

SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS

Period of Performance: _____, 2016 through _____, 2021

CLIN	Description of services	QTY Interpret ers	Estimat ed Hours	Hourly Rate*	Final Price
0001	Lead Interpreter	1	1992		
0002	Interpreters- Washington DC Metropolitan Area- Region I	2-10	18632		
0003	Region II		4500		

*Fully Loaded Rate to include Travel

SECTION C DESCRIPTION/SPECIFICATION/STATEMENT OF WORK

Interpreting Services for the Department of Transportation

C.1 INTRODUCTION

The U.S. Department of Transportation (DOT), Office of the Secretary (OST), Workforce Quality Division operates the Disability Resource Center (DRC). In compliance with The Rehabilitation Act of 1973 (<http://www.ada.gov/cguide.htm>), DOT is in need of Nationwide Interpreting Services for DOT employees, visitors and applicants required by law. DOT requires employees with disabilities be handled with great sensitivity and confidentiality. In addition, conformance to the standard practices and Code of Professional Conduct of the Registry of Interpreters for the Deaf, Inc. (RID) <http://www.rid.org/>, is expected of all DRC sign language interpreting vendors. Disciplined, recordkeeping, and related analysis (Attachment J-2) are essential to track expenditures, workload, and to ensure that accommodations are provided within established timeframes. Interpreting Services include; Oral, Cued Speech, Tactile, Close Vision, Legal, Medical and Video Remote. DOT provides employees cultural awareness events, sign language classes, and other related topics concerning individuals that are Deaf and Hard of Hearing (D/HH).

The Department of Transportation has approximately 60,000 employees nationwide. Of this number, one percent (1%) of employees currently self-identify as D/HH. As a result, interpreters are needed by D/HH and Hearing employees at all grade levels to carry out their duties. Since the President signed **Executive Order 13548, *Increasing Federal Employment of Individuals with Disabilities***, into law on July 26, 2010, (which directed departments and agencies to recruit and hire more Federal Workers with disabilities),

DOT has seen an increase in employees that are D/HH and anticipates this number to increase. DOT requires Contractor support services for interpreting services, awareness trainings, and scheduling interpreting services. DOT expects approximately 15,000 to 25,000 interpreting hours nationwide annually. There may be an average of 3,000 to 6,000 interpreting hours outside of the Washington DC Metropolitan Area. DOT has sufficient need for interpreting services for the DOT DC Metropolitan to use two (2) to ten (10) interpreters Monday through Friday based upon the volume of requests. Areas outside of the Baltimore-Washington DC Metropolitan Area is considered Region II Interpreting Services. Region II interpreting services shall be scheduled on an as needed basis. On occasion, DOT will need additional interpreters in the Washington DC Metropolitan Area that will be outside of the assigned ten interpreters.

C.2 SCOPE

The Contractor shall provide interpreting services to the DOT, USCG and other Federal agencies' employees located in the Baltimore-Washington DC Metropolitan Area and various regions throughout the United States to include Puerto Rico, U.S., Virgin Islands, and locations in the Western Pacific such as Guam and American Samoa.

- **REGION I:** Baltimore-Washington DC Metropolitan Area (as defined by the Office of Management and Budget as the Baltimore-Metropolitan Statistical Area.)
 - District of Columbia, District of Columbia
 - Anne Arundel County, Maryland
 - Baltimore City, Maryland
 - Baltimore County, Maryland
 - Calvert County, Maryland
 - Carroll County, Maryland
 - Charles County, Maryland
 - Dorchester County, Maryland
 - Frederick County, Maryland
 - Harford County, Maryland
 - Howard County, Maryland
 - Montgomery County, Maryland
 - Prince George's County, Maryland
 - Queen Anne's County, Maryland
 - St. Mary's County, Maryland
 - Talbot County, Maryland
 - Washington County, Maryland
 - Franklin County, Pennsylvania
 - Alexandria City, Virginia
 - Arlington County, Virginia
 - Clarke County, Virginia
 - Culpeper County, Virginia
 - Fairfax City, Virginia

- Fairfax County, Virginia
 - Falls Church City, Virginia
 - Fauquier County, Virginia
 - Frederick County, Virginia
 - Fredericksburg City, Virginia
 - Loudoun County, Virginia
 - Manassas City, Virginia
 - Manassas Park City, Virginia
 - Prince William County, Virginia
 - Rappahannock County, Virginia
 - Spotsylvania County, Virginia
 - Stafford County, Virginia
 - Warren County, Virginia
 - Winchester City, Virginia
 - Berkeley County, West Virginia
 - Hampshire County, West Virginia
 - Jefferson County, West Virginia
- **REGION II:** All locations outside of the Baltimore-Washington Metropolitan Area

The Contractor shall be committed to employing individuals that are D/HH as services providers, consultants and in administrative roles whenever possible. The contract shall accurately represent the qualifications of the interpreters.

The Contractor shall provide qualified interpreters who have experience, education, training, national certification, state licensure and skills to meet the requirements of the consumer's communication styles.

The Contractor shall provide interpreting services, awareness trainings, and scheduling services. The Contractor's employees shall meet the qualifications required to obtain a DOT identification/access card. The Contractor is responsible for ensuring the DOT identification/access card is returned to the COR when any personnel separates from this contract. The Contractor shall maintain a consistent team of interpreters to minimize the cost to the Government in all areas. Assignments, in such cases, may require the interpreter to have a government security clearance. The Contractor shall provide qualified personnel or to arrange for acquiring the appropriate clearances through the agency that is requesting services.

C.3 TASKS

C.3.0 KICK-OFF MEETING

Within five (5) business days after award, the Contractor shall meet with the Contracting Officer's Representative (COR) at the DOT Headquarters' Office. The purpose of this meeting is to discuss successfully meeting the outlined objectives. The Contractor shall be responsible for coordinating this meeting with the COR.

C.3.1 INTERPRETING SERVICES

The Contractor shall provide interpreting services to include; Oral, Cued Speech, Tactile, Close Vision, Legal, Medical, and Video Remote interpreting for DOT, USCG and other Federal agencies nationwide. The Contractor shall provide interpreting services for DOT employees, visitors and applicants and other federal agency employees for official functions, events, and other activities associated with their employment and employment benefits as approved by the (COR).

The Contractor shall provide 15,000 to 25,000 interpreting hours annually to Region I and an average of 3,000 to 6,000 interpreting hours annually for Region II.

The Contractor shall provide two to ten interpreters Monday- Friday for Region I. The Contractor shall provide interpreting services for Region II on an as needed basis. The Contractor shall provide interpreting services Monday through Friday between the hours of 7:00 a.m. to 6:00 p.m. (based upon the time zone where the services are required). The Contractor shall provide interpreting services outside of the workdays and work hours when required on an as needed basis. The Contractor shall maintain interpreters to ensure response within the contractually required minimum notice timeframe.

Subcontracting is permitted in all aspects of the contract. The prime contractor shall be fully responsible and accountable for the quality and acceptable performance of all subcontractor activities. The Contractor shall ensure that subcontractors conduct work consistently and in accordance with the SOW. The Contractor shall establish mechanisms to monitor and improve the quality of services provided. The Contractor shall actively solicit feedback and input from the DOT D/HH stakeholders and promote the development of interpreters' skillset.

C.3.2 AWARENESS TRAINING

On a quarterly basis, the Contractor shall conduct community-building activities for DOT customers to facilitate better communication and remove barriers and stigmas associated with D/HH. The COR in coordination with the contractor shall identify awareness training, additional activities and responsibilities. Such events include hosting:

- Workshops for those interested in learning / practicing sign language;

- Outreach events to help raise awareness and support diversity and inclusion.

The Contractor shall also assist when DOT takes the lead on awareness events.

C.3.3 SCHEDULING

The Contractor shall provide scheduling for the Washington DC Metropolitan Area and Regional requests. The Contractor shall provide scheduling services Monday through Friday from 8:00 to 5:00pm based on the time zone where the services are required. All incoming requests for services must be scheduled and confirmed within two business days. In the event a late request is made (less than 2 business days' notice), the Contractor will notify the COR of the confirmation as early as possible, and no later than 4pm the day the request is received. The Contractor shall ensure resources are being used efficiently and effectively. The Contractor shall strive for continuity of services and consistency of interpreters placed in ongoing jobs whenever possible.

The Contractor shall have in place and maintain a procedure for processing local, regional, and remote interpreter requests, and shall be prepared to accept and fulfill requests starting on the effective date of the contract. This procedure shall include a mechanism for confirming assignments.

The Contractor shall provide a Lead Interpreter that is physically located in the DOT Headquarters to serve as the point of contact between the COR, Interpreters and the Contractor. The Contractor shall be responsible for supervising the interpreters' job performance.

C.4 PERSONNEL QUALIFICATIONS

C.4.1 INTERPRETER

The Contractor shall provide qualified Interpreters for this effort. The Interpreters assigned to the contract shall acquire and maintain knowledge of the culture and terminology that relates to the employee's work. A core team of individuals shall be identified to provide the majority of interpreting services to employees at each site. This will allow the interpreters to become familiar with the culture, terminology, and logistics of each work site while ensuring continuity and consistency of service for the employees who receive interpreting services. Interpreters shall become familiar with information on the DOT website (www.dot.gov) and the DRC website (<http://www.transportation.gov/drc>).

FUNCTIONS

The Interpreter shall:

- Interpret assignments which covers topics that contain technical and non-technical content and may involve computers, finance, science, engineering, legislative matters, human resources, civil rights, transportation, government, special events (i.e., anthems, Patriotic songs, performance interpreting...), and other functions that are benefits of employment;
- Perform both receptive and expressive interpreting (which are equally important);
- Keep pace with multiple communications in conferences, meetings, seminars, training classes, etc.;
- Negotiate with speakers to mediate pace of communication as necessary and appropriate;
- Extrapolate, emphasize, and summarize information within context when dealing with complicated concepts, idioms, etc.;
- Effectively assess the language needs of the D/HH consumer;
- Apply the analytical skills necessary to determine which communication modes the Deaf consumer is utilizing;
- Prepare for each interpreting assignment including the knowledge needed to assist in setting up an environment that is conducive to meeting the communication needs of both the D/HH and Hearing consumer;
- Be fluent in sign language on the entire sign language continuum to effectively facilitate communication between D/HH employees and Hearing employees;
- Have comprehensive knowledge of the use of both English and American Sign Language (ASL) including the ability to read well and articulate clearly;
- Have a working knowledge of and adhere to the tenets of the RID and NAD Code of Professional Conduct;
- Knowledge of the diverse cultures within the DOT community to effectively work as an interpreter; and
- Report to their assignments in accordance with established guidelines.

Interpreters requiring an escort shall arrive early enough to clear security and arrive at the designated location at the appointed time. It can take 15 to 30 minutes to clear security.

QUALIFICATIONS

Interpreters shall be qualified to interpret within the state where services are being delivered. States have differing requirements that may include certification. The Contractor shall identify and conform to any applicable state requirements for sign language interpreters. The COR may request copies of certification documents to ensure compliance with State mandated requirements.

Interpreters shall adhere to the RID Code of Professional Conduct and one of the following criteria:

Criteria 1, Certified Interpreters:

- Interpreters shall hold an active national certification (e.g., RID, NAD);
- Interpreters shall have a minimum of one-year professional interpreting experience.

Criteria 2, Non-Certified Interpreters:

- Interpreters shall have a minimum of three years of professional interpreting experience;
- Passed the written test for RID certification;
- Interpreters shall obtain National Certification within 18 consecutive months from their first day on the contract.

C.4.2 LEAD INTERPRETER (PROGRAM MANAGER)

The Contractor shall provide a Lead Interpreter (Program Manager) and shall meet the following:

FUNCTIONS

- The Lead Interpreter shall reside at the DOT HQ Building;
- Perform all functions identified for Interpreter;
- Be the main Point of Contact (POC) between the Government and the Contractor for all interpreting requests in Region I and Region II;
- Manage the schedule, provide status updates and confirmation for all interpreter requests;
- Work on-site Monday through Friday, Federal workdays, from 8 am to 5 pm;
- Reconcile and resolve any discrepancies with the DOT calendar not less than weekly;
- Secure all interpreting related information and provide information to individuals only on a need to know basis as directed by the COR;
- Notify the requesting POC if an escort is required;
- Be responsible for escorting interpreters without a badge at the DOT HQ when requesting POC is unavailable;
- Acknowledge requests as soon as possible but no later than one business day of receipt of the request;
- Fulfill request making every attempt to accommodate the customer preference;
- Send confirmation for request as soon as possible but no later than two business days of receipt of the request;

- Report the status of late requests (requests that are made with less than five business days' notice) as soon as possible but no later than one business day of receipt of the request;
- Bring all unresolved schedule issues to the attention of government, as soon as possible;
- Maintain a profile for each consumer that, at a minimum, includes each person's communication preferences, description of workplace terminology, and contact information;
- Assign the most appropriately qualified interpreters available for the assignment;
- Solicit information about the specific assignment requirements, environment, and participants; and
- Collect and provide preparation materials to the assigned interpreters.

LEAD INTERPRETER'S QUALIFICATIONS

The Lead Interpreter shall hold and maintain National Interpreter Certification. The Lead Interpreter shall have a minimum of one year of experience in managing and coordinating people and scheduling resources in an environment with a high volume of consumers. They shall have knowledge of best practices in the interpreting field and *National Association for the Deaf (NAD)/Registry of Interpreters for the Deaf (RID)* Code of Professional Conduct. Knowledge of computer software programs, such as Microsoft Word, Excel and Access, Microsoft Outlook or other e-mail system is strongly preferred.

The Lead Interpreter shall have good organizational skills, attention to detail, the ability to handle multiple tasks simultaneously and experience in providing Customer interpersonal service.

The Lead Interpreter shall receive, from the government point of contact, all the related information needed for each request. The minimum information shall be included for each request:

- Name and telephone number of individual making the request;
- Name and telephone number of two on-site contact persons/ security liaisons;
- Date of scheduled event;
- Start and end time of scheduled event;
- Type of event (meeting, training, seminar/conference, telecom, other agency event, benefit/privilege of employment);
- Number and type (e.g. legal, medical, etc....) of interpreters needed;
- Location of event including street address, building name or number, and room/suite number;
- Name of D/HH employee, applicant, or visitor (consumers) attending and agency receiving services (FAA, FHWA, etc.); and
- Whether tactile or close vision interpreting is needed.

The Lead Interpreter shall receive the following additional information when available:

- Meeting type including number of hearing and non-hearing attendants;
- Meeting/Conference agenda and schedule (scheduled breaks);
- Terminology/acronyms and/or regional sign;
- Whether event will be videotaped/recorded/televised or will include a non-captioned video;
- Specific or special wardrobe/dress requirements;
- Whether local or other travel will be required

All Contractor employees working on this contract shall be required to sign the Contractor Employee Confidentiality Agreement Form (Attachment J-1) and provide a copy to the Contracting Officer (CO) upon request.

C.5 DELIVERABLES

The Contractor shall prepare and provide two bi-weekly performance reports each month. The first report shall cover a period of the 1st through the 15th and the second report shall cover a period of the 16th through the end of the month. Contractor shall email reports to the COR within five business days after the end of each period and include the following information:

- Employee name;
- Agency/Mode
- Event Type
- Duration of Request
- # of Interpreters
- Hours of interpreters
- Date of service
- Date of request for service
- Date of cancellation
- Late request
- Late cancelation
- Late request cost
- Late cancel cost

Each assignment should detail the name of the Deaf or Hard of Hearing employee using the service and the name of person requesting services, if different.

Contractor shall break down information by DOT administration (e.g. FAA, FTA, FHWA, etc).

The report shall reflect the contract number on the cover or first page.

A “Sample Report” is included in (Attachment J-4). The monthly report shall be sent in *machine-readable electronic format* to the COR within 15 business days after the end of each month.

SECTION J – LIST OF ATTACHMENTS

J.1 List of Attachments

Attachment J-1 - Contractor Employee Confidentiality Agreement
Attachment J-2 - Interpreting Service Receipt/Job Verification Form
Attachment J-3 – Code of Ethics
Attachment J-4- Sample Report

SECTION J- ATTACHMENTS

Attachment J-1

CONTRACTOR EMPLOYEE CONFIDENTIALITY AGREEMENT

The Contractor and other personnel will know certain sensitive information such as providing Sign Language interpreting as a reasonable accommodation or details of performance and other personnel related issues and/or sensitive technical or political information not yet released to the general public. This sensitive information constitutes a privacy/confidentiality requirement relating to information on employees and applicants. It is imperative that Contractors and all other personnel with access to this information be thoroughly cognizant of their obligations to maintain information according to the requirements of the Privacy Act, EEOC Guidelines, and this contract.

Failure to ensure confidentiality will result in removal of the Contracted personnel involved from assignment to this contract. A serious confidentiality breach may result in termination of the contract. All Contractors and other personnel with access to reasonable accommodation details must sign a written agreement in which they agree not to divulge any information about DOT employees or applicants, or employees/applicants of other entities under this contract obtained in the course of fulfilling the requirements of this contract. These agreements should be filed with training and certification records for each person and made available to the COR and the Contracting Officer upon request.

Signature of Contract Personnel

Date

Print name

Witness/Supervisory Authority

Date

Print name

Number of Interpreters: _____

Attachment J-3

Code of Ethics

The Registry of Interpreters for the Deaf, Inc. (RID) and the National Association of the Deaf (NAD) has set forth the following principles of ethical behavior to protect and guide interpreters and transliterators and hearing and deaf consumers. Assigned interpreters at DOT headquarters, regions or ED sponsored events, may have either one or both certifications from the RID and/or NAD. Underlying these principles is the desire to ensure for all the right to communicate.

This Code of Ethics applies to all members of the RID and to all certified non-members.

1. Interpreters/Translitterators shall keep all assignment-related information strictly confidential.
2. Interpreters/Translitterators shall render the message faithfully, always conveying the content and spirit of the speaker using language most readily understood by the person(s) whom they serve.
3. Interpreters/Translitterators shall not counsel, advise, or interject personal opinions.
4. Interpreters/Translitterators shall accept assignments using discretion with regard to skill, setting, and the consumers involved.
5. Interpreters/Translitterators shall request compensation for services in a professional and judicious manner.
6. Interpreters/Translitterators shall function in a manner appropriate to the situation.
7. Interpreters/Translitterators shall strive to further knowledge and skills through participation in work-shops, professional meetings, interaction with professional colleagues, and reading of current literature in the field.
8. Interpreters/Translitterators, by virtue of membership or certification by the RID, Inc., shall strive to maintain high professional standards in compliance with the Code of Ethics.

This Code of Ethics applies to all members of the NAD and to all certified non-members.

1. All information in any interpreting assignment is to be kept in strictest confidence.
2. Interpreting services shall always be competent, impartial, and professional.
3. Messages shall be rendered faithfully, always conveying the content and spirit of the communicator, and professional judgment should be exercised in assessing whether communication is being understood.
4. In accepting assignments, discretion based on skill, setting, and the consumers involved must be used.
5. Counseling or interjecting personal opinion is never permitted.
6. Information on the role and appropriate use of interpreting services shall be provided to the consumers when necessary.
7. Information on available resources as appropriate should be provided.
8. Compensation for services should be pursued in a professional manner.
9. Respect of and for the deaf person's rights must always be evident.
10. Only the highest professional standards, as promulgated by the NAD, shall be pursued.

Attachment J-4

SAMPLE REPORT

Employee	Agency	Event Type	Duration of Request	No of Interp.	Hours of interp.	Date of Service	Date of Request For Service	Date of Cancellation	Late Request	Late Cancel	Late Request Cost	Late Cancel. Cost
John Doe	FAA	Training	2	2	4	8/1/15	7/18/15	N/A	No	No	-	-
John Doe	FAA	Social	2	2	4	8/1/15	7/20/15	N/A	No	No	-	-
Jane E Doe	FTA	Interview	1.5	1	1.5	8/6/15	7/05/15	N/A	Yes	No	15.00	-
Arthur Grass	FHWA	Business	2	2	4	8/2/15	7/18/15	8/2/15	No	Yes	-	200.00
Betty Sims	FAA	Meeting	1	1	1	8/15/15	8/14/15	8/15/15	Yes	Yes	-	NA core
		TOTAL			14.5			1	1	1	1	200.00