

**STATEMENT OF WORK  
LANGUAGE SERVICES  
INVITATION TO QUALIFY (ITQ) CONTRACT**

**OVERVIEW:** The purpose of the Language Services ITQ is to qualify responsible and responsive Contractors to perform interpretation and translation services/materials to Commonwealth of Pennsylvania's executive agencies. In addition, Local Public Procurement Units, as defined by the Commonwealth Procurement Code, may use this contract in accordance with the COSTARS Provision contained in this document.

**ISSUING OFFICE:** This ITQ is managed and administered by the Commonwealth of Pennsylvania, Department of General Services (DGS), Bureau of Procurement. All inquiries should be referred to:

Celeste Mazza, Commodity Specialist  
Department of General Services  
Bureau of Procurement  
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**TERM OF CONTRACT:** Any contract issued to qualified Contractors, as a result of this ITQ, shall commence on the Contract Effective Date and shall end on 12/31/2031. The Contract may be renewed for one additional five-year term.

**QUALIFICATIONS:** Contractors interested in becoming an ITQ Contractor must meet the following requirements. Failure to meet the below requirements shall result in the application being rejected. Each Contractor that meets the minimum qualifications shall be awarded a contract. Award of a contract to a Contractor is not a guarantee of business.

1. All Contractors must provide documentation showing two years of experience in the appropriate commodity code selected under Service Categories.
2. Any resource performing work on behalf of the Contractor must also have two years of experience in the appropriate commodity code. Qualified Contractors shall be required to provide documentation evidencing this at the time of the Request for Quote.

**ADDITIONAL QUALIFICATIONS:**

1. Sign Language Interpretation, Office of Deaf and Hard of Hearing (ODHH) Registration Requirements:
  - a. Interpreters must be registered with the Department of Labor and Industry, Office of Deaf and Hard of Hearing, as specified by Act of July 2, 2004, P.L. 492, No. 57 CI 63.
  - o Independent interpreters must provide a legible copy of their registration from ODHH.

- For subcontracted services, it is the responsibility of the Prime Contractor to obtain proof of registration with ODHH from their independent and staff interpreters prior to their assignment to agencies under the governor's jurisdiction. The Contractor shall provide a copy of the interpreters' state registration upon request from DGS or the using agency.
- If an interpreter cannot provide a current ODHH registration card and/or loses their privileges, all services shall be immediately suspended with that interpreter and all work shall cease and desist. The interpreter, if reinstated with ODHH, may be allowed to return to duties provided the proper documentation is submitted to DGS.
- Each Independent and Prime Contractor must provide notification within five (5) calendar days to DGS Contracting Officer of any interpreter who loses ODHH registration.

## 2. Non-English Interpretation Requirements:

- a. Contractor must provide its interpreter certification as authorized under Act 172 of 2006.
- In the event that the contract calls for services to minors, the Contractor shall comply with the provisions of the Child Protective Services Law (Act of November 26, 1975, P.L. 438, No. 124; 23 P.S. § 6301-6384, as amended by Act of July 1, 1985, P.L. 124, No. 33) and all regulations promulgated there under (55 Pa Code, Chapter 3490).
- Contractor shall comply with Title VI of the Civil Rights Act of 1964: 42 U.S.C. § 2000 et seq.; 45 CFR § 80, Nondiscrimination under programs receiving federal financial assistance through the U.S. Department of Health and Human Services Effectuation of Title VI of the Civil Rights Act of 1964.
- The following requirement supplements the Background Checks provision contained in the Contract Terms and Conditions of this ITQ. For Purchase Orders generated by the Department of Corrections (DOC), Contractors must adhere to DOC's NCIC/CLEAN Policy. For more information, please see: [CLEAN-NCIC Policy.pdf \(pa.gov\)](#)
- Health Insurance Portability and Accountability Act (HIPAA): The Contractor shall comply with all federal, state, and local laws related to the use and disclosure of information, including information that constitutes Protected Health Information (PHI) as defined by the Health Insurance Portability and Accountability Act (HIPAA). The Contractor shall be required to agree to Business Associates Agreements that may vary by Agency.

**LANGUAGE SERVICES CATEGORIES:** Contractors shall need to choose the appropriate commodity code(s) to qualify for this contract. Contractors shall select the appropriate code(s) under the Business Details section of the qualification process. The Commonwealth may add additional commodity codes as the need arises. The table below lists the appropriate commodity code and description of each category.

COMMODITY CODE	DESCRIPTION OF CATEGORY
82110000-ITQ-515 Sign Language Interpretation – Medical	<p>The Commonwealth’s requirements for interpretation service may include medical interpreters. These interpreters must have a thorough knowledge of medical terminology, be familiar with medical procedures and the roles of healthcare staff and be sensitive to issues such as the patients’ autonomy, cultural differences, and the medical personnel’s need for accurate information.</p> <p>The awarded Contractors shall be required to provide interpreters to work in person in medical surroundings including, but not limited to, hospitals; doctors’ offices; emergency rooms; clinics; mental health venues; locations of Workers Compensation exams; blood banks; and dialysis centers.</p>
82110000-ITQ-554 Sign Language Interpretation – In-Person Standard	<p>The Commonwealth’s requirement to provide interpreters to convey the meaning of a source language into a target language in person.</p> <ul style="list-style-type: none"> <li>• <b>Consecutive Interpretation:</b> The Commonwealth’s requirements for interpretation service may include consecutive interpreters. It is the responsibility of the agency to specify this type of interpretation.</li> <li>• <b>Simultaneous Interpretation:</b> The Commonwealth’s requirements for interpretation service may include simultaneous interpreters. It is the responsibility of the agency to specify interpretation.</li> <li>• <b>Sight Translation:</b> The Commonwealth’s requirements for interpretation service may include sight translation interpreters. It is the responsibility of the agency to specify interpretation.</li> </ul>
82110000-ITQ-516 Sign Language Interpretation – Legal	<p>The Commonwealth’s requirements for interpretation services may include legal interpreters to interpret for court, legal and administrative proceedings.</p> <p>The interpreters must have knowledge of legal terminology in both target and source languages and be familiar with the Rules of Procedure of the Commonwealth of Pennsylvania, Federal Rules of Procedures, Rules of Civil Procedures, Rules of Criminal Procedures, and Federal Rules of Evidence for both the courtroom and the sworn deposition statement. Further, interpreters must be familiar with legal terminology and procedures related to Family Law, Civil Law, Probate Law, and Criminal Law and the <a href="#">Special Rules of Administrative Practice and Procedure Before Workers' Compensation Judges</a>.</p> <p>Interpreters are officers of the court and must show respect to the court and</p>

	<p>for the judicial and administrative process both in attire and in conduct. Interpreters may be requested to be removed from proceeding if the judge\agency determines interpreters are not meeting the requirements. In such case, there shall be no payment for unprofessional services.</p>
<p>82110000-ITQ-517 Sign Language Interpretation – AOPC</p>	<p>The awarded Contractors shall be required to provide levels of certified interpreters as requested by the agencies. It is the responsibility of the Contractors to contact the certified interpreters on the current AOPC listing and arrange availability of their services to fulfill the service requirements of the Commonwealth. Additionally, it is the responsibility of the awarded Contractors to make sure the AOPC interpreters understand that when Commonwealth agencies request a certified interpreter, it shall be through the resulting Contractors and the schedules of interpreters shall be administered with the awarded Contractors.</p> <p>Contractors may obtain a copy of the AOPC Interpreter Roster at <a href="https://www.pacourts.us/judicial-administration/court-programs/interpreter-program/interpreter-resources/">https://www.pacourts.us/judicial-administration/court-programs/interpreter-program/interpreter-resources/</a></p> <p>It is recommended that this list be viewed periodically as the roster is continually updated to maintain and fulfill Commonwealth needs. The Commonwealth expects the Contractors to keep its agreements with as many of the AOPC interpreters as possible.</p> <p>Effective January 1, 2023, the Administrative Office of Pennsylvania Courts (AOPC) published an Interpreter Compensation Fee Schedule. Pursuant to 42 Pa.C.S.A. §4411(d) and §4431(d), the Court Administrator establishes the following schedule of reasonable fees for services rendered by certified interpreters and otherwise qualified interpreters used in judicial proceedings.</p> <p>Contractor shall adhere to all federal and state and local guidelines as outlined on the Interpreter Compensation Fee Schedule.</p>
<p>82110000-ITQ-518 Sign Language Interpretation – Video Remote Interpretation (VRI)</p>	<p>The awarded Contractors shall be required to provide VRI when requested by each agency, either on-demand or scheduled. Individual, Audience – virtually, or Audience – via large screen, broadcasting, or streaming, shall utilize an interpreter by way of a computer with a webcam and internet connection or a tablet using a cellular connection. Always test equipment and Wi-Fi connection before beginning the interpreting session.</p> <p>The awarded Contractors shall be required to provide VRI when requested by each agency, either on-demand or scheduled. Individual, Audience – virtually, or Audience – via large screen, broadcasting, or streaming, shall utilize an interpreter by way of a computer with a webcam and internet connection or a tablet using a cellular connection. Always test equipment and Wi-Fi connection before beginning the interpreting session.</p> <ul style="list-style-type: none"> <li>• real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or</li> </ul>

	<p>grainy images, or irregular pauses in communication;</p> <ul style="list-style-type: none"> <li>• a sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the face, arms, hands, and fingers of the person using sign language, regardless of his or her body position;</li> <li>• a clear, audible transmission of voices; and</li> <li>• adequate staff training to ensure quick set-up and proper operation.</li> <li>• Awarded Contractors must have a secure, high speed internet connection</li> </ul>
82110000-ITQ-519 Sign Language Interpretation – Remote CART Captioning	The Commonwealth's requirements for Communication Access Realtime Translation may include Word-for-Word, Real-time conversion of speech into verbatim text. The translator may provide the service individually to an audience either virtually or large screen broadcast streaming. The display must be visible to as much of the audience as possible, ensuring the font is large enough and stands out from the background, at least two lines shown on each display, and remaining visible to read.
82110000-ITQ-520 Sign Language Interpretation – Onsite CART Captioning	The Commonwealth's requirements for Communication Access Realtime Translation may include Word-for-Word, Real-time conversion of speech into text verbatim text. The translator may provide the service individual minimum or to an audience, large screen broadcast streaming with a two-hour minimum. The display must be visible to as much of the audience as possible, ensuring the font is large enough and stands out from the background, with at least two lines showing on each display, and remaining visible long enough to read.
82110000-ITQ-521 Sign Language Interpretation – Remote C-Print, Typewell, 1 Captioning	<p>The Commonwealth's requirements for Communication Access Realtime Translation may include C-Print, Typewell, 1Captioning, meaning for meaning real time conversion of speech into summarized text.</p> <p><b>NOTE: Any products and services that do not have an existing software license agreement with the Commonwealth or approved Vendor Risk Assessment, requires the Commonwealth Agency to enter into a software license agreement, submit a new Vendor Risk Assessment, and receive approval from the OIT Procurement Intake process before purchasing.</b></p>
82110000-ITQ-522 Sign Language Interpretation – Offline Captioning Transcription	The Commonwealth's requirements for Offline Captioning Transcription to create a timed captioning transcript from pre-recorded material. Transcripts may be uploaded to a streaming video or provided to video producers to add into the workflow.
82110000-ITQ-523 Non-English Translation –	Translators used by the supplier(s) for document translation shall be thoroughly knowledgeable about the US domestic culture.

Translation of Documents	<p>Using Agencies requesting written translation services may include the following instructions to include but not limited to:</p> <ul style="list-style-type: none"> <li>A. The educational level of the target audience, which may need the translation reduced to very simple, easily understood terms.</li> <li>B. Whether the document shall be used for academic or professional purposes which typically require the utmost precision in terms of wording, punctuation, etc.</li> <li>C. Whether any particular abbreviations, terms, slang, etc. should be included or avoided.</li> </ul> <p><b>Format:</b> Using Agencies shall submit documents for translation in a legible format such as hard copy, electronic copy, camera-ready copy, masters, etc. and shall specify, at the time services are requested, the format in which the translated document must be produced. The translator shall produce the translated documents in the manner specified by the Using Agency. Should the agency provide an uneditable document for translation, there may be an additional charge from the awarded supplier.</p> <p><b>Special Formatting:</b> The translator shall provide special formatting of certain translated documents at the request of the Using Agency.</p> <p><b>Confidentiality:</b> The Using Agency may request translation of documents of a confidential nature. The selected supplier must maintain the confidentiality of Commonwealth documents.</p> <p><b>Delivery:</b> The selected supplier shall deliver the translated documents in the method and timeframe specified in the purchase order issued by the Using Agency or a request using a p-card. The Commonwealth anticipates most delivery requirements to be electronic.</p> <p><b>Medical Translation of Documents:</b> The Commonwealth's requirements for translation services include medical documents. These translators must have a thorough knowledge of medical terminology in both target and source languages, be familiar with medical procedures and be sensitive to issues such as the patients' autonomy, cultural difference and the medical personnel's need for accurate information.</p> <p><b>Legal Translation of Documents:</b> The Commonwealth requirements for translation services include legal documents. These translators must have knowledge of legal terminology in both targeted and source languages and be familiar with the Rules of Procedure of the Commonwealth of Pennsylvania, Federal Rules of Procedures, Rules of Civil Procedures, Rules of Criminal Procedures, and Federal Rules of Evidence for both the courtroom and sworn deposition statements. Further, translators much be familiar with legal terminology and procedures related to Family Law, Civil Law, Probate Law, and Criminal Law.</p>
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	<p><b>Discrepancies:</b> If an original translation is found to be erroneous and the original translator cannot adequately dispute the findings of the authenticator, the supplier shall assume 100% of the financial liability for the correction of the detected errors.</p> <p><b>Proofing/Editing:</b> The selected supplier shall provide written justification for all edits and changes suggested to the requesting/using agency. Basic grammar and punctuation corrections are allowed without justification, but changes on word choice and adjustments to major blocks of text or content must be accompanied by the translator's rationale. It may be necessary to offer explanations based on the intended audience, original source text or even the regional nature of a specific language dialect.</p> <p><b>Ownership of Work:</b> The selected supplier shall have no proprietary interest in forms, publications, or other translated documents. Non-English documents translations are the sole property of the Commonwealth of Pennsylvania.</p> <p><b>Post-editing/Machine Translation Post Editing (MTPE):</b> The Commonwealth's requirements include post-editing of machine translated content (Machine Translation Post Editing or MTPE). These translators review content that has already been translated by emerging technological tools. The translator/post-editor identifies inaccuracies, omissions or additions, poor flow, and other issues in an existing translation and corrects them with appropriate alternatives. The selected supplier shall provide written justification for all edits and changes suggested to the requesting/using agency. Agencies may request any level of correction from grammatical and terminological mistakes to full attention to terminology, flow, tone, style, and register.</p>
82110000-ITQ-524 Non-English Translation – Translation Authentication of Documents	<p>At the request of the using agency, the supplier shall provide authentication of documents translated by another supplier. The purpose of this authentication is to ensure that proper translation has been communicated.</p> <p>Authentication work shall not be done by the same company that did the original document translation.</p> <p>If errors are found in the document that is authenticated, the agency shall forward the invoice of the authenticator to the supplier who performed the original translation. If no errors are found, the agency shall pay for the authentication services.</p> <p>In the event the two (2) suppliers cannot agree on the error(s) made, the authenticating supplier shall contact the Department of General Services for resolution.</p> <p>Should the agency provide an un-editable document for translation, there may be an additional charge from the awarded supplier.</p>
82110000-ITQ-525	The Contractor shall provide translation of document(s) and shall provide

Non-English Translation – Desktop Publishing	<p>Desktop Publishing (DTP) services.</p> <p>The services are required under the following conditions:</p> <ul style="list-style-type: none"> <li>A. Word and Excel documents that have non-standard paragraphs, bulleting, numbering, charts, tables, graphs, TOC, etc.</li> <li>B. Files in graphic design formats (e.g. InDesign, Illustrator, QuarkXPress, etc.)</li> <li>C. Non-editable documents that require formatting or re-creation (e.g. PDF, .tif, scans, faxes and handwritten documents)</li> <li>D. Two-column document deliverables sourced as PDFs or with complex formatting (e.g. tables, charts, images with text)</li> <li>E. Fillable documents (where the end consumer can type text directly onto the document in designated fields)</li> <li>F. Should the agency provide an un-editable document for translation, there may be an additional charge from the awarded supplier.</li> </ul>
82110000-ITQ-526 Non-English Interpretation – Standard	<p>The Commonwealth’s requirement to provide interpreters to convey the meaning of a source language into a target language both virtually and in person.</p> <ul style="list-style-type: none"> <li>• <b>Consecutive Interpretation:</b> The Commonwealth’s requirements for interpretation service may include consecutive interpreters. It is the responsibility of the agency to specify this type of interpretation.</li> <li>• <b>Simultaneous Interpretation:</b> The Commonwealth’s requirements for interpretation service may include simultaneous interpreters. It is the responsibility of the agency to specify interpretation.</li> <li>• <b>Sight Translation:</b> The Commonwealth’s requirements for interpretation service may include sight translation interpreters. It is the responsibility of the agency to specify interpretation.</li> </ul>
82110000-ITQ-527 Non-English Interpretation – Standard Video Remote Interpretation (VRI)	<p>The awarded Contractors shall be required to provide VRI when requested by each agency, either on-demand or scheduled. Individual, Audience – virtually, or Audience – via large screen, broadcasting, or streaming, shall utilize an interpreter by way of a computer with a webcam and internet connection or a tablet using a cellular connection. Always test equipment and Wi-Fi connection before beginning the interpreting session.</p> <ul style="list-style-type: none"> <li>• real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or</li> </ul>



	<p>grainy images, or irregular pauses in communication;</p> <ul style="list-style-type: none"> <li>• a sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the face, arms, hands, and fingers of the person using sign language, regardless of his or her body position;</li> <li>• a clear, audible transmission of voices; and</li> <li>• adequate staff training to ensure quick set-up and proper operation.</li> <li>• Awarded Contractors must have a secure, high speed internet connection</li> <li>• <b>Consecutive Interpretation:</b> The Commonwealth's requirements for interpretation service may include consecutive interpreters. It is the responsibility of the agency to specify this type of interpretation.</li> <li>• <b>Simultaneous Interpretation:</b> The Commonwealth's requirements for interpretation service may include simultaneous interpreters. It is the responsibility of the agency to specify interpretation.</li> <li>• <b>Sight Translation:</b> The Commonwealth's requirements for interpretation service may include sight translation interpreters. It is the responsibility of the agency to specify interpretation.</li> </ul>
82110000-ITQ-528 Non-English Interpretation – Telephonic Interpretation	<p>The Commonwealth's requirements for interpretation service may include telephonic, or Over the Phone Interpretation (OPI), either on-demand, or scheduled. Audience shall use an interpreter by way of telephone, using a landline or cellular connection.</p> <p>The awarded contractor and any resources performing work on behalf of contractors shall have fully functioning telephone terminal equipment. The awarded contractor shall be required to offer technical support and an operator, in addition to an Interactive Voice Response (IVR).</p> <ul style="list-style-type: none"> <li>• <b>Consecutive Interpretation:</b> The Commonwealth's requirements for interpretation service may include consecutive interpreters. It is the responsibility of the agency to specify this type of interpretation.</li> <li>• <b>Simultaneous Interpretation:</b> The Commonwealth's requirements for interpretation service may include simultaneous interpreters. It is the responsibility of the agency to specify interpretation.</li> <li>• <b>Sight Translation:</b> The Commonwealth's requirements for interpretation service may include sight translation interpreters. It is the responsibility of the agency to specify interpretation.</li> </ul>

<p>82110000-ITQ-529 Non-English Interpretation – Medical</p>	<p>The Commonwealth’s requirements for interpretation service may include medical interpreters. These interpreters must have a thorough knowledge of medical terminology, be familiar with medical procedures and the roles of healthcare staff and be sensitive to issues such as the patients’ autonomy, cultural differences, and the medical personnel’s need for accurate information.</p> <p>The awarded Contractors shall be required to provide interpreters to work in person in medical surroundings including, but not limited to, hospitals; doctors’ offices; emergency rooms; clinics; mental health venues; locations of Workers Compensation exams; blood banks; and dialysis centers.</p> <ul style="list-style-type: none"> <li>• <b>Consecutive Interpretation:</b> The Commonwealth’s requirements for interpretation service may include consecutive interpreters. It is the responsibility of the agency to specify this type of interpretation.</li> <li>• <b>Simultaneous Interpretation:</b> The Commonwealth’s requirements for interpretation service may include simultaneous interpreters. It is the responsibility of the agency to specify interpretation.</li> <li>• <b>Sight Translation:</b> The Commonwealth’s requirements for interpretation service may include sight translation interpreters. It is the responsibility of the agency to specify interpretation.</li> </ul>
<p>82110000-ITQ-530 Non-English Interpretation – Legal</p>	<p>The Commonwealth’s requirements for interpretation services may include legal interpreters to interpret for court, legal and administrative proceedings.</p> <p>The interpreters must have knowledge of legal terminology in both target and source languages and be familiar with the Rules of Procedure of the Commonwealth of Pennsylvania, Federal Rules of Procedures, Rules of Civil Procedures, Rules of Criminal Procedures, and Federal Rules of Evidence for both the courtroom and the sworn deposition statement. Further, interpreters must be familiar with legal terminology and procedures related to Family Law, Civil Law, Probate Law, and Criminal Law and the <a href="#">Special Rules of Administrative Practice and Procedure Before Workers' Compensation Judges</a>.</p> <p>Interpreters are officers of the court and therefore must show respect to the court and for the judicial and administrative process both in attire and in conduct. Interpreters may be requested to be removed from proceeding if the judge\agency determines interpreters are not meeting the requirements. In such case, there shall be no payment for unprofessional services.</p> <ul style="list-style-type: none"> <li>• <b>Consecutive Interpretation:</b> The Commonwealth’s requirements</li> </ul>

	<p>for interpretation service may include consecutive interpreters. It is the responsibility of the agency to specify this type of interpretation.</p> <ul style="list-style-type: none"> <li>• <b>Simultaneous Interpretation:</b> The Commonwealth's requirements for interpretation service may include simultaneous interpreters. It is the responsibility of the agency to specify interpretation.</li> <li>• <b>Sight Translation:</b> The Commonwealth's requirements for interpretation service may include sight translation interpreters. It is the responsibility of the agency to specify interpretation.</li> </ul>
<p>82110000-ITQ-531 Non-English Interpretation – AOPC</p>	<p>The awarded Contractors shall be required to provide levels of certified interpreters as requested by the agencies. It is the responsibility of the Contractors to contact the certified interpreters on the current AOPC listing and arrange availability of their services to fulfill the service requirements of the Commonwealth. Additionally, it is the responsibility of the awarded Contractors to make sure the AOPC interpreters understand that when Commonwealth agencies request a certified interpreter, it shall be through the resulting Contractors and the schedules of interpreters shall be administered with the awarded Contractors.</p> <p>Contractors may obtain a copy of the AOPC Interpreter Roster at <a href="https://www.pacourts.us/judicial-administration/court-programs/interpreter-program/interpreter-resources/">https://www.pacourts.us/judicial-administration/court-programs/interpreter-program/interpreter-resources/</a></p> <p>It is recommended that this list be viewed periodically as the roster is continually updated to maintain and fulfill Commonwealth needs. The Commonwealth expects the Contractors to keep its agreements with as many of the AOPC interpreters as possible.</p> <p><b>A. RESOURCES/AOPC LISTING:</b></p> <p>The selected Suppliers shall be required to provide levels of certified interpreters as requested by the agencies. It is the responsibility of the selected suppliers to contact the certified interpreters on the current AOPC listing and arrange availability of their services to fulfill the service requirements of the Commonwealth. Additionally, it is the responsibility of the selected suppliers to make sure the AOPC interpreters understand that when Commonwealth agencies request a certified interpreter, it shall be through the resulting contracts and the schedules shall be administered with the awarded suppliers.</p> <p>Suppliers may obtain a copy of the AOPC Interpreter Roster at <a href="http://www.pacourts.us/judicialadministration/court-">www.pacourts.us/judicialadministration/court-</a></p>

	<p><a href="#"><u>programs/interpreter-program/interpreter-roster.</u></a></p> <p>It is recommended that this list be viewed periodically as the roster is continually updated to maintain and fulfill Commonwealth needs and the Commonwealth expects the suppliers to keep its agreements with as many of the AOPC interpreters as possible.</p> <p>Effective January 1, 2023, the Administrative Office of Pennsylvania Courts (AOPC) published an Interpreter Compensation Fee Schedule. Pursuant to 42 Pa.C.S.A. §4411(d) and §4431(d), the Court Administrator establishes the following schedule of reasonable fees for services rendered by certified interpreters and otherwise qualified interpreters used in judicial proceedings.</p> <ul style="list-style-type: none"> <li>• <b>Consecutive Interpretation:</b> The Commonwealth's requirements for interpretation service may include consecutive interpreters. It is the responsibility of the agency to specify this type of interpretation.</li> <li>• <b>Simultaneous Interpretation:</b> The Commonwealth's requirements for interpretation service may include simultaneous interpreters. It is the responsibility of the agency to specify interpretation.</li> <li>• <b>Sight Translation:</b> The Commonwealth's requirements for interpretation service may include sight translation interpreters. It is the responsibility of the agency to specify interpretation.</li> </ul> <p>Contractor shall adhere to all federal and state and local guidelines as outlined on the Interpreter Compensation Fee Schedule.</p>
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**REQUEST FOR QUOTES (RFQ) PROCEDURES:** Commonwealth Agencies shall issue an RFQ to qualified Contractors, through the Commonwealth's Custom Portal, powered by the JAGGAER system. Contractors shall respond to the RFQ in the system. The requesting Agencies may require the qualified Contractors to furnish, upon request, additional documentation in the RFQ. The qualified Contractors selected for the RFQ process shall receive a Purchase Order (PO) and shall supply the service to meet the specific requirements as indicated in the RFQ.

Agencies shall exercise a scoring method based upon the criteria set forth in the RFQ. The Scoring Methods are defined as follows:

Additional information may be required by the agency for the following:

- Best Value

- Refers to the process of selecting the quote which provides the greatest value to the agency based on evaluating and comparing all pertinent criteria, including cost, so that the Contractor whose overall proposal best suits the agency's needs is selected for each individual project; and
- Low Cost
  - Refers to the lowest cost quoted from all proposals received that are deemed both responsive and responsible for the project.