



Washington State
**DEPARTMENT OF
ENTERPRISE SERVICES**

ORDERING & PRICING INSTRUCTIONS

Statewide Contract No. 04218 Translation Services – Written Word

SCOPE OF WORK. This Statewide Contract is for Translation Services Written Word. Translation focuses on written communication. Translation process and resources; It is important to ensure that documents are translated accurately and effectively. Some sections of the organization's documents will need to be translated verbatim. It is also critical to ensure that, once translated, the content is conceptually, linguistically, and culturally accurate. It is also helpful to work directly with the communities served to ensure that translations are culturally relevant.

This Statewide Contract is constructed with six (6) categories:

- **Category 1 – Forms:** The translation requests of the written materials in the Forms Category are typically official or formal documents of the purchaser entity. A Form is typically a document that collects or distributes information.
- **Category 2 – Publications:** The translations request of the written materials are typically official and formal by nature. A publication is typically an information-sharing document from the purchaser, intended for the distribution to the client community. Publications need to be accessible per the Americans with Disability Act (ADA) requirements.
- **Category 3 - Auto Generated Text:** The translation request of the written materials in the Auto Generated Text Category are typically system supported language text block translations. Contractor shall ensure accurate and professional translations of the requested works. Contractor will receive requests in English that need to be translated in other languages as requested by the purchaser.
- **Category 4 - General Information Documents:** The translations request of the written materials in the General Information Documents Category are typically general information documents provided by Customer to limited English Proficient (LEP) populations. Documents can cover many different topics, including but not limited to technical, legal, educational, medical, economical, and other.
- **Category 5 - Client Specific or Locally Generated Documents:** There are two subcategories of translation request of the written materials in the Client Specific/Locally Generated Documents Category: Fill-In and Full Translation.
- **Category 6 – Translations for Emergency and Urgent Situations:** The translations request of the written materials in the Translation for Emergency and Urgent Situations are emergency translation services required by the Washington Military Department's Emergency Management Division, the Washington State Department of Health, and other state and local organizations with first responder or emergency management related responsibilities during a disaster or emergency. Contractor shall ensure accurate and professional translations of the requested works. This category is for translation of emergency communications that will be provided to the general public when public health and safety is at risk or potentially at risk, or there is an urgent need to respond in writing to the client community with limited English proficiency.

Purchasers may select from any of the awarded vendors to perform the work. Each contractor may only perform the work for the category they are awarded. Each category scope of work and description is available in the Pricing Guide.

Please be advised that purchasers are required to fully read and understand the master contract in its entirety and not rely on the Ordering & Pricing Instructions to provide full detailed information regarding the Terms & Conditions of the master contract.



LIST OF COVERED LANGUAGES. (Reference Exhibit D, Statewide Contract) Principle Languages: The listed languages are considered Washington States’ Principle Languages. Contractor(s) have agreed to provide translation services for the listed languages for the category they have been awarded.

(Languages: Principle Languages are the most frequently requested languages. Contractor must actively ensure to keep an adequate pool of translators who can service these languages upon request by purchaser. Servicing Principle Languages is mandatory a Key Performance Indicator. Should Contractor fail to provide requested services for the Principle Languages, escalating procedures, such as corrective action plans, may be put into place.)

Categories 1 – 4: Amharic, Arabic, Burmese, Cambodian (Khmer), Chinese (Traditional and Simplified), Farsi (Persian), Korean, Lao, Punjabi, Russian, Somali, Spanish, Tigrigna, Ukrainian, Vietnamese

Categories 5 – 6: Amharic, Spanish, Arabic, Swahili, Burmese, Tagalog, Cambodian (Khmer), Tigrigna, Chinese (Traditional and Simplified), Trukese, Farsi, Ukrainian, French, Urdu, Karen, Vietnamese, Korean, Laotian, Marshallese, Nepali, Oromo, Pashto, Punjabi, Russian, Somali

All eligible purchasers are welcome to utilize this Statewide Contract and are required to fully read and understand the Statewide Contract in its entirety and not rely on the Ordering & Pricing Instructions to provide full detailed information regarding the Terms & Conditions of the Statewide Contract.

PRICING. (Reference Exhibit B, Statewide Contract)

Category 1 Forms				
Line Item	Prisma	Avantpage	Jrivera	LinguaLinx
Normal Rate - Price per Word	\$0.15	\$0.22	\$0.12	\$0.18
Rush Rate - Price per Word	\$0.15	\$0.06	\$0.14	\$0.22
Project Minimum - Normal [Minimum charge per project]	\$8.50	\$50.00	N/A	\$12.00
Project Minimum - Rushed [Minimum charge per project]	\$10.00	\$10.00	N/A	\$25.00
Hourly Rate for Desktop Publishing -Normal [For work on translations not related to translating, such as publishing, imaging, etc.]	\$42.50	\$ 50.00	\$20.00	\$35.00

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Hourly Rate for Desktop Publishing - Rushed [For work on translations not related to translating, such as publishing, imaging, etc.]	\$42.50	\$10.00	\$22.00	\$45.00
Proof Reading Price Per Word - Normal [Reviewing existing translated work]	\$0.05	\$0.03	\$0.05	\$0.09
Proof Reading Price Per Word - Rushed [Reviewing existing translated work]	\$0.05	\$0.03	\$0.07	\$0.12
Rekeying Price Per Word [Process of entering text provided by customer into any language into a new or existing document]	\$0.07	\$0.03	\$0.04	\$0.09

Category 2 Publications				
Line Item	Prisma	Avantpage	Dynamic	LinguaLinx
Normal Rate - Price per Word	\$0.15	\$0.22	\$0.21	\$0.18
Rush Rate - Price per Word	\$0.15	\$0.06	\$0.25	\$0.22
Project Minimum - Normal [Minimum charge per project]	\$8.50	\$50.00	\$12.50	\$12.00
Project Minimum - Rushed [Minimum charge per project]	\$10.00	\$10.00	\$16.00	\$25.00
Hourly Rate for Desktop Publishing -Normal [For work on translations not related to translating, such as publishing, imaging, etc.]	\$42.50	\$50.00	\$45.00	\$35.00
Hourly Rate for Desktop Publishing - Rushed [For work on translations not related to translating, such as publishing, imaging, etc.]	\$42.50	\$10.00	\$55.00	\$45.00

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Proof Reading Price Per Word - Normal [Reviewing existing translated work]	\$0.05	\$0.03	\$0.09	\$0.09
Proof Reading Price Per Word - Rushed [Reviewing existing translated work]	\$0.05	\$0.03	\$0.12	\$0.12
Rekeying Price Per Word [Process of entering text provided by customer into any language into a new or existing document]	\$0.07	\$0.03	\$0.08	\$0.09

Category 3 Auto Generated Text

Line Item	Prisma	Dynamic	Avantpage	Jrivera
Normal Rate - Price per Word	\$0.15	\$0.20	\$0.22	\$0.04
Rush Rate - Price per Word	\$0.15	\$0.24	\$0.06	\$0.05
Project Minimum - Normal [Minimum charge per project]	\$8.50	\$12.50	\$50.00	N/A
Project Minimum - Rushed [Minimum charge per project]	\$10.00	\$16.00	\$10.00	N/A
Hourly Rate for Desktop Publishing -Normal [For work on translations not related to translating, such as publishing, imaging, etc.]	\$38.00	\$45.00	\$50.00	\$20.00

Hourly Rate for Desktop Publishing - Rushed [For work on translations not related to translating, such as publishing, imaging, etc.]	\$38.00	\$55.00	\$10.00	\$22.00
Proof Reading Price Per Word - Normal [Reviewing existing translated work]	\$0.05	\$0.09	\$0.03	\$ 0.05
Proof Reading Price Per Word - Rushed [Reviewing existing translated work]	\$0.05	\$0.12	\$0.03	\$0.07

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	Rekeying Price Per Word [Process of entering text provided by customer into any language into a new or existing document]				
		\$0.07	\$0.08	\$0.03	\$0.04
Category 4 General Information Documents					
Line Item		Prisma	Avantpage	Dynamic	LinguaLinx
	Normal Rate - Price per Word	\$0.15	\$0.22	\$0.20	\$0.18
	Rush Rate - Price per Word	\$0.15	\$0.06	\$0.24	\$0.22
	Project Minimum - Normal [Minimum charge per project]	\$8.50	\$50.00	\$44.00	\$12.00
	Project Minimum - Rushed [Minimum charge per project]	\$10.00	\$10.00	\$49.00	\$25.00
	Hourly Rate for Desktop Publishing -Normal [For work on translations not related to translating, such as publishing, imaging, etc.]	\$42.50	\$50.00	\$45.00	\$35.00
	Hourly Rate for Desktop Publishing - Rushed [For work on translations not related to translating, such as publishing, imaging, etc.]	\$42.50	\$10.00	\$55.00	\$45.00
	Proof Reading Price Per Word - Normal [Reviewing existing translated work]	\$0.05	\$0.03	\$0.09	\$0.09
	Proof Reading Price Per Word - Rushed [Reviewing existing translated work]	\$0.05	\$0.03	\$0.12	\$0.12
	Rekeying Price Per Word [Process of entering text provided by customer into any language into a new or existing document]	\$0.07	\$0.03	\$0.08	\$0.09

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Category 5 Client Specific or Locally Generated Documents				
Line Item	Prisma	Ad Astra	Avantpage	Dynamic
Fill-In Translation Requests: Principle Languages, Normal	\$0.15	\$0.19	\$0.19	\$0.17
Fill-In Translation Requests: Non-Principle Languages, Normal	\$0.15	\$0.19	\$0.20	\$0.21
Full Translation Requests: Principle Languages, Normal	\$0.15	\$0.19	\$0.19	\$0.16
Full Translation Requests: Principle Languages, Rushed	\$0.15	\$0.19	\$0.19	\$0.20
Full Translation Requests: Non-Principle Languages, Normal	\$0.15	\$0.19	\$0.19	\$0.20
Full Translation Requests: Non-Principle Languages, Rushed	\$0.15	\$0.19	\$0.20	\$0.24
Project Minimum - Normal [Minimum charge per project]	\$12.50	\$47.50	\$14.00	\$11.65
Project Minimum - Rushed [Minimum charge per project]	\$12.50	\$60.00	\$14.00	\$15.00
Proof Reading Price Per Word - Normal [Reviewing existing translated work]	\$0.05	\$0.10	\$0.02	\$0.09
Proof Reading Price Per Word - Rushed [Reviewing existing translated work]	\$0.05	\$0.15	\$0.02	\$0.12
Rekeying Price Per Word [Process of entering text provided by customer into any language into a new or existing document]	\$0.07	\$0.10	\$0.02	\$0.08

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Category 6 Emergency and Urgent Situations				
Line Item	Northwest Interpreters	LanguageLink	Jrivera	Prisma
Rate Price per Word	\$0.25	\$0.24	\$ 0.14	\$0.22
Project Minimum [Minimum charge per project]	\$45.00	\$35.00	N/A	\$75.00
Hourly Rate for Desktop Publishing [For work on translations not related to translating, such as publishing, imaging, etc.]	\$45.00	\$35.00	\$30.00	\$42.50
Proof Reading Price Per Word [Reviewing existing translated work]	\$0.11	\$0.24	\$0.10	\$0.10
Rekeying Price Per Word [Process of entering text provided by customer into any language into a new or existing document]	\$0.12	\$0.24	\$0.04	\$0.10

CONTRACTOR CONTACT INFORMATION.

Contractor	Contact Name	Area of Responsibility	Contact Phone Number	Contact Email
Ad Astra, Inc.	Jean-Paul Borja	Project Manager	301 408 4242 ex. 141	Translation@ad-astrainc.com
Avantpage	Eduardo Diaz	Account Manager	530 750 2040 ex. 53	eduardo@avantpage.com
Dynamic Language Center	Jason Selden	Director of Client Services	206 493 1604	jason@dynamiclanguage.com
JRivera	Susie George	Contract, Management, and Sales	509 888 4563	request@jrivera.com
Language Link	Account Services	Translation	360 314 0025	Quotes@language.link
LinguaLinx	Areji Kinsler	Project Manager	518 388 9000	akinsler@lingualinx.com

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Northwest Interpreters	Carolyn Knees	Translation Department Management	866 468 7769	projects@nwiservices.com
Prisma International	James V. Romano	Account Management	612 349 3111	jromano@prisma.com

BACKGROUND. The Washington State Department of Enterprise Services (DES) created the Language Access Program to help state agencies, higher education, local governments, and others subject to the Americans with Disabilities Act meet spoken, written and sign language access requirements. Our language access program supports purchasers in these organizations by offering easy-to-use contract solutions language access services.

- [Learn more about language access obligations for providers of health care and social services \(hhs.gov\)](#)
- [Learn more about Washington state's accessibility policy for data and information \(ocio.wa.gov\)](#)

Additionally, DES recognizes the importance of being able to communicate effectively with individuals, including those with Limited English Proficiency (LEP). DES leads state department's efforts, through procurement, to provide meaningful access for LEP individuals in its programs, activities, services, and operations. Many organizations serve communities in which English may not always be the primary spoken language. Limited English proficiency, or LEP, refers to people who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English. If you need help with your organization's LEP efforts, check out our statewide contracts designed to help you offer a wider range of LEP services.

A LEP person is one who does not speak English as their primary language, and has a limited ability to read, speak, write, or understand English. An individual who reports speaking English less than “very well” is considered to be limited English proficient.

[Senate Bill 6245](#) calls for change in how Washington State agencies procure interpreter services. It requires the DES to create a procurement model that can be used by all eligible purchasers* by directly contracting through scheduling and coordinating entities or interpreters or both. The bill also calls for the OPI and VRI services to be provided through a single entity/vendor. Bill changes have to be in place by September 1, 2020**. Codified in [RCW 39.26.300](#).

*Note: DES is required to ensure that Statewide Contract’s resulting from this bill implementation, meets all purchaser requirements so that they are able to use the Statewide Contract’s. This includes requirements related to security, technology, privacy, and Collective Bargaining Agreements (CBA).

**Note: DES determined that meeting the RCW deadlines is executing Statewide contracts by that date.

If you have any questions, please feel free to contact our Language Access Program Team. Email: DESLanguageAccess@des.wa.gov.