



## ORDERING & PRICING INSTRUCTIONS

Statewide Contract No. 02120

---

### Sign Language Interpreter Services with Referral Agencies

**SCOPE OF WORK.** This Statewide Contract is for **Sign Language (Hand Interpreting) with Referral Agencies**. A sign language interpreter must accurately convey messages between two different languages. An interpreter is there for both deaf and hearing individuals. The act of interpreting occurs when a hearing person speaks, and an interpreter renders the speaker's meaning into sign language, or other forms used by the deaf party(ies). The interpreting also happens in reverse: when a deaf person signs, an interpreter renders the meaning expressed in the signs into the oral language for the hearing party, which is sometimes referred to as voice interpreting or voicing.

Interpreting services can be delivered in multiple modalities. This statewide contract offers the following:

- **On-site:** Also called "In-Person Interpreting (IPI)" or sometimes colloquialized as "face-to-face", this delivery method requires the interpreter to be physically present in order for the interpretation to take place.

This Statewide contract does not include:

- **Telephone:** Also referred to as "Over-The-Phone Interpreting (OPI)", "telephonic interpreting", and "tele-interpreting," telephone interpreting enables interpretation via telephone.
- **Video:** Interpretation services via "Video Remote Interpreting (VRI)" and Video Relay Service (VRS) interpreting.

Online access platforms include: Skype for Business/Microsoft Teams, Updox, VSee, Zoom/Zoom for Healthcare, Doxy.me, GoogleG Suite Hangouts Meet, Cisco Webex Meetings/Webex Teams, Amazon Chime, GoToMeeting and Spruce HealthCare Messenger.

**HOW TO ORDER.** Purchasers can select from any of the listed Contractors under each region in the Pricing Information section. Contractors may not provide services outside of the scope of their respective award. When setting up an account with the contractor, placing an order or doing other business under this contract, reference the statewide contract unique identifier number. For details on scope of work, delivery, expectations, etc. this is outline in the embedded document in the Contract Specifications or within the executed Statewide Contract. For contracting documents please see Contracts and Amendment document in the DES portal page. Contact the Contractors directly for questions, quotes or to place orders, information is listed in the section below.

To utilize the statewide contract, you must:

1. Meet the criteria to sign up to use statewide contracts: [How to Use Statewide Contracts](#)
2. Payment for Sign Language Interpreters are paid for by the Purchaser's fiscal department.
3. In order to use the online Sign Language Interpreter Request Form, you will first need to establish an account. The process for setting up an account includes instructions on how to use the Request Form to secure Sign Language Interpreter services.
4. After you [set up your account](#), wait for approval status and instructions to arrive via email. This generally takes less than 1 business day.

*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.*



5. Fill out the [online Sign Language Interpreter Request Form](#). Include as much information as possible. Do not leave fields blank.
6. Save [signlanguageinterpreters@dshs.wa.gov](mailto:signlanguageinterpreters@dshs.wa.gov). All correspondence comes from this email address. The Contractor (Interpreter or Agency) involved with your request will be CC'd on all correspondence.
7. Reference DES Contract No. 02120 on your ordering documents.

Purchasers requesting sign language interpreter services must submit an Interpreter Services Request using the [Statewide Contract Sign Language Interpreter online request](#).

**PRICING.** For a list of approved Interpreters, the date of their initial Certification, and their current rates click here <https://www.dshs.wa.gov/altsa/odhh/sign-language-interpreter-contracts-and-resources-program-1>

Vendor	Booking Fee	Interpreter Base Rate		Contract Expiration	Awarded Region(s)
A2Z Interpreting	\$54.85	<a href="#">King</a>	<a href="#">Non-King</a>	31-May-2026	Eastern
All Hands	\$45.00			31-May-2026	All Regions
AS Professionals	\$50.00			31-May-2026	All Regions
DeafBlind Service Center	\$30.00			31-May-2026	All Regions
Divas Office	\$50.00			31-May-2026	Olympic
Terp Sign Language Services	\$30.00			31-May-2026	Northwest
That! Interpreting	\$60.00			31-May-2026	All Regions
Universal Language Service	\$58.00			31-May-2026	All Regions

Please note, there are supplemental rates for Legal, Medical and Mental Health appointments. If you see an Interpreter listed more than once, with additional rate information, these specific appointment rates apply.

Click here for [Tactile and Close Vision Interpreters and Rates](#).



Washington State  
DEPARTMENT OF  
ENTERPRISE SERVICES



**INTERPRETER QUALIFICATIONS.** All Interpreters must be skilled to industry standards, expectations, and trends. Interpreters must have the proper certification based on the interpreting type of service. Below are the three main interpreter types of language access statewide contracts will require. These requirements are in alignment with *RCW 39.26.300*.

Sign Language Interpreter: The Washington State [Office of the Deaf and Hard of Hearing \(ODHH\)](#) is responsible for quality assurance and data collection. All of the Sign Language Interpreters are Certified Interpreters either through [Registry of Interpreters of the Deaf \(RID\)](#) or have obtained Board for Evaluation of Interpreters (BEI) credentials. All sign language interpreters are required to obtain an updated background check through Washington State [Department of Social and Health Services \(DSHS\) Background Check Central Unit \(BCCU\)](#).

**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, 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.

Under *RCW 39.26.100(8)*, the "The authority to purchase interpreter services on behalf of applicants and recipients of public assistance who are sensory-impaired rests with the department of social and health services and the health care authority." The Department of Social and Health Services (DSHS) and the Health Care Authority (HCA) have granted the

*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.*



Washington State  
**DEPARTMENT OF  
ENTERPRISE SERVICES**

Department of Enterprise Services (DES) a non-exclusive, limited delegation of authority for the purchase of sign language interpreter services and interpreter brokerage services.

The Office of the Deaf and Hard of Hearing (ODHH), a division within DSHS, offers programs and services for Deaf, DeafBlind, Deafdisabled, Hard of Hearing, Late Deafened, and Speech Disabled individuals, their families, and service providers in Washington State.

[CLICK HERE](#) to learn more about the Sign Language Interpreter Contracts and Resources Program.

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.

For Master Contract Terms & Conditions issues, contact DES: [DESLanguageAccess@des.wa.gov](mailto:DESLanguageAccess@des.wa.gov)

For ASL Interpreter or ODHH System issues, contact DSHS: Berle Ross 360-339-4559 or [berle.ross@dshs.wa.gov](mailto:berle.ross@dshs.wa.gov)

*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.*