

Language Translation/Interpretation Services User Guide for DOA Contracts

Who can use this contract?

These contracts are mandatory for state agencies and optional for UW System and campuses.

What services are covered under these contracts?

505ENT-M18-WRITFORLNAG-00 - Written Foreign-Language Translation Services

505ENT-M18-TELEINTERP-00 - Telephone Conference-Call Foreign-Language Oral Interpretation Services

505ENT-M18-FORINTERP-00 - In-Person Interpretation Services or Foreign-Language

505ENT-M18-ASLINTERP-00 - In-Person Interpretation Services for American Sign Language (ASL)

505ENT-M18-VRIFORSAL-00 –Video Remote Interpreting (VRI) Services for American Sign Language (ASL)

Each contract has a separate Contract Vendor List, hereafter referred to as “List”.

Reading the Awarded Contractors Lists

There is a List for each contractor and vendors are sorted alphabetically. The Lists include links to each contractor's price sheet, capabilities, requirements and contact for account set up and any special instructions.

505ENT-M18-WRITFORLNAG-00 - Written Foreign-Language Translation Services

[Written Foreign Language Translation Service Contract](#)

In order to comply with federal and civil rights statutes, state agencies may need to publish vital documents or translate vital documents or information into multiple languages. This contract will not provide for printing of translated materials.

Pricing has been based upon Core Languages (languages most frequently used by the State) however any language currently in use is covered under this contract.

Core languages are: Albanian, Amharic, Arabic, Bosnian, Burmese, Chin, Chinese/Cantonese, Chinese/Mandarin (Simplified), Croatian, Farsi (Persian), French, Hmong, Karen (Burmese), Khmer (Cambodian), Kinyarwanda/Kiswahili, Korean, Lao, Nepali, Polish, Rohingya, Russian, Serbian, Somali, Spanish, Thai, Vietnamese.

Written pricing is by word for translation based on the word count of the original English document. Pricing is set by delivery time. Contract does not include proofing or layout both are an additional cost. Each vendor requires the use of the [Work Order Request for Written Translation Services](#)

For additional information on the Written Foreign Language Translation Services contract, visit the [Quick Start Guide](#).

WAIVER PROCESS: Should a situation arise where none of the contracted vendors can meet the agency's needs due to capacity or if it is an emergency and immediate action is required, agencies are advised to obtain services using best judgment. The agency must complete form DOA-3727 and email Catherine.neidner@wisconsin.gov within 3 business days.

DOA-3727 WAIVER REQUEST FORM

505ENT-M18-TELEINTERP-00 - Telephone Conference-Call Foreign-Language Oral Interpretation Services

[Statewide Telephone Interpretation Services Contract](#)

State agencies currently conduct business with clients who have limited English proficiency (LEP) and it is necessary to obtain oral interpretation services. Services under this contract are provided by the contractor via a toll-free phone number to accept calls. The contractor's interpreter mediates between the buying agency's staff and the buying agency's non-English speaking LEP client to interpret the conversation.

All vendors are required to provide all languages and charge the same per minute price for all languages. Refer to each vendor's user guide for information on language proficiencies, etc.

WAIVER PROCESS: Should a situation arise where none of the contracted vendors can meet the agency's needs due to capacity or if it is an emergency and immediate action is required, agencies are advised to obtain services using best judgment. The agency must complete form DOA-3727 and email Catherine.neidner@wisconsin.gov within 3 business days.

[DOA-3727 WAIVER REQUEST FORM](#)

505ENT-M18-FORINTERP-00 - IN-PERSON INTERPRETATION SERVICES FOR FOREIGN LANGUAGE

[In-Person Interpretation Services For Foreign Language Contract](#)

This contract for in-person interpretation services for foreign languages covers on-demand services and short and long term assignments. For proficiencies of each contract, see the below document. For long term services >100 hours - use the [Request for Services \(RFS\) form](#)

Core languages are priced individually. Non-core languages are a single price, regardless of the language. Please refer to the individual cost sheets for each contractor for specific pricing, proficiencies and special certifications.

Core languages for the purpose of this contract are: Albanian, Amharic, Arabic, Bosnian, Burmese, Chin, Chinese/Cantonese, Chinese/Mandarin (simplified), Croatian, Farsi (Persian), French, Hmong, Karen (Burmese) Khmer (Cambodian), Kinyarwanda, Kiswahili, Korean, Lao, Nepali, Polish, Rohingya, Russian, Serbian, Somali, Spanish, Thai, Vietnamese. Contractors must provide all core languages, however, any language currently in use could be needed at any time and Contractors shall provide services.

All Contractors have signed Business Associate Agreements for HIPAA.

REGION 1 - Madison (Counties: Columbia, Dane, Dodge, Grant, Green, Iowa, Jefferson, Lafayette, Rock, and Sauk)

REGION 2 - Waukesha (Counties: Fond du Lac, Kenosha, Milwaukee, Ozaukee, Racine, Walworth, Washington, and Waukesha)

REGION 3 - Green Bay (Counties: Brown, Calumet, Door, Kewaunee, Manitowoc, Marinette, Menomonee, Oconto, Outagamie, Shawano, Sheboygan, and Winnebago)

REGION 4 - Wisconsin Rapids (Counties: Adams, Green Lake, Juneau, Marathon, Marquette, Portage, Waupaca, Waushara, and Wood)

REGION 5 - La Crosse (Counties: Buffalo, Crawford, Jackson, La Crosse, Monroe, Richland, Trempealeau, and Vernon)

REGION 6 - Eau Claire (Counties: Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, St. Croix, Taylor)

REGION 7 - Rhinelander (Counties: Florence, Forest, Iron, Langlade, Lincoln, Oneida, Price, and Vilas)

REGION 8 - Superior (Counties: Ashland, Barron, Bayfield, Burnett, Douglas, Polk, Rusk, Sawyer, and Washburn)

AWARDS:

Bylyngo Interpreting and Translation, LLC - Regions 1, 2, 3, 4, 5, 6, 7, 8

Lakeside Ventures, Inc. DBA International Languages - Regions 1, 2, 3, 4, 5, 6, 7, 8

SWITS, Ltd. - Regions 1, 2, 3, 4, 5, 6, 7, and 8 (Does not offer pricing to Cooperative Purchasing Groups)

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[DOA-3727 WAIVER REQUEST](#)

505ENT-M18-ASLINTERP-00 - IN-PERSON INTERPRETATION SERVICES FOR AMERICAN SIGN LANGUAGE (ASL)

[In-Person Interpretation Service for American Sign Language \(ASL\) Contract](#)

This contract for in-person interpretation services for American Sign Language (ASL) covers on-demand services and short and long term assignments. For long term services >100 hours - use the [Request for Services \(RFS\) form](#).

Contractor's proficiencies can be found on the User Guides for each individual Contractor. Individual cost sheets for each contractor provide specific pricing, proficiencies and special certifications.

All Contractors have signed Business Associate Agreements for HIPAA.

REGION 1 - Madison (Counties: Columbia, Dane, Dodge, Grant, Green, Iowa, Jefferson, Lafayette, Rock, and Sauk)

REGION 2 - Waukesha (Counties: Fond du Lac, Kenosha, Milwaukee, Ozaukee, Racine, Walworth, Washington, and Waukesha)

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WAIVER PROCESS: Should a situation arise where none of the contracted vendors can meet the agency's needs due to capacity or if it is an emergency and immediate action is required, agencies are advised to obtain services using best judgment. The agency must complete form DOA-3727 and email Catherine.neidner@wisconsin.gov within 3 business days.

[DOA-3727 WAIVER REQUEST](#)

505ENT-M18-VRIFORASL-00 - VIDEO REMOTE INTERPRETING (VRI) SERVICES FOR AMERICAN SIGN LANGUAGE (ASL)

[Video Remote Interpreting \(VRI\) Services for American Sign Language \(ASL\) Contract](#)

State of Wisconsin agencies routinely conduct business with clients who use American Sign Language (ASL) as their primary language or who have Limited English proficiency (LEP).

This contract is for VRI services for ASL; however, it may also be used for VRI services to interpret foreign languages. The technology involves installing software provided by the contractor onto a computer or other device and the video is streamed over the internet. Set up time is required prior to the event to establish and test connection.

This contract does not include any equipment or software needed to establish the video conference link to the contractor. The buying agency will be responsible for any equipment or software and the agency's IT or AV staff will be needed to complete set up or troubleshoot during the conference. All contractors have signed Business Associate Agreements for HIPAA.

WAIVER PROCESS: Should a situation arise where none of the contracted vendors can meet the agency's needs due to capacity or if it is an emergency and immediate action is required, agencies are advised to obtain services using best judgment. The agency must complete form DOA-3727 and email Catherine.neidner@wisconsin.gov within 3 business days

Selecting a Contractor

Each end user is responsible for selecting a contractor. Certified Minority Business Enterprises preference may be applied. Special skills, certifications, discounts, and service locations/hours may be a consideration for selection. Agencies should not use a vendor's decision whether to extend to community partners as a criteria for selection. Please note that Interpreters Unlimited agreed to bill to end user, but it was later determined they could not.

Setting up an Account

Each end user should have their own billing account(s). There is no "State" billing account and the vendors are required to accommodate multiple billing addresses for any agency that wants them. **When setting up accounts, it is very important to indicate that you are utilizing all contracts so you will receive the correct pricing.** Once billing accounts are established, the billing contact will need to disseminate that information to their staff so when the need arises they are prepared.

Paying for Services

Vendors are expected to bill at least monthly for services provided. The information required on the invoice varies by service type and can be found in each respective specifications attachment. There should be sufficient detail on the invoice for the agency to determine what services were provided, what rate was charged, and that the services were provided to their agency. If there is a discrepancy on the bill, the buying agency must try to resolve the issue directly with the vendor. If the buying agency is not able to resolve the situation with reasonable effort, such discrepancies should be reported to the contract administrator. **Staff responsible for authorizing payment should be informed about the correct rates for service to ensure that invoices reflect the contracted rates.**

Reporting Problems with the Contract

Users that have unresolved or recurring issues with vendors on the contract are asked to report those issues to the assigned purchasing agent at DCF by using the DOA User Complaint Form. Certain problems, as described in the respective contracts, could result in specific interpreters or the entire vendor being removed from the contract.

User Complaint Form - <https://doa.wi.gov/Forms/doa-3686ComplaintReportonVendorContractorPerformance.doc>

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (608) 266-3400 or the Wisconsin Relay Service (WRS) – 711. For civil rights questions, call (608) 422-6889.