



Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

ORDERING & PRICING INSTRUCTIONS

Statewide Contract No. 06821

Spoken Language Interpreter Services Scheduling and Coordinating Software Scheduling & Coordinating Solution

BACKGROUND. Pursuant to Legislative direction, Enterprise Services, on behalf of the State of Washington, has issued Statewide Contract 06821 that provides a cloud-based software solution to schedule, coordinate, and manage spoken language interpreter services with qualified interpreters for Washington state agencies and other eligible Purchasers. See RCW 39.26.300 (5).

In 2011, the Collective Bargaining Agreement (CBA) for Language Access Providers (i.e., Interpreter Services) was established between spoken language access (LAP) interpreters and the Governor of Washington to ensure equal access to pay, professional development, union management meetings, and grievances. This Statewide Contract is designed specifically for DCYF, DSHS, and HCA per the statutory requirements, who are subject to CBA. See RCW 43.88.583.

Please be advised that 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. Purchasers who choose to use this Statewide Contract must follow both the Statewide Contract and CBA.

American Sign Language (ASL) Interpreters are not part of the union or covered by the CBA.

SCOPE OF WORK. This Statewide Contract is for Spoken Language Interpreter Services In-Person Interpreting (IPI), Over the Phone Interpreting (OPI), Video Remote Interpreting (VRI) also known as Spoken Language Interpreter Services Scheduling and Coordinating Software Solution using **Bargaining Unit Work** from the Collective Bargaining Agreement (CBA) for Language Access Providers (i.e., Interpreter Services, WFSE LAP). Purchaser(s) will be able to schedule interpreter services through any of the three modalities for Interpreter Services that are available through this Statewide Contract, which include the following:

- In-Person Interpreting (IPI)
- Over the phone Interpreting (OPI)
- Video Remote Interpreting (VRI)

Appointments and services included in this Statewide Contract are by category. Each category varies by rate of pay.

Category 1: Purchaser Set Appointments - are self-served appointments set by the Purchaser through the Scheduling & Coordinating Solution. The Appointment shall be distributed to Interpreter(s) based on the

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qualifications and proximity to Appointment, or as requested by the Purchaser. Purchaser may request specific interpreters for business needs.

Category 2: Contractor Set Appointments - are serviced appointments set with the assistance of the Contractor's agents (operator or customer service). Purchasers will request Appointment through the toll-free customer service number, email address, or fax provided by Contractor. Serviced Appointment request are agent assisted appointments.

AUTHORIZED PURCHASER IMPORTANT NOTICES. In order to request Interpreter Services under this Statewide Contract, Authorized Purchasers must have:

- a) Completed the comprehensive training provided by the Contractor;
- b) Complete the OCIO data security requirement and;
- c) Understand the CBA for Language Access Providers

Purchaser Required Training: To request Interpreter Services under this Statewide Contract, Purchaser(s) (i.e., individual user) must have completed the comprehensive training of the Scheduling & Coordinating Solution provided by the Contractor before Purchaser(s) (i.e., individual user) online account can become activated. For an appointment, please email DES@fourcornerstranslation.com.

Cybersecurity Design Review: Each agency will be required to complete a Cybersecurity Design Review with the Washington State Office of Cybersecurity based on each agency requirements with your internal IT department per Office of Chief Information Officer (OCIO) policy standards 141.10. Once you have completed the online training, you will be provided instructions on how to proceed with this requirement.

CBA for Language Access Providers: All purchasers who utilize Contractor's Scheduling & Coordinating Solution are subject to the CBA for Interpreter Services (i.e., Language Access Providers, Interpreter Services, WSFE) regardless of standing. Such CBA's impact the terms and conditions pertaining to Interpreter Service(s). The State of Washington Office of Financial Management (OFM) maintains all Collective Bargaining Agreements.

This Statewide Contract is designed specifically for DCYF, DSHS, and HCA per the statutory requirements, who are subject to CBA. Those certain Washington State Agencies are obligated to compensate interpreters pursuant to the CBA.

ACCESS TO SCHEDULING AND COORDINATING SOFTWARE.

Step 1: Contact FourCorners Translation, LLC. to request an invitation to their interpreter scheduling platform. Send your request to DES@fourcornerstranslation.com.

Step 2: Using your computer, NOT your phone, accept the email invitation from FourCorners Translation, LLC. After you accept the invitation, you will immediately be taken to the log in page where you will create a unique

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password for yourself. After you create a unique password and unique login to the platform and complete your profile.

Step 3: Your profile on the FourCorners Translation, LLC. interpreter scheduling platform is now enabled. You may place requests to schedule interpreters in advance or connect to interpreter's on-demand. If you need any assistance with using the interpreter scheduling platform, please contact Account Manager, Omid Jafarzadeh at 646-761-1493.



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Reference Exhibit B, Statewide Contract

PRICING

<i>Purchaser Set Appointments</i>			
Category	Line Item	Cost (\$)	Minute
1A	In-Person Interpreting Services – mark up from CBA	\$8.84	Per hour
1B	Telephonic Interpreting Services	\$0.94	Per minute
1C	Video-Remote Interpreting services – first 10 minutes	\$3.87	First 10 minutes
1D	Video-Remote Interpreting services – each additional minute	\$0.99	Per minute

<i>Contractor Set Appointments</i>			
Category	Line Item	Cost (\$)	Minute
2A	In-Person Interpreting Services – mark up from CBA	\$16.58	Per hour
2B	Telephonic Interpreting Services	\$0.99	Per minute
2C	Video-Remote Interpreting services – first 10 minutes	\$3.92	First 10 minutes
2D	Video-Remote Interpreting services – each additional minute	\$1.05	Per minute

For clarification purposes regarding a mark-up from CBA, mark-up refers to the value that a contractor adds to the cost price of any service. The value added is called the mark-up. A mark-up is added into the CBA cost by the contractor of any service to cover the costs of doing business and create a profit. The mark-up added to the cost price equals total price.

Example: For a purchase set appointment for in-person interpreting service, the Contractor will charge the mark up from CBA listed in 1A \$8.84 per hour to the then current minimum CBA rate. In this pricing example the service was provided in July 2023 when the CBA rate was \$46.09 per hour. The rate charged for the services would be \$54.93 per hour.

Finally, pursuant to the Collective Bargaining Agreement for Language Access Providers (WFSE), certain Washington State Agencies are obligated to compensate interpreters pursuant to the Collective Bargaining Agreement (“CBA”). The State of Washington Office of Financial Management (OFM) maintains all Collective Bargaining Agreements. Visit OFM’s website to view CBA for year [2019-21](#), year [2021-23](#) and year [2023-25](#). See RCW 41.56.510. In addition to the entities listed in RCW 41.56.020, this chapter applies to the governor with respect to language access providers. Solely for the purposes of collective bargaining and as expressly limited under RCW 41.56.510 subsections (2) and (3) of this section, the governor is the public employer of language access providers who, solely for the purposes of collective bargaining, are public employees. The governor or the governor's designee must represent the public employer for bargaining purposes.

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.



Reference Exhibit D, Statewide Contract

LIST OF COVERED LANGUAGES

LANGUAGES REQUESTED IN WASHINGTON STATE			
Akran	Farsi *	Kinaray-a	Persian (Farsi/Dari)
Albanian (Tosk Albanian)	Fijian	Kinyarwanda	Pohnpeian
Amharic*	Finnish	Kirundi	Polish
Anuak	French	Kmhmu	Portuguese
Arabic*	French Creole	Korean*	Quechua
Armenian	Fulah	Kosraean	Romanian (Moldavian)
Assyrian	Ganda (Luganda)	Kunama	Rundi (Kirundi)
Azeri (Azerbaijani)	Georgian	Kurdish	Russian*
Balochi	German	Lao	Salish (Puget Sound)
Bambara	Greek	Latvian	Salish (Straits)
Bengali	Gujarati	Limba	Samoan
Bikol	Haitian	Lingala	Serbian (Serbo-Croatian)
Bini/Edo	Haitian Creole	Lithuanian	Shona
Bosnian	Haka Chin	Macedonian	Sinhala (Sinhalese)
Bulgarian	Hausa	Malay (Malaysian)	Slovak
Burmese	Hebrew	Malayalam	Slovenian
Cantonese *	Hiligaynon (Ilonggo)	Mam	Somali*
Cebuano	Hindi	Mandarin*	Soninke
Cham	Hmong; Mong	Mandingo (Mandinka)	Spanish*
Chamorro	Hungarian	Marathi	Sundanese
Chin	Igbo (Ibo, Egbo)	Marshallese	Swahili
ChiuChow	Iloko (Ilocano)	Mien	Swedish
Chuukese	Indonesian	Mixtec	Tagalog (Filipino)
Creole	Italian	Mongolian	Tajik
Croatian	Japanese	Navajo (Navaho)	Tamil
Czech	Kakwa	Nepali (Nepalese)	Telugu (Telegu)
Danish	Kanjolal	Norwegian	Thai
Dari	Karen languages	Nuer	Tibetan
Dinka	Kashmiri	Oromo (Afaan Oromo)	Tigrinya (Tigrigna)*
Dutch (Flemish)	Kayah	Palauan	Tonga
Dzongkha	Khmer (Cambodian)*	Pampanga	Turkish
Esan	Khmer (Central)	Pangasinan	Turkmen
Estonian	Khmu	Panjabi (Punjabi)*	Ukrainian *
Ewe	Kikuyu (Gikuyu)	Pashto (Pushto)	Urdu
			Vietnamese *

* Indicates language of high demand