



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

March 1, 2019

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

FROM: COURTNEY MCCARTY
STATE CONTRACT PROCUREMENT SUPERVISOR
302-857-4557

SUBJECT: **AWARD NOTICE**
CONTRACT NO. GSS19604-SIGN_LANG
Interpretation Services – Sign Language

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KEY CONTRACT INFORMATION

On-Site Sign Language Interpretation 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.

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.

3. AWARD SUMMARY AND ADDENDUM HISTORY

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- **Award Notice:** Effective April 1, 2019 through March 31, 2021. This contract has been multiple awarded. State Agencies should review all contract documents associated with the award prior to contacting any of the vendors. This award covers only Sign Language. For Foreign Language Interpretation & Translation Services (On-Site, Telephone Based, & Written) please refer to: http://contracts.delaware.gov/contracts_detail.asp?i=5322.

Vendor exceptions to the original scope of work that were accepted can be found in the Scope of Work section of this Award Notice.

4. VENDORS

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GSS19604-SIGN_LANGV01 Ad Astra, Inc. 8701 Georgia Avenue, Suite 800 Silver Springs, MD 20910 FSF: 0000246278	GSS19604-SIGN_LANGV02 American Sign Language, Inc. 7815 N. Dale Mabry Hwy Tampa, FL 33614 FSF: 0000246204
GSS19604-SIGN_LANGV03 Deafinitions & Interpreting, LLC 1148 Pulaski Hwy., Suite 236 Bear, DE 19701 FSF: 0000022820	GSS19604-SIGN_LANGV04 Interpreting Services (Caroline Greene) 55 Loockerman Plaza, Unit 1205 Dover, DE 19903 FSF: 0000031190
GSS19604-SIGN_LANGV05 MDS Interpreting 116 Churchill Lane Wilmington, DE 19808 FSF: 0000161011	GSS19604-SIGN_LANGV06 Solten Corp 350 Lincoln Road Miami Beach, FL 33139 FSF: 0000461434

5. SERVICE REQUESTS, RESPONSE TIMES & PRICING

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Ad Astra, Inc.					
Service Request Contacts	Account Manager		Lance Hall		
	Account Manager phone		301-408-4243, option 3 800-308-4807		
	Account Manager email		Deaf.hoh@ad-astrainc.com		
	Secondary Contact		Adam Maynard		
	Secondary Contact phone		301-408-4243, option 3 800-308-4807		
	Secondary Contact email		Deaf.hoh@ad-astrainc.com		
	Emergency Requests		202-302-3379		
Guaranteed Response Times	Routine Request		2 days		
	Expedited Request		1 day		
Rates <i>*No discount offered for Half Days, Full-Days or Long Term Assignments</i>	Mon-Fri (6am-6pm)		Routine	Expedited	Emergency
	Certified		\$75.00	\$85.00	\$95.00
	Non-Certified		\$60.00	\$70.00	\$80.00
	After Hours		Routine	Expedited	Emergency
	Certified		\$80.00	\$90.00	\$100.00
	Non-Certified		\$70.00	\$75.00	\$85.00

American Sign Language, Inc.					
Service Request Contacts	Account Manager		Jennifer Quigley		
	Account Manager phone		973-879-9466		
	Account Manager email		quigley@asli.com		
	Secondary Contact		Angela Piteris		
	Secondary Contact phone		615-926-3542		
	Secondary Contact email		angela@asli.com		
	Emergency Requests		212-477-0775		
Guaranteed Response Times	Routine Request		3 Days		
	Expedited Request		2 Days		
Rates <i>*No discount offered for Half Days, Full-Days or Long Term Assignments</i>	Mon-Fri (6am-6pm)		Routine	Expedited	Emergency
	Certified		\$74.80	\$84.80	\$94.80
	Non-Certified		\$59.80	\$69.80	\$79.80
	After Hours		Routine	Expedited	Emergency
	Certified		\$84.80	\$94.80	\$104.80
	Non-Certified		\$69.80	\$79.80	\$89.80

Deafinitions & Interpreting, LLC				
Service Request Contacts	Account Manager		Joe D'Occhio	
	Account Manager phone		302-563-7715	
	Account Manager email		info@deafinterpreting.com	
	Secondary Contact		Natalie Burns	
	Secondary Contact phone		302-563-7714	
	Secondary Contact email		info@deafinterpreting.com	
	Emergency Requests		302-563-7714	
Guaranteed Response Times	Routine Request		24 Hours	
	Expedited Request		12 Hours	
Rates	Mon-Fri (6am-6pm)	Routine	Expedited	Emergency
	Certified	\$80.00	\$90.00	\$100.00
	Non-Certified	\$65.00	\$80.00	\$90.00
	After Hours	Routine	Expedited	Emergency
	Certified	\$90.00	\$100.00	\$110.00
	Non-Certified	\$75.00	\$85.00	\$90.00

Interpreting Services (Caroline Greene)				
Service Request Contacts	Account Manager		Caroline Greene	
	Account Manager phone		302-399-7823	
	Account Manager email		carolinegreene@comcast.net	
	Emergency Requests		302-399-7823	
Guaranteed Response Times	Routine Request		24 Hours	
	Expedited Request		24 Hours	
Rates	Mon-Fri (6am-6pm)	Routine	Expedited	Emergency
	Certified	\$75.00	\$75.00	\$75.00
	After Hours	Routine	Expedited	Emergency
	Certified	\$75.00	\$75.00	\$75.00

MDS Interpreting				
Service Request Contacts	Account Manager		Margaret Stewart	
	Account Manager phone		302-239-7989	
	Account Manager email		peg.stewart@verizon.net	
	Emergency Requests		302-239-7989	
Guaranteed Response Times	Routine Request		24 Hours	
	Expedited Request		24 Hours	
Rates	Mon-Fri (6am-6pm)	Routine	Expedited	Emergency
	Certified	\$72.00	\$75.00	\$80.00
	After Hours	Routine	Expedited	Emergency
	Certified	\$75.00	\$80.00	\$85.00

Solten Corp				
Service Request Contacts	Account Manager	Thomas Mixdorf		
	Account Manager phone	305-927-1270		
	Account Manager email	tmixdorf@solten.com		
	Secondary Contact	Spencer Dean		
	Secondary Contact phone	305-570-6613		
	Secondary Contact email	sdean@solten.com		
	Emergency Requests	305-927-1270		
Guaranteed Response Times	Routine Request	8 Hours		
	Expedited Request	3 Hours		
Rates	Mon-Fri (6am-6pm)	Routine	Expedited	Emergency
	Certified	\$70.00	\$75.00	\$80.00
	Non-Certified	\$58.00	\$63.00	\$68.00
	After Hours	Routine	Expedited	Emergency
	Certified	\$75.00	\$80.00	\$85.00
	Non-Certified	\$63.00	\$68.00	\$73.00

Prices will remain firm for the term of the contract year.

ADDITIONAL TERMS AND CONDITIONS

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6. BILLING

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

7. PAYMENT

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

8. PRODUCT SUBSTITUTION

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

9. ORDERING PROCEDURE

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

10. PURCHASE ORDERS

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS19604-SIGN_LANG on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

11. HOLD HARMLESS

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

12. NON-PERFORMANCE

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

13. FORCE MAJEURE

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

14. AGENCY'S RESPONSIBILITIES

The Agency shall:

- a) Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b) Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.

- c) When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d) The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.
- e) If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.

15. GENERAL REQUIREMENTS

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A. SCOPE SPECIFIC DEFINITIONS

- Base of Operations: Location from which an interpreter will be traveling to reach a destination of on-site interpretation.
- Certified, Sign Language: Interpreter must possess a valid certification from a recognized national organization, Registry of Interpreters for the Deaf (RID) and/or National Association for the Deaf (NAD) at a certification level including CSC, CI, CT, NIC (any level), CDI, NAD: Level 4 or NAD: Level 5. **Unless otherwise stated in a service request all service requests are to be filled by certified interpreters.**
- 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 agencies. **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, architecture/engineering 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 is defined as a period of 8 or more hours. Vendor shall discuss full-day requests with requesting entity to determine how many interpreters are needed.
- Half-Day: A half-day assignment is defined as a period 4 or more hours. Vendor shall discuss half-day requests with requesting entity to determine how many interpreters are needed.
- Individual: A State employee, student (primary or higher education), or other client of the State that requires an interpreter on a continual basis.

- Internal Requirements: The State of Delaware may request Sign Language Interpreters for State of Delaware employees. Services may include; but are not limited to: daily business proceedings, on-the-job training, meetings, public presentations, conventions, workshops, staff meetings, classroom training, etc. Some of these services may require the interpreter have more technical expertise including; but not limited to: legal (non-judicial); medical, psychological/mental and dental fields; and other technical fields, architecture/engineering.
- Interpreter Procedure Manual: Written summary provided by the Vendor describing in overall detail all procedural steps required to be followed by the sign language interpreter.
- Legal Interpretation: The State's requirement for On-Site Interpretation services includes legal related interpretation. These interpreters must have knowledge of legal terminology 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).
- Medical Interpretation: The State's requirement for On-Site Interpretation services includes medical related interpretation. These interpreters must have a reasonable 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 may 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, home visit settings. 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.
- Non-Certified, Qualified (Sign Language): Defined as Interpreters who are not currently certified; however, can show evidence they are "qualified" to provide Sign Language Interpretation. In order for a non-certified, qualified interpreter to be considered they will be required to provide additional documentation. Three reference letters must also be included. Reference letters must be from:
 - A deaf customer,
 - A certified interpreter with no business or contractual relationship with the non-certified interpreter, and
 - A client (agency/business) with no business or contractual relation with the State of Delaware.

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

- Requesting Entity: State of Delaware Agency and/or any other entity or group eligible to utilize the contract.
- Standard Hours: Standard hours are weekdays (Monday through Friday) from 6:00am to 6:00pm Local Time, excluding Observed Holidays.
- Type of Notice, Routine: Routine requests will include service requests where the requesting agency is providing the vendor at least three (3) days' notice.
- 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.
- 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 on-site within two hours or as soon as possible, weather and distance permitting.
- Validated Complaint: A complaint investigated by the Vendor which determines that an interpreter has misinterpreted the overall meaning/context of the individual who is being interpreted or has not adhered to appointment times, or other rules of interpretation.

B. INTERPRETER REQUIREMENTS

All Sign Language Interpreters, approved to provide service under this contract, will be held to the RID Code of Professional Conduct. A Sign Language Interpreter is someone who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.

The interpreter will remain neutral in the conversation.

The interpreter will respect cultural differences of the clients.

All communications, oral or written, between the interpreter, the requesting agency rep and the client will remain confidential.

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

The interpreter will check the accuracy of their 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.

Interpreters adhere to standards of confidential communication.

Interpreters possess the professional skills and knowledge required for the specific interpreting situation.

Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.

Interpreters demonstrate respect for consumers.

Interpreters demonstrate respect for colleagues, interns, and students of the profession.
Interpreters maintain ethical business practices.

Interpreters engage in professional development.

C. REQUEST FOR SERVICES

1. **General:** Rates will be assessed based on the amount of notice and date and time of requested service 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, linguists 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. This time is included in the two-hour minimum. 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. 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
- Technical Requirements, if applicable
- **State Scheduler** 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

2. Request Response Time

For Routine and Expedited Service Requests, vendor shall acknowledge receipt of a request within two hours of receipt. Vendor shall provide the requesting agency with a confirmation as soon as an interpreter(s) has been booked for the appointment. Confirmation should be provided as quickly as possible; preferably not to exceed 24 hours. Requesting agencies reserve the right to submit service requests to all awarded vendors to ensure prompt bookings and will go with the first vendor to confirm the booking. **Responding vendor is to identify a turnaround time commitment to which they can guarantee a response to service requests for negotiations. In the event a vendor does not respond to service requests within the agreed upon timeframe, accepting an assignment and providing names of interpreters booked or notifying the requesting agency that they were unable to secure the necessary interpreter(s), vendor will be assessed a penalty of \$25.00 payable to the requesting agency.**

For **Emergency** Service Requests, as deemed by the requesting agency, an interpreter will respond on-site within two hours or as soon as possible, weather and distance permitting.

3. **Number of Interpreters:** 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.

D. RATES & INVOICING

- 1. Minimum Billing:** The minimum billable time will be two (2) hours. On-Site Interpretation service will include the fifteen (15) minutes proceeding the scheduled time for performance as billable time or any longer time requested by the requesting agency subject to interpreter availability, if the longer time is requested when the interpreter arrives on site. After the second hour, services will be billed in 15 minute increments. Travel time is not included in the two hour minimum, nor billable.
- 2. Mileage:** 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 service request, unless a specific interpreter has been requested. **Unless otherwise stated in a service request all service requests are to be filled by a RID/NAD certified interpreter.** Invoices must include back-up documentation supporting the mileage billed. Back-up documentation to consist of a MapQuest, Google, or other comparable navigation app print out showing the interpreters starting location (base of operation) and appointment location. **Reimbursement for parking and tolls, with receipts, will be permitted. Whenever available, free parking is to be utilized.**
Vendor Exception, MDS Interpreting: Mileage reimbursement expected for total mileage round trip from base of operations for each assignment. Mileage reimbursement is expected at current IRS published rate.
Vendor Exception, Deafinitions & Interpreting: Full mileage expected at the current IRS rate of \$0.545 per mile.
- 3. Hourly Rate:** Vendors are to provide a per hour rate for On-Site Interpretation services. Prices must be in US Dollars (2 decimal places). Rates submitted shall be broken down as follows, with rates capped as shown:

	PAY RATE CAPS Mon-Fri (6:00am-6:00pm)	
	Certified	Non-Certified
Routine	\$75.00	\$60.00
Expedited	\$85.00	\$70.00
Emergency	\$95.00	\$80.00

Enter your **hourly rates** below. Unless exception is taken to rate caps, rates that exceed the caps outlined **will not** be considered. Acceptance of exceptions is not guaranteed. Rates requested are based on day and time of service and type of notice provided.

	Mon-Fri (6:00am-6:00pm)						After Hours (Including weekends & holidays)		
	Routine	Expedited	Emergency	Half-Day	Full-Day	Long Term	Routine	Expedited	Emergency
Certified									
Non-Certified									

Do you have any certified or "qualified" Sign Language interpreters who are able to sign in a foreign language? If so, please identify the language below and the applicable rate. Caps outlined in the solicitation do not apply for this service.

Language(s):

	Mon-Fri (6:00am-6:00pm)						After Hours (Including weekends & holidays)		
	Routine	Expedited	Emergency	Half-Day	Full-Day	Long Term	Routine	Expedited	Emergency
Certified									
Non-Certified									

Vendors are required to submit rates for all categories they can provide, including those with rate caps identified. Unless exception is taken to rate caps, rates that exceed the caps outlined will not be considered. Acceptance of exceptions is not guaranteed.

4. **Discount:** The State is requesting vendors provide discounted rates for: Half Day, Full Day, and/or Long Term Assignments.

5. **Requested Time:**

Requested time, is billable time. The State reserves the right to adjust the scheduled appointment time, up to 24 hours in advance of scheduled appointment without penalty.

Interpreters will be required to complete a State standard 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.

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

- Date of Invoice
- Contract #, GSS17602B-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)
- Mileage billed (with supporting documentation)
- Hourly rate billed to requesting agency
- Name of original State Scheduler

Billing will identify the exact # of minutes associated with each appointment. Each appointment shall be listed as a separate line item on the invoice. Completed and initialed timesheets are to be attached to the invoice.

Invoices must be submitted on a monthly basis and include all required back-up documentation. 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.

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

E. CANCELLATIONS

1. Requesting Agency

- a. 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.

Vendor Exception, Deafinitions & Interpreting: Requesting agency cancelling a service request with less than 48 hours' notice will be billed for time reserved per interpreter.

- 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.

2. Interpreter

- a. Schedule Conflict: 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 as soon as possible. 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, as determined by the requesting agency, requesting agency can procure the services open market and charge the vendor any price difference **plus a penalty up to \$100.00 per incident**. Vendor shall identify in the proposal response the number of instances before a schedule conflict for any given interpreter is deemed habitual and a validated complaint as well as the action to be taken.

3. No Show:

- a. Interpreter: A "no show" is when the interpreter(s) does not report for an assignment. Requesting Agency will notified the vendor of any interpreter "no show" appointments. **"No Shows" will be subject to a penalty up to \$100.00 per incident charged to the vendor.** Requesting Agency shall not be billed for the appointment. Vendor shall consider such notification a validated complaint. Vendor shall identify in the proposal response the action to be taken for this type of validated complaint.

- b. Client: Should a State Client not arrive for a scheduled appointment the Requesting Agency will be responsible for **not more than two hours**, plus a shortened appointment fee of \$25.00.

Vendor Exception, Deafinitions & Interpreting: Should a state client not arrive for a scheduled appointment, the requesting agency will be billed for the time reserved, per interpreter.

4. 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 **minus a \$50 late arrival penalty; minimum billable time will not apply**. 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 arrival penalty.