



## ORDERING & PRICING INSTRUCTIONS

Statewide Contract No. 03919

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### Sign Language Interpreter Services with Independent Contractors

**BACKGROUND.** 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 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.

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.

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

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)

**SCOPE OF WORK.** This Statewide Contract is for Sign Language Interpreter Services. Purchaser(s) will be able to schedule sign language interpreter services through one of three modalities for Interpreter Services that are available through this Statewide Contract, which include the following:

- In-Person Interpreting (IPI)

This Statewide contract does not include:

- Over the phone Interpreting (OPI)
- Video Remote Interpreting (VRI)

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

*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.*

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.
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. 03919 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](#).

**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 \(BCCU\)](#).

#### **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>

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](#).