

## EXHIBIT A

### DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

---

#### **1. DESCRIPTION OF GOODS AND SERVICES:**

##### **(a) Definitions**

- ASL - American Sign Language
- CART - Communication Access Realtime Translation
- C-Print - Speech-to-text interpretation
- NAD - National Association of the Deaf
- RID - National Registry of Interpreters for the Deaf
- VRI - Video Remote Interpreting

##### **(b) Scope of Services**

1. Contractor shall provide certified, experienced and qualified interpretation services for deaf and hard of hearing individuals
2. Contractor shall provide in person ASL interpreters, CART, C-Print and VRI Services.
3. Contractor shall provide Services in a variety of settings including, but not limited to: State agency locations; cities; towns; private residences; places of employment; courts; police departments; medical offices; hospitals; schools; college and university educational settings including classrooms, laboratories, clinical sites, field trips, seminars, counseling sessions, club meetings, graduation – commencements or any other on or off campus activities, indoor or outdoor class, event or extracurricular activity. Services may include interpreting of foreign languages.
4. Contractor shall maintain confidentiality of all assignment-related information.
5. Contractor shall function in a manner appropriate to each interpreted situation, demonstrating professional appearance, conduct and promptness. Contractor shall make interpreter assignments using discretion with regard to skill, setting and the individuals involved. Contractor may refuse Client Agency assignments if no Contractor interpreters are available with expertise as required by the assignment (i.e. legal medical settings which require familiarity with legal and medical terms).
6. For educational environments and/or as required by Client Agency, Contractor shall prepare for demanding course material by reading course materials, learning frequently used vocabulary, and developing new signs prior to the presentation of applicable material and otherwise as necessary.

**EXHIBIT A**

**DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS**

---

7. Contractor shall serve as an authoritative resource to deaf and hard of hearing individuals in the provision of interpreting services and visual access.
8. Contractor is solely responsible for the payment of all salaries, wages, bonuses, Social Security, workers' compensation, taxes, federal and State unemployment insurance, liability and worker's compensation insurance, employee benefits if provided, and any and all taxes related to their personnel.
9. The Client Agency reserves the right to interview any potential interpreter candidate to determine their ability to perform the required services. Contractor shall provide an alternate Contractor interpreter or interpreters when the Client Agency has determined that any proposed interpreter will not meet its needs.

**(c) Sign Language Interpretation**

1. Interpretation services must be provided by certified interpreters who have met the requirements of C.G.S. 46a-33a, including annual registration with the Department of Rehabilitation Services and submission of documented credentials, including certification by either the NAD or the RID in addition to any other licensing requirements. Contractor shall ensure that all interpreters provided are certified as described in the prior sentence.
2. ASL interpreting services may be required on-site or remotely using video.
3. Contractor personnel shall adjust to a broad range of preferences for interpretation and be able to function effectively to Client Agency satisfaction in a multicultural environment.
4. Contractor shall facilitate communication through the use of sign language and spoken English within settings including direct overheard conversations, class instruction, lectures, tests, seminars and field trips.

**(a) CART Services:**

1. Contractor shall provide onsite or offsite real-time speech-to text-transcription services to Client Agency satisfaction. Transcription must be provided in paper or electronic format upon request by the deaf or hard of hearing individual being served.

**EXHIBIT A**

**DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS**

---

**(b) C-Print**

Contractor shall provide speech-to-text interpretation using C-Print Pro software to Client Agency satisfaction. Text interpretation must be provided in paper or electronic format upon request by the deaf or hard of hearing individual being served.

**(c) Working Hours**

1. Normal working hours are between the hours of 7:00 a.m. and 5:00 p.m., Monday through Friday. Assignments may include after hours, weekends, holidays and emergency situations.
2. Holidays observed by the State, on the actual day observed by the State or the actual day of the observed holiday, or for any non-working time as a result of early dismissal by the State due to weather or other situations will be considered normal working hours.
  - a. State Observed Holidays:
    - New Year's Day
    - Martin Luther King Day
    - Lincoln's Birthday
    - Washington's Birthday
    - Good Friday
    - Memorial Day
    - Independence Day
    - Labor Day
    - Columbus Day
    - Veteran's Day
    - Thanksgiving Day
    - Christmas Day

**(d) Payment / Pricing**

1. Payment will be made for actual hours worked and will reflect net pricing.
2. Partial hours will be calculated based on 15-minute increments of the net hourly pricing.
3. No overtime payment is allowed.
4. Payment for travel, expenses, food, lodging, and/or other miscellaneous expenses is not allowed.

**EXHIBIT A**

**DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS**

---

**3. ADDITIONAL TERMS AND CONDITIONS:**

**(a) Contract Separately/Additional Savings Opportunities**

DAS reserves the right to either seek additional discounts from the Contractor or to contract separately for a single purchase, if in the judgment of DAS, the quantity required is sufficiently large, to enable the State to realize a cost savings, over and above the prices set forth in Exhibit B, whether or not such a savings actually occurs.

**(b) Mandatory Extension to State Entities**

Contractor shall offer and extend the Contract (including pricing, terms and conditions) to political subdivisions of the State (towns and municipalities), schools, and not-for-profit organizations.

**(c) Subcontractors**

DAS must approve any and all subcontractors utilized by the Contractor in writing prior to any such subcontractor commencing any work. Contractor acknowledges that any work provided under the Contract to any state entity is work conducted on behalf of the State and that the Commissioner of DAS or his/her designee may communicate directly with any subcontractor as the State deems to be necessary or appropriate. Contractor shall be responsible for all payment or fees charged by the subcontractor(s). A performance evaluation of any subcontractor shall be provided promptly by the Contractor to DAS upon request.

**(d) Security and/or Property Entrance Policies and Procedures**

Contractor shall adhere to established security and/or property entrance policies and procedures for each requesting Client Agency. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter any Client Agency premises for the purpose of carrying out the scope of work described in this Contract.

**(e) Guidelines for State Agencies for Usage of Contract**

State agency's utilizing this contract shall undertake any evaluation required by C.G.S. § 4e-16 subsection (p) prior to issuing a purchase order for services.