84	Kanuri	60
Farsi	33	Kinyarwanda	94
Filipino	73	Kirundi	53
Korean	30	Samoan	79
Kurdish	76	Serbian	62
Laotian	50	Serbo -Croatian	64
Lithuanian	69	Somali	29
Macedonian	93	Spanish	1
Mal Mal	78	Swahili	38
Malayalam	75	Tagalog	46
Mandarin	24	Tamil	85
Mandingo	89	Toddin	86
Marshalese	81	Thai	57
Mongolian	72	Tibetan	83
Nepali	25	Tigrinya	45
Oromo	96	Tongan	97
Pashto	77	Turkish	54
Persian	74	Twi	66
Polish	42	Ukrainian	71
Portuguese	35	Urdu	41
Punjabi	49	Vietnamese	22
Romanian	52	Yoruba	88
Russian	27	All other languages	99

- b. **Corporate Translation Service, Inc. /DBA/ LanguageLink**
Please contact Sarah Gambles at (360)-433-0441 or to set up an account.



How to Access Over the Phone Interpretation Services

- Step 1:** Call 1
- Step 2:** Enter Account Number **00000**, followed by # sign
- Step 3:** Select 1 to be connected directly to your Spanish interpreter, or
Select 2 to be connected directly to your Russian Interpreter, or
Select 9 for all other languages
- *If you require a 3rd party call, press 9 to reach a Customer Service Representative**

IVR FAQs:

What if I do not know my Account number?

You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

What is a third party call?

A third party call is when you need Language Link to call the LEP client and then bridge the call together with you and the interpreter.

How do I make a third party call with Language Link?

If you need a third party call, press 9 (*even for Spanish*) to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our *interpreters are not able to make the third party call* directly.

I need another language other than the ones listed. How do I get my interpreter on the line?

Press 9 for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

Please contact our Client Relations Team if you have any further questions:

Email: ClientRelations@Language.Link
Toll Free: 1-855-579-2704

- c. Linguistica International
Complete and return the attached form (end of Award Notice) to Jordan Daines at accounts@linguisticainternational.com for account setup.



State of Delaware
NAME OF ACCOUNT
Account ID: 12345



Telephonic Interpreter Access Instructions

1. Call toll free number **(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, or would like to pre-schedule service, press “3” or stay on the line.
2. You will be asked to provide the following Information:
 - ✓ **Your Account Number (12345)**
 - ✓ **First and Last Name of Person Requesting Services**
 - ✓ **Callback Number of Person Requesting Services**
3. Hold as our operator connects you to your interpreter.
4. Conferencing option is available upon request.
5. Begin conversation.

18. WRITTEN TRANSLATION

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A. General Requirements

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 requesting 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.

B. Rates

Vendors are to provide a per word rate for written translation services for; core languages and non-core languages. The additional non-core languages and dialects for which written translation services are available shall be detailed in the vendor's response. Prices must be in US Dollars (2 decimal places).

Vendors are to provide an hourly rate for proofreading the finished written translation document.

Vendors are to provide an hourly rate for authentication of the finished written translation.

Vendors are to provide an hourly rate for desktop publishing services of the finished written translation, desktop publishing indexing and table of contents, if required.

Vendors are to provide a per page rate for translated document updates (e.g., updating "mom" and "dad" to "parents").

C. Translator Operational Requirements

Translators shall complete translation work under this contract in accordance with the American Translators Association Code of Ethics and Professional Practice.

Translator must be able to (1) read and comprehend the source language, (2) write comprehensibly in the target language and (3) be able to choose the equivalent expression in the target language that both fully conveys and best matches the meaning intended in the source language.

Translators must meet at least one of three requirements outlined below:

- Advanced translation studies
- Equivalent qualification in another specialty plus a minimum of two years documented experience in translation
- At least five years of documented professional experience in translation. The translator qualifications must be clearly identified in the resumes submitted with the proposal response.

Translator must communicate, as much as possible, the same meaning in the target language text as was intended in the source language text.

Translator must maintain the dynamics of the original source language text, meaning that the document appears as though it was created in the target language for that target audience.

Translator must be culturally sensitive in understanding, respecting, and conveying any cultural characteristics that may apply to the message of the text.

Translators, editors, and proofreaders must be bilingual and culturally competent for the language(s) in which they will provide services.

A single translator shall be used to complete each document to ensure continuity and consistency.

The translator/vendor shall provide written justification for all edits and changes it suggests to the Requesting Agency. Basic grammar and punctuation may be added, without justification, but changes on word choice and adjustments to major blocks of text or content must be accompanied by the translator/vendor's rationale.

D. 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/Division
 - 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.

E. Quality Assurance

The translator/vendor shall develop a written protocol that details its plan to ensure the accuracy of the translation services. The translator/vendor shall include the written protocol for approval.

All documents are to be reviewed by a translator who did not complete the initial translation. This translator is to examine the translation for its suitability for the agreed purpose, and recommend corrective measures.

F. Authentication

For requests that include authentication, the vendor shall supply the requestor with a certificate signed by the initial translator, reviewer, and vendor certifying the following:

- Translator has communicated, as much as possible, the same meaning in the target language text as was intended in the source language text.
- Translator has maintained the dynamics of the original source language text, meaning that the document appears as though it was created in the target language for that target audience.
- Translator was culturally sensitive in understanding, respecting, and conveying any cultural characteristics that may apply to the message of the text.
- Translators, editors, and proofreaders is bilingual and culturally competent for the language(s) in which they will provide services.

G. 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 requesting 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 weeks, plus 1 additional day for each additional 10 pages.

- **Exception: Document Tracking Services, LLC** has added a qualification to the turnaround times. In cases where additional services are required, and it is not possible to complete the project in the stated time period, turnaround times will be discussed and agreed upon between DTS and the requesting agency prior to beginning work.

**Delaware State – Linguistica International
 Interpreting Services Account Set Up/Contact Information Form**



Delaware State Contract #GSS19602-LINGUIST allows Delaware local units of Government to use our state contract for over the phone interpreting. In order to activate your account for service, please fill out all sections in this form and e-mail to back to your account manager: Jordan Daines at accounts@linguisticainternational.com. If you have any questions feel free to call me directly at (801) 618-1454.

Section I – Account Information and Billing Contact

State Agency Name: _____

State Agency Billing Address:

Main Billing Contact Name: _____

E-mail: _____

Telephone: _____ Fax: _____

Contact in Charge of Language Services Coordination and/or Scheduling:

Name: _____ Telephone: _____

E-mail: _____ Fax: _____

Section II – Expected Volume

- Please select the best options that describes your expected volume for Over the Phone (OTP) interpreting usage. Please contact accounts@linguisticainternational.com for information on other services

OVER THE PHONE INTERPRETING VOLUME ESTIMATE

- 1. 0 to 500 minutes per week
- 2. 500 to 1,000 minutes per week
- 3. 1,000 to 3,000 minutes per week
- 4. 3,000 to 5,000 minutes per week
- 5. over 5,000 minutes per week
- 6. other: _____ minutes per week

- Linguistica International provides interpreting services in over 350 different languages. However, we would like to have a better idea of your top Languages. Please provide IF POSSIBLE a list of your top 10 languages starting with #1 as the most frequently used language.

1	6
2	7
3	8
4	9
5	10

Section III – Additional Call Data Reporting Capabilities

Your invoice will reflect the following standard fields for each call:

1. *Date of the call or appointment*
2. *Start time*
3. *End time*
4. *Total minutes/hours*
5. *Language*
6. *Total charges*
7. *Interpreter's name*
8. *First and Last Name of Person Requesting Services*
9. *Callback Number Person Requesting Services*

Should you have the requirement, we can collect additional information at the time of the call such as, employee codes, location codes, and/or any other relevant information you are interested to capture for each call. This information will be reported on your invoice detail. Simply enter the field information below that you'd like us to collect:

Additional Fields	Please print required or optional
1.	
2.	
3.	
4.	
5.	

Note: In the event that a required field is not provided by the staff member when requesting the service, Linguistica International will not connect the interpreter.

Section IV – Multiple Departments Set up

You may establish multiple departments within the same account (with the same billing contact person) with this form. If additional space is needed, please e-mail separate attachment with a list of all departments to: accounts@linguisticainternational.com.

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Section V – Authorization

* Your signature below acknowledges your institution’s responsibility for charges incurred with Linguistica International, Inc. It is the responsibility of your institution to ensure correct billing and contact information has been provided in this form and signed by the appropriate authority. Your signature acknowledges that interpreting services will be provided under the current STATE OF DELAWARE Contract #GSS19602-LINGUIST for over the phone interpreting..

Print Name of Authorizing Agent

Date

Signature

For any questions please contact Jordan Daines (801) 618-1454. Please scan and email the completed set up form to accounts@linguisticainternational.com.