

## **ATTACHMENT A**

### **SOLICITATION NO. 0900000524**

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

#### **PURPOSE**

The Contract is awarded as a mandatory statewide contract for qualified sign language interpreter agencies or individuals, to provide interpreting services for sign language.

#### **BACKGROUND**

The Supplier will provide a full range of interpretation services to State customers under this solicitation. These services have become a necessity in dealing with deaf and hard of hearing individuals who need to interface with Customer staff in the delivery of governmental services. This solicitation describes the service to be provided during meetings, job interviews, non-emergency medical appointments, job placement and orientation, and other situations as requested by Customers. These services must be available from both office and non-office remote locations to include some at client addresses, in multiple locations as requested by the Customer. The contract(s) will provide a streamlined acquisition approach for Customers to obtain the services of qualified/certified and experienced language professionals.

#### **1. Contract Term and Renewal Options**

The initial Contract term, which begins on the effective date of the Contract, is one (1) year and there is four (4) one-year options to renew the Contract.

#### **2. Specifications**

Specifications are attached hereto as Exhibit 1 & Exhibit 2 and incorporated herein.

Exhibit 1 - Mandatory Minimum Requirements (See below).

Exhibit 2- Price sheet in excel form.

## **Exhibit 1**

Exhibit 1 to Solicitation for interpreting services for sign language.

### **C. Mandatory Minimum Requirements:**

#### **C.1. Qualifications & Requirements for Sign Language Interpretation**

##### **C.1.1. Minimum Personnel Qualifications**

**C.1.1.1.** All personnel providing services on this contract shall have been providing sign language interpretation services for a minimum of one year to customers and maintain at a minimum a State of Oklahoma Quality Assurance Screening Test (QAST) Level Three or the certification awarded by the National Registry of Interpreters for the Deaf. The number and level of certification (QAST Level 3 or above) are at the discretion of the Customer and the deaf or hard of hearing individual. Legal interpreters must be certified by the National Registry of Interpreters for the Deaf pursuant to the Oklahoma Legal Interpreter for the Deaf and Hard-of-Hearing Act. See definitions - certified interpreter, educational interpreter, and legal interpreter.

#### **C.2. General Requirements for Interpretation Services**

**C.2.1.** The Customer will specify in the Task Order with the location, dates and times, any required certification or accreditation verification necessary and any special requests from the deaf or hard of hearing person.

**C.2.2.** An interpreter shall be physically present at the Oklahoma location specified by the Customer, including locations with security or other special requirements.

**C.2.3.** Ensure that the interpreter arrives a minimum of 15 minutes prior to the beginning of the event.

**C.2.4.** When more than one interpreter is available for an assignment, the Supplier shall assign the interpreter closest to the site where services are needed, unless a specific interpreter is requested by the Customer.

**C.2.5.** Interpreters shall be provided based on the following:

**C.2.5.1.** Client preference.

**C.2.5.2.** Subject matter.

**C.2.5.3.** Length of the event and the type of interpreting (i.e deaf/blind interpreting, tactile interpreting, or other forms of interpreting) required. If an event is scheduled for more than 1.5 hours, then multiple interpreters may be required.

**C.2.5.4.** Number of deaf or hard of hearing individuals.

- C.2.6.** Expedited On-site interpretation services shall be provided by the contractor for requests received with less than twenty-four (24) hours.
- C.2.7.** In the event that a request for on-site interpretation is cancelled with less than twenty-four (24) hours' notice, by the deaf or hard of hearing individual, the Customer shall be required to pay for the amount of time scheduled.
- C.2.8.** If the interpreter arrives to the assignment and the deaf or hard of hearing individual is a no show for the interpreter will be compensated for the full scheduled length of the assignment.
- C.2.9.** Provide confirmation that an interpreter has been assigned to the Customer after receipt of written request within two working days of the original request. This confirmation must be sent to the Customer via fax or e-mail or phone call.
- C.2.10.** If services are provided during both standard hours and non-standard hours, payment will be made for the actual time worked in each time period at the appropriate standard hour or non-standard hour rate.
- C.2.11.** The Suppliers must have a quality assurance plan to assure the quality of services provided under this contract. The plan must include information regarding monitoring of all services provided.

### **C.3. Travel Costs**

- C.3.1.** Interpreter's actual mileage will be calculated and reimbursed in accordance with the Oklahoma State Travel Reimbursement Act, along with actual expenses (parking, tolls, etc.) for assignments within fifty (50) miles from the Interpreters home.
- C.3.2.** For assignments more than fifty (50) miles from the Interpreters home, in addition to the actual mileage reimbursement, the interpreter will be paid the hourly rates for actual drive time.

### **C.4. Reporting Requirements for Sign Language Interpretation Services**

- C.4.1.** When requested by the Customer, the Supplier shall provide monthly report of usage listing by client ID number, county of origination and the Customer name. Reports shall be submitted with invoices. These reports are separate from the usage reporting requirements listed in Attachment C -Statewide Specific terms Section 6.3.
- C.4.2.** The Supplier shall provide usage reports requested by the Customer electronically in MS Excel (or other acceptable electronic software such as Access, MS Word, ASCII) or a hard copy or fax.

### **C.5. Customer Instructions.**

- C.5.1.** Customers may use written purchase orders; facsimile orders, credit card orders, and/or blanket purchase orders under this contract.

**C.5.2.** When it is determined that the Customer needs an outside source to provide translation or interpretation services, follow these steps:

**C.5.3.** Develop a Statement of Work (SOW) - REQUIRED In the SOW, include the following information:

**C.5.3.1.** The service required (i.e., sign language interpretation).

**C.5.3.2.** Location of the event.

**C.5.3.3.** Date of the event.

**C.5.3.4.** Length of the event.

**C.5.3.5.** Any special standards or requirements, where applicable.

**C.5.4.** Submit SOW to Suppliers for quotations. The request submitted by the Customer can be via telephone, facsimile, or email to the Supplier.

**C.5.5.** Select the Supplier best suited for your needs.

**C.5.6.** Place the order with the selected Supplier.

**C.6. Additional Services**

**C.6.1.** Suppliers are encouraged to submit additional interpreting services that are available.