

Department of Enterprise Services (DES)

# Language Access Guide

This DES language access guide helps ensure that the State of Washington provides high quality and appropriate language services. In addition, this DES language access guide also helps ensure that State of Washington staff members are aware of what to do when an individual with limited English proficiency needs assistance.

## Contents

|   |    |
|---|----|
| <b>Language Access at the State of Washington</b> ..... | 2  |
| <b>Department of Enterprise Services</b> .....          | 2  |
| <b>Master Contracts</b> .....                           | 2  |
| <b>Spoken Language Interpreter Qualifications</b> ..... | 3  |
| <b>Language Access Service Types</b> .....              | 3  |
| <b>Language Access Modalities</b> .....                 | 4  |
| <b>Language Access Suite of Master Contracts</b> .....  | 4  |
| <b>How to order off a DES master contract</b> .....     | 5  |
| <b>Contractor Performance Requirements</b> .....        | 6  |
| <b>Stakeholder Engagement</b> .....                     | 9  |
| <b>Public Notices</b> .....                             | 9  |
| <b>DES Language Access Coordinator</b> .....            | 9  |
| <b>Additional resources</b> .....                       | 9  |
| <b>Need more training?</b> .....                        | 10 |

# Language Access at the State of Washington

The Department of Enterprise Services (DES) recognizes the importance of being able to communicate effectively with individuals, including those with Limited English Proficiency (LEP). DES leads state department's efforts, through procurement, to provide meaningful access for LEP individuals in its programs, activities, services, and operations. A LEP person is one who does not speak English as their primary language, and has a limited ability to read, speak, write, or understand English. An individual who reports speaking English less than "very well" is considered to be limited English proficient.

[Senate Bill 6245](#) calls for change in how Washington State agencies procure interpreter services. It requires the DES to create a procurement model that can be used by all eligible purchasers\* by directly contracting through scheduling and coordinating entities or interpreters or both. The bill also calls for the OPI and VRI services to be provided through a single entity/vendor. Bill changes have to be in place by September 1, 2020\*\*. Codified in [RCW 39.26.300](#).

\*Note: DES is required to ensure that Master Contract's resulting from this bill implementation, meets all purchaser requirements so that they are able to use the Master Contract's. This includes requirements related to security, technology, privacy, and Collective Bargaining Agreements (CBA).

\*\*Note: DES determined that meeting the RCW deadlines is executing master contracts by that date.

## Department of Enterprise Services

In accordance with the Washington State Legislature [Revised Code of Washington \(RCW\) Chapter 39.26, Procurement of Goods and Services](#), it is the intent of this chapter to promote open competition and transparency for all contracts for goods and services entered by state agencies, unless specifically exempted under this chapter, therefore the DES was created.

It is further the intent of this chapter to centralize within one agency the authority and responsibility for the development and oversight of policies related to state procurement and contracting. To ensure the highest ethical standards, proper accounting for contract expenditures, and for ease of public review, and the intent to centralize the location of information about state procurements and contracts. It is also the intent of the legislature to provide state agency contract data to the public in a searchable manner.

**What does this mean exactly?** State agencies will not be required to complete the state policy competitive procurement process because Enterprise Services has already done this on their behalf.

Please note, DES is not every state agency contracts department representative just because DES completed the procurement. DES cannot speak on behalf of state agencies. Each state agency has their own internal contracts department. Please be sure to speak to the agencies internal contracts if you have any technical questions.

## Master Contracts

The Enterprise Services Contracts & Procurement Division leads all master contract procurements, vendor relationship management, and contract performance tracking for all master contracts. We conduct customer and market research to identify opportunities to procure master contracts that will help our customers reduce costs, optimize resources, and meet their contracting needs.

**What is a Master Contract?** A Master Contract is a contract established and administered by DES and used by state, local, and tribal governments, higher education institutions, and qualifying non-profits to purchase products and services directly from contractors. Master Contracts meet the state's competitive procurement requirements.

The Enterprise Services master contracts team:

- Develops and manages statewide/multistate master contracts and solicitations.
- Develops and presents master contract training/education.
- Provides consultations on master contracts, solicitations, and procurement statutes, rules, procedures, and authorities.
- Evaluates opportunities for new or modified master contracts.

Enterprise Services oversees more than 1,500 vendors supplying goods and services through master contracts. These contracts are available to state, local, and tribal governments. We offer contractors and vendors access to open, competitive business opportunities for goods, services and construction projects.

## 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 master contracts will require.

**Spoken Language Interpreter:** Acceptable industry standards and expectations include the Washington State Department of Social and Health Services (DSHS) [Language Testing and Certification Program \(LTC\)](#) or Authorization, guidelines outlined by the American Translation Association (ATA) for Interpreters, the Certification Commission for Healthcare Interpreters, or the National Board for Certification of Medical Interpreters. Interpreters trained through accredited higher education institution (university or college) programs, which are widely accepted by industry experts, the interpreter community, and by Washington State Purchasers are also acceptable.

NEW! DSHS LTC has partnered with three additional testing providers who's test will be accepted by DSHS LTC to certify medical interpreters starting August 1, 2022. Visit the [DSHS LTC testing](#) page for more information.

**Court Certified Interpreter:** Court interpreters interpret in court proceedings for participants, such as a witness or defendant, who speak or understand little or no English. Court interpreters must accurately interpret for people from any background without changing the language register, whether the speaker is using very formal legal language or less formal colloquial language. They interpret in both criminal and civil cases with a wide range of possible subjects. The interpreter who performs court interpreting must be certified by the Washington State Administrative Office of the Courts (AOC) [Washington State Court Interpreter Program](#).

**American Sign Language (ASL) 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 \(BCCU\)](#).

## Language Access Service Types

**Interpretation (Spoken Language):** Interpreters provide verbal interpretation. Language interpretation is the method of converting a spoken message into another language, keeping the meaning of the source language

content. A language interpreter must not only interpret the meaning, but also tone and intent of the source message into the target language.

**Translation (Written Language):** Translation focuses on written communication. Translation process and resources; It is important to ensure that documents are translated accurately and effectively. Some sections of the organization's documents will need to be translated verbatim. It is also critical to ensure that, once translated, the content is conceptually, linguistically, and culturally accurate. It is also helpful to work directly with the communities served to ensure that translations are culturally relevant.

**American Sign Language (ASL):** A sign language interpreter must accurately convey messages between two different languages. An interpreter is there for both deaf and hearing individuals. The act of interpreting occurs when a hearing person speaks, and an interpreter renders the speaker's meaning into sign language, or other forms used by the deaf party(ies). The interpreting also happens in reverse: when a deaf person signs, an interpreter renders the meaning expressed in the signs into the oral language for the hearing party, which is sometimes referred to as voice interpreting or voicing.

## Language Access Modalities

Interpreting services can be delivered in multiple modalities. The most common modality through which interpreting services are provided is on-site interpreting.

**On-site:** Also called "in-person interpreting" or sometimes colloquialized as "face-to-face", this delivery method requires the interpreter to be physically present in order for the interpretation to take place. In on-site interpreting settings, all of the parties who wish to speak to one another are usually located in the same place. This is by far the most common modality used for most public and social service settings.

**Telephone:** Also referred to as "over-the-phone interpreting," "telephonic interpreting," and "tele-interpreting," telephone interpreting enables interpretation via telephone. Telephone interpreting can be used in community settings as well as conference settings. Telephone interpreting may be used in place of on-site interpreting when no on-site interpreter is readily available at the location where services are needed. However, it is more commonly used for situations in which all parties who wish to communicate are already speaking to one another via telephone (e.g. telephone applications for insurance or credit cards, or telephone inquiries from consumers to businesses).

**Video:** Interpretation services via Video Remote Interpreting (VRI) and Video Relay Service (VRS) interpreting is useful for spoken language barriers where visual-cultural recognition is relevant, and even more applicable where one of the parties is deaf, hard-of-hearing or speech-impaired (mute). With video interpreting, sign language interpreters work remotely with live video and audio feeds, so that the interpreter can see the deaf or mute party, converse with the hearing party and vice versa. Much like telephone interpreting, video interpreting can be used for situations in which no on-site interpreters are available. However, video interpreting cannot be used for situations in which all parties are speaking via telephone alone. VRI and VRS interpretation requires all parties to have the necessary equipment. Some advanced equipment enables interpreters to control the video camera, in order to zoom in and out, and to point the camera toward the party that is signing.

## Language Access Suite of Master Contracts

We offer a wide suite of language access master contracts that eligible purchasers may use, based on their unique needs. To search for a master contract, select the "[Find current Master Contracts](#)" that can be located on the [DES website](#). The [planned procurement page](#) identifies upcoming contracting opportunities. Vendors interested in being notified of Washington State bid opportunities must register with [Washington's Electronic Business Solution](#) (WEBS).

03919 Sign Language Interpreter Services – IPI Independent Contractors  
02120 Sign Language Interpreter Services – IPI Referral Agencies  
20822 Sign Language Interpreter Services – Court Certified, and Registered Court Interpreters  
20922 Sign Language Interpreter Services – VRI

03116 Transcription and Captioning Services – CART  
15422 Transcription and Captioning Services – New

01618 Translation Services – System Generated Client Letters  
04218 Translation Services – Written Word

17622 Spoken Language Interpreter Services – Court Certified, and Registered Court Interpreters  
03514 Spoken Language Interpreter Services – Court Certified, Non-Court Certified  
06821 Spoken Language Interpreter Services – IPI, OPI, and VRI (CBA)  
18222 Spoken Language Interpreter Services – IPI, OPI, and VRI (Non-CBA)  
02819 Spoken Language Interpreter Services – OPI, and VRI (Primary Option)  
09821 Spoken Language Interpreter Services – OPI, and VRI (Secondary Option)

\*In-Person Interpreting (IPI), Over the Phone Interpreting (OPI), Video Remote Interpreting (VRI)

## How to order off a DES master contract

### Step 1: Does your agency have an active MCUA?

The [Master Contracts Usage Agreement \(MCUA\)](#) is a one-time agreement necessary to meet statutory requirements allowing qualifying organizations to use Washington State master contracts. Authorized organizations, known as Authorized Purchasers, are provided access to over 1,500 vendors supplying goods and services through master contracts to meet all the business needs of their organization at no cost.

Purchasers understand and agree that they shall: (a) deal directly with the Master Contract awarded Contractor for any purchases they make under the Master Contract and assume full & complete responsibility, financial and otherwise, for any purchases made pursuant to any Master Contract. Each individual user requesting services on behalf of each agency, represents and warrants that it has full power & authority and that no further approvals or consents are required to bind the agency.

Who can sign a MCUA?

- State Agencies
- State Boards
- State Commissions
- Higher Education Institutions (Colleges)
- Offices of Separate Elected Officials
- Local Government Agencies
- Federal Agencies
- Washington State Tribal Entities
- Public Benefit Non-profit (PBNP)

### Step 2: Research, Analyze, and Act

Research: Using the “[Find current Master Contracts](#)” field on Enterprise Services' website search using keyword(s), Master Contract Number, or Vendor Name, etc. The contracts search function will filter on Keywords, Contract#, Related Contract Numbers, Contract Title, Award Date, Exp. Date, Contract Description, Vendor Number, Vendor Name, Vendor DBA Name, Authorized Fulfillment Partners, Associated Commodity Codes and their respective definitions.

Analyze Results: Determine which Enterprise Services Master Contract meets your agency needs by reviewing the Contract Summary, and the Master Contract in its entirety.

Act: Follow the details provided in the Pricing & Ordering instructions. Each master contract will provide separate set of Ordering & Pricing instructions. Training is available at the DES level for ordering off a master contract and the awarded contractors also provide training based on the contractor's appointment system.

Reminder, purchasers must understand and agree that it shall: (a) deal directly with the Master Contract awarded Contractor for any purchases it makes under the Master Contract and assume full & complete responsibility, financial and otherwise, for any purchases made pursuant to any Master Contract. Each individual user requesting services on behalf of each purchaser, represents and warrants that it has full power & authority and that no further approvals or consents are required to bind the agency.

## Contractor Performance Requirements

In this section, you will find help and instructions for:

- Contractor administration
- Doing business with the state
- Required reporting and management fee
- Other potential recordkeeping requirements (as applicable)

### Contractor Administration

Contract website: Information about contractors' contract will be listed on the DES website. This website provides product, pricing, and contact information to state agency customers. If errors are found, or information needs to be updated on this page, it is the contractor's responsibility to send an email with specific details of the changes to the contract administrator for this contract.

Prices: The price list will be published on the DES website. The prices reflected in the contractor's master contract are ceiling prices. As the contractor and state agency customer enter into individual agreements, contractor may negotiate lower pricing but cannot charge more than the listed contract price.

Contractor Contact information: State agency customers will reference the DES website for contact information. It is important to keep this information up-to-date and accurate. Contractor may want to consider listing more than one contact.

Receiving agency payment: In order to receive payment from the state you must be registered with the [Statewide Payee Desk](#) per Section insert contract section Statewide Payee Desk of your contract.

### Doing business with the state

Public-sector organizations intending to use a state master contract must establish their eligibility through a signed [Master Contract Usage Agreement](#) (MCUA). Click [here](#) for a list of eligible MCUA signees. State agencies, cities, counties, districts and many nonprofits qualify to use state contracts, but might not yet have signed an agreement. Contractors can encourage potential customers to establish an MCUA by contacting DES at 360-407-2214 or [MCUA@des.wa.gov](mailto:MCUA@des.wa.gov).

Important information to know about customers:

- State agencies are required to use the master contract for the contracted goods/services unless it can be documented that the contract does not meet their needs.

- Use of the master contract is optional for political subdivisions and public-benefit nonprofit corporations authorized by the [MCUA](#) and Oregon Cooperative Procurement Program (OrCPP) – if applicable. All purchasers are subject to the same contract terms, conditions, and pricing as state agencies.
- The procurement coordinator will attach in a separate document the complete sales report for the previous good/service contract, broken down by customer name, customer type, total sales by year and sales by customer type by year. [This report is prepared by the Business Operations Team – allow a week’s lead time for preparation]

[Access Washington](#) can help navigate to government entities on the list.

1. Go to the Access Washington website and select the “[Government Agencies](#)” tab.
2. To find contact numbers and emails, select a customer type (such as “State Agencies, Boards and Commissions”) to access an alphabetical list of entities’ websites.
3. When contacting potential customers listed on the [MCUA list](#), ask to speak to their purchasing office. Inform them that you are an awarded vendor on the Department of Enterprise Services master contract.

**Required reporting and vendor management fee**

Your firm must submit quarterly sales reports per contractor’s master contract. You are responsible to notify DES when your company changes its name, ownership, corporate structure, or any position changes that might affect your sales reporting or contract-management contacts. Contractors are required to report accurate quarterly contract sales to Enterprise Services within thirty (30) days of each calendar quarter. Please report sales, even if it is zero.

Registration: The sales reporting website is found at <https://fortress.wa.gov/ga/apps/CSR/login.aspx>. The reporting contact listed on the Bidder Profile submitted by your company will receive a login password once the contract is executed.

Instructions: Learn how to report sales through an online video or instruction guide that will walk you through each step:

- [Online reporting video](#)
- [Instruction guide](#)

Reporting timeframes:

| Sales Made              | Report Due By | Report Past Due |
|-------------------------|---------------|-----------------|
| 1 January – 31 March    | April 30      | May 1           |
| 1 April – June 30       | July 31       | August 1        |
| 1 July – September 30   | October 31    | November 1      |
| 1 October – December 30 | January 31    | February 1      |

Vendor Management Fee Invoices and Payments: After sales have been reported, you will receive an invoice to remit to DES a percent management fee as addressed in each master contract. Vendors may choose to receive a physical copy of the invoice to the address entered in the company’s WEBS profile or receive the invoice by email. Let the contract administrator know your preferred method of contact for invoices, and the contract administrator will let DES Finance know your preference so the system can be updated. Provide the following information to the contract administrator to pass on to DES Finance:

- Vendor number
- Vendor name



- Preferred method of contact
- Contact information (either the physical address or email address)

If you would like to change your preference later, inform the contract administrator so Finance can make the change (you can receive invoices only one way, not both ways). Do not remit payment before you receive an invoice as your funds may be misdirected and your account marked as past due. Sales must be reported in each quarter even if there were zero sales invoiced in the quarter. Upon receipt of invoice, payment can be made to DES in the following ways.

1. Mail a check to DES at:
  - Washington State Department of Enterprise Services
  - Attn: Finance Department
  - PO Box 84857
  - Seattle, WA 98124-6157
2. Electronic funds transfer:
  - All electronic transactions sent to Department of Enterprise Services should use the US Bank ACH and wire transfer information. Note: Do not make deposits or transfers directly into the account. Payments must be made via ACH or wire transfer.
3. Pay over the phone:
  - Have your invoice number and debit/credit card ready before calling DES Finance at 360-725-5700.

**How to view vendor management fee invoices online**

1. Log in to the Online Sales Reporting System: <https://fortress.wa.gov/ga/apps/CSR/login.aspx>.
2. At the top center of the page click the link View Management Fee Invoices
  - a. The system also flags if a vendor has unpaid invoices via a red highlighted statement at the top right of the page stating Unpaid Management Fee Invoice.
3. All management fee invoices are displayed for the vendor.
4. The vendor may click on the invoice number to display the invoice.

**Other recordkeeping considerations (if applicable)**

Subcontractor sales and subcontractor use should be tracked if an inclusion plan was required in the solicitation. Contact [DES C&P Analytics](mailto:DES_C&P_Analytics) (360-407-2214) for help with tracking subcontractors, if required.

**Washington's Electronic Business Solution (WEBS):** WEBS is the system required by state agencies to post solicitation opportunities. Contracts and Procurement posts contract opportunities using WEBS. See the [WEBS Manual for Vendors](#) or the [WEBS Manual for State Customers](#) for more information. DES has a WEBS user group that meets quarterly (Jan, Apr, July, Oct) on the third Wednesday of the month. The user group includes volunteer members from various agencies, currently including DES, DOR, DSHS, LNI, SOS, ESD, DOT, and DOL. If you would like to join the user group, please contact [CPRMAnalytics@des.wa.gov](mailto:CPRMAnalytics@des.wa.gov).

**General contact information:**

|  |  |
|--|--|
| Washington’s Electronic Business Solution (WEBS) | <a href="mailto:WebsCustomerService@des.wa.gov">WebsCustomerService@des.wa.gov</a><br>360-902-7400 |
| DES Finance Office                               | <a href="mailto:financecashier@des.wa.gov">financecashier@des.wa.gov</a><br>360-725-5700           |
| Statewide Payee Desk (10-15 days to process)     | <a href="mailto:PayeeRegistration@ofm.wa.gov">PayeeRegistration@ofm.wa.gov</a><br>360-407-8180     |

# Stakeholder Engagement

This language access plan encourages stakeholders from state agencies and the community to be involved within the State of Washington. Understanding culture is important as well and collaborating with stakeholders can help ensure that the organization's efforts are culturally and linguistically appropriate. DES plans to consult with stakeholders by:

- Soliciting feedback from community-based organizations and other stakeholders, before the plan is finalized, about the organization's effectiveness and performance in ensuring meaningful access for individuals with limited English proficiency; and
- Allowing state agency customers to submit a satisfaction survey of applicants and beneficiaries with limited English proficiency about their experience accessing the organization's benefits, programs, information, or services. This can be submitted selecting the Vendor and Contract Performance Feedback dropdown under Resources located on the master contract summary page.

Including stakeholders in the organization's efforts around communication and language services can help ensure that DES can provide information about its programs in a manner that will resonate with the community. DES would like to let the community know that DES is working to be inclusive and ensure that their language needs are met. By engaging with stakeholders from the community, the organization may be able to foster relationships and form connections with individuals that can be mutually beneficial.

## Public Notices

Posted notices about the availability of language access services can be found on the DES website for the [Language Access Program](#). DES has found this is the most effective way to ensure persons with limited English proficiency can meaningfully access DES's language access program information.

## DES Language Access Coordinator

The Department of Enterprise Services language access coordinator is DES's organization lead for language assistance efforts and oversees the language access plan. Please contact the language access coordinator if you have any questions regarding this language access plan's content, need help to ensure that it is implemented, or monitor its performance. Responsibilities generally include:

- Overseeing the organization's language access plan;
- Training state agency staff on how to utilize language access services;
- Coordinating and managing master contracts for interpretation and translation;
- Regularly assessing and improving the language assistance program.

### Contact Information:

Antoinette Wynne (she/her), Language Access Analyst  
Contracts & Procurement Division – Language Access Program  
State of Washington Department of Enterprise Services  
Cell: (360) 490-8570 | Team: (360) 407-2210  
Email: [Antoinette.Wynne@des.wa.gov](mailto:Antoinette.Wynne@des.wa.gov) | Team: [DESLanguageAccess@des.wa.gov](mailto:DESLanguageAccess@des.wa.gov)

## Additional resources

- [Purchasing from Washington State Contracts](#)
- [Master Contracts Usage Agreement](#)
- [Guidelines for Placing Orders from State Master Contracts](#)
- [Memo - DES Implementation of Language Access Bill 6245](#)
- [State Contract Management Training Program](#)
- [Washington's Electronic Business Solution \(WEBS\) Registration & Search Tips](#)
- [Master Contract FAQs](#)
- [National Court Reporters Association](#)
- [Washington Court Reporters Association](#)
- [National Association of the Deaf](#)
- [Hearing Loss Association of America](#)
- [COVID-19 Agency Compliance Tools](#)
- [C&P/DES Abbreviations List](#)
- [DES Retention Schedule](#)
- [Agency Leads Rolodex](#)

## Need more training?

The Department of Enterprise Services makes its comprehensive [State Contract and Procurement Training](#) available to anyone, including those with master contracts usage agreements. Most state agencies provide state contract & procurement training internally, but DES also offers this training to anyone in your organization who makes purchases or manages contracts and can benefit from our DES training. Through this training, we can improve relationships within the business community by learning about best practices, ethics, laws, and resources so that we can all work towards reducing risk and being good stewards of public dollars.