

INSTRUCTIONS FOR USING THE INTERPRETING SERVICES FOR DEAF, DEAFBLIND OR HARD OF HEARING INDIVIDUALS CONTRACT AWARD

This Contract Award represents a multiple award to those Contractors that have successfully met and or exceeded the selection criteria for Interpreting Services for Individuals who are Deaf, Deafblind or Hard of Hearing.

Payment will be made for actual hours worked, not hours scheduled. The State cannot pay for interpreters scheduled hours (over the two hour minimum) if not all hours are worked. Care should be given by all parties to be aware of the others' business needs and schedule accurate assignment times.

Exhibit A indicates a description of the services offered under this Contract and additional terms and conditions pertaining to this Contract.

Exhibit B identifies the pricing structures for this Contract. Agencies must take into consideration some Contractors were not awarded services in all categories listed in Exhibit B, Price Schedule.

Within each category listed in Exhibit B, Price Schedule, the hourly rates are split up into the following categories and rates do vary:

- a. General/Educational
- b. Medical
- c. Legal
- d. After Hours & Weekends
- e. Week Nights 5pm to 10pm (specific to one Contractor)
- f. Week Nights 10pm to 7am (specific to one Contractor)
- g. Emergency
- h. Holiday

When using this Contract be sure to check with the Contractor that they are registered with the Department of Aging and Disability Services (formerly the Dept. of Rehabilitation Services) and are qualified per Contract and State Statute requirements (below). Interpreters may be asked to show identification or DORS registration, or both, by the Client Agency.

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 Aging & Disability Services and submission of documented credentials, including certification by either the NAD (National Association of The Deaf) or the RID (National Registry of Interpreters for the Deaf) in addition to any other licensing requirements.

Agencies should always start with the Contractor with the lowest hour rate for category of service needed. If an interpreter is not available from the lowest Contractor, the Contractor with

the closest hour rate for that category of service should be contacted, and so on until the Agency has confirmation of coverage.

Agencies are also encouraged to contact those Contractors that are DAS certified small and/or minority businesses to meet their set-aside goals. The DAS certified small and/or minority businesses have been identified within the Contract Award.

Uploaded with the Contract on Biznet is a *sample* Interpreter Request form. The fields in this sample form are typically asked by the Contractor and necessary for the interpreter. It is suggested the Agency use some type of form when requesting interpreting services.

Any in-person interpreting has a two hour minimum charge. Any time over the 2 hours will be charged in 15 minute increments.

The Contract has a teaming requirement (2 people required) when/if the assignment is over 90 minutes.

The Contractor must confirm within 24 hours if they have coverage for the assignment.

No interpreter expenses other than the hourly rates listed will be allowed.

Agencies must call to cancel PRIOR TO THE 48 hours immediately preceding the scheduled assignment, or the Agency will be charged for four hours.

Regarding of early dismissal by the State due to weather or other situations: Hours scheduled but not worked due to State dismissal should be paid if the interpreter is already working. Note that both the interpreter and the State should confirm assignments during inclement weather to avoid interpreters appearing during State dismissals.

Please use or refer to a client's preference sheet when requesting interpreters. Some clients prefer to work with a specific individual, or may have other preferences that need to be taken into consideration when scheduling.

A scheduled assignment may be cancelled or rescheduled without charges if an interpreter is not qualified. An interpreter is unqualified if they are unable to fully interpret either receptively, expressively, or both for the assignment and/or does not abide by the RID code of professional conduct. An interpreter not liked by a client should not constitute a "not qualified interpreter".