



ORDERING & PRICING INSTRUCTIONS

Master 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 Master 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 master 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 master contract, and 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. Purchasers who choose to use this master contract must follow both the master contract and CBA.

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

SCOPE OF WORK. This Master 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 Master Contract, which include the following:

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

Appointments and services included in this master 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 qualifications and proximity to Appointment, or as requested by the Purchaser. Purchaser may request specific interpreters for business needs.

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.

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 Master 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 Master 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 master 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 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.