



WA State DES Contract 18222

Spoken Language Interpreter Services – IPI, OPI and VRI (Non-CBA)

Universal Language Service, Inc. is a contracted vendor for WA State Contract 18222, providing In-Person Interpretation (IPI), Over the Phone Interpretation (OPI) and Video Remote Interpretation (VRI) statewide for the following eligible entities.

- Washington state agencies, departments, offices, divisions, boards, and commissions
- Washington state universities and colleges
- Any of the following types of entities that have executed a [Contract Usage Agreement](#) with Enterprise Services:
 - Political subdivisions (e.g., counties, cities, school districts, public utility districts) in the State of Washington
 - Federal governmental agencies or entities
 - Public-benefit nonprofit corporations
 - Federally recognized Indian Tribes located in the State of Washington.

Services Covered

In-Person Interpretation

- Prescheduled (Standard & Rush)

Over the Phone Interpretation

- On Demand
- Prescheduled (Standard & Rush)

Video Remote Interpretation

- On Demand
- Prescheduled (Standard & Rush)

Languages Available

The following languages are available statewide under Contract 18222. If you do not see a language you need, please contact our Account Management Team at accounts@ulsonline.net or (425) 450-7020 for assistance.

| | | |
|--------------------------|------------------|------------|
| Arabic | Hungarian | Romanian |
| Bosnian/Croatian/Serbian | Ilocano | Russian |
| Burmese | Japanese | Samoan |
| Cantonese | Khmer | Somali |
| Chin | Korean | Spanish |
| Czech | Kurdish-Kurmanji | Swahili |
| Dari | Lao | Tagalog |
| Dutch | Mandarin | Thai |
| Farsi | Marshallese | Tigrinya |
| French | Mixtec Bajo | Turkish |
| German | Oromo | Ukrainian |
| Greek | Persian | Urdu |
| Haitian Creole | Polish | Vietnamese |
| Hebrew | Portuguese | Wolof |
| Hindi | Punjabi | Yoruba |

Pricing for Services

| Over the Phone Interpretation (OPI) | | |
|--|------------|------------|
| <i>Languages: Spanish</i> | | |
| Category | Price (\$) | Rate |
| On Demand | \$0.58 | Per Minute |
| Prescheduled Standard | \$0.64 | Per Minute |
| Prescheduled Rush | \$0.64 | Per Minute |
| <i>Languages: All Other Languages</i> | | |
| Category | Price (\$) | Rate |
| On Demand | \$0.70 | Per Minute |
| Prescheduled Standard | \$0.74 | Per Minute |
| Prescheduled Rush | \$0.74 | Per Minute |

| Video Remote Interpretation (VRI) | | |
|--|------------|------------|
| <i>Languages: Spanish</i> | | |
| Category | Price (\$) | Rate |
| On Demand | \$0.64 | Per Minute |
| Prescheduled Standard | \$0.70 | Per Minute |
| Prescheduled Rush | \$0.70 | Per Minute |
| <i>Languages: All Other Languages</i> | | |
| Category | Price (\$) | Rate |
| On Demand | \$0.76 | Per Minute |
| Prescheduled Standard | \$0.80 | Per Minute |
| Prescheduled Rush | \$0.80 | Per Minute |

| In-Person Interpretation (IPI) | | |
|--|------------|----------|
| <i>Languages: Arabic, Burmese, Cantonese, Chin, Dari, Farsi, Hindi, Japanese, Korean, Lao, Mandarin, Mixteco Bajo, Persian, Polish, Punjabi, Russian, Spanish, Thai, Ukrainian, Vietnamese</i> | | |
| Category | Price (\$) | Rate |
| Prescheduled Standard | \$65.72 | Per Hour |
| Prescheduled Rush | \$65.72 | Per Hour |
| <i>Languages: Bosnian/Croatian/Serbian, Cambodian (Khmer), Czech, Dutch, French, German, Greek, Haitian Creole, Hebrew, Hungarian, Ilocano, Kurdish-Kurmanji, Marshallese, Oromo, Portuguese, Romanian, Samoan, Somali, Swahili, Tagalog, Tigrinya, Turkish, Urdu, Wolof, Yoruba</i> | | |
| Category | Price (\$) | Rate |
| Prescheduled Standard | \$69.06 | Per Hour |
| Prescheduled Rush | \$69.06 | Per Hour |

Requesting Services

If you already have an account established with UniversalLanguage, simply let us know you would like to utilize WA State Contract 18222 and your account will be updated accordingly. If you are new to UniversalLanguage, please contact our Account Management Team at accounts@ulsonline.net or (425) 450-7020 to establish an account or request further information.

Those utilizing on-demand OPI or VRI will be provided with access information needed for their agency to utilize services at the time an interpreter is needed, without having to pre-schedule.

Those utilizing prescheduled IPI, OPI or VRI will be provided access to UniversalLanguage's online scheduling portal as well as instructions on how to request services through our Contact Center via fax, phone or secure email.

- Pre-scheduled services are to be requested a minimum of 10 business days in advance to allow sufficient time to secure an interpreter. Services requested in less than 10 business days will be considered "Rush" services.
- UniversalLanguage will either accept or reject an appointment request within 48 hours of submittal.

Invoicing & Payment

The Requesting Agency will be invoiced within 90 days after completion of the requested interpretation service unless alternative arrangements have been agreed to. Payment is due within thirty (30) calendar days of invoice and may be made by mail or electronically (e.g., ACH payments).

Invoices will include the duration interpretation services were provided and any applicable travel reimbursement, including mileage (up to 20 miles one way), tolls, parking, travel (lodging, meals, and time) at the Washington State Office of Financial Management (OFM) per diem rates. Any additional travel reimbursement agreed upon in advance by the Requesting Agency will also be included.

Minimum Purchasing Requirements

- IPI assignments will be invoiced for a minimum of 2 hours regardless of whether the assignment lasts the entire 2 hours. Assignment times will then be invoiced in 15-minute increments, with any partial increments rounded up to the nearest quarter hour.
- OPI and VRI assignments will be invoiced for a minimum of 30 minutes regardless of whether the assignment lasts the entire 30 minutes. Assignment times will then be invoiced in 15-minute increments, with any partial increments rounded up to the nearest quarter hour.

No Shows and Cancellations:

- For less than 48 hours (two full calendar days) notice of cancellation, if canceled by the Requesting Agency, UniversalLanguage will invoice the Requesting Agency the Hourly Service Rate or Minute Service Rate for the first two hours of scheduled time. This includes cases where the Requesting Agency fails to cancel for their client resulting in a No-Show.
- For less than 48 hours (two full calendar days) notice of cancellation, if canceled by UniversalLanguage/interpreter, the Contractor/interpreter shall be assessed a fee of 2% of their quoted rate. This includes cases where the interpreter No-Shows to an appointment.

Interpreter Qualifications

Interpreters who provide services for Contract 18222 through UniversalLanguage meet one or more of the following qualification requirements:

- Credentialed as certified spoken language interpreters by the Washington State Department of Social and Health Services (DSHS) Language Testing and Certification Program (LTC);
- Meet 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
- Trained through accredited higher education institution (university or college) programs, which are widely accepted by industry experts, the interpreter community, and by Washington State agencies who purchase Spoken Language Interpreter Services.

UniversalLanguage ensures that, at a minimum, its interpreters comply with the following:

- INTERPRETER CODE OF ETHICS. The [DSHS Interpreter Code of Ethics](#) (WAC 388-03-050) or the ATA Interpreter Code of Ethics are acceptable.
- BACKGROUND CHECK. UniversalLanguage runs national background checks for all interpreters onboarded, and annually thereafter.
- IDENTIFICATION. All interpreters are required to have proof of identification when providing In-Person Interpretation.

Why choose UniversalLanguage?

- We are an industry leader and the biggest language referral vendor in the State of Washington, offering experienced certified professionals and coordinating interpreter services for thousands of requesters annually.
- Our staff is dedicated to building a long-lasting business partnership by providing quality services, flexibility, and dedicated support that our clients can depend on 24 hours a day 7 days a week, 365 days a year.
- We accept interpreter requests for as far in the future as you need, and same-day orders as well; there is no extra charge for “Rush” services.
- Our Interpreters are trained and Certified by recognized professional organizations such as: [WA State Department of Social and Health Services \(DSHS\)](#), [WA Court Interpreter Program](#), [National Center for State Courts \(NCSC\)](#), [American Translators Association \(ATA\)](#), [National Council on Interpretation in Health Care \(NCIHC\)](#), [ALTA Language Services](#).
- Our Interpreters abide by the [Code of Conduct promulgated by the WA Supreme Court](#) and [WA Administrative Code of Professional Conduct and Ethics](#).
- Our Interpreters maintain confidentiality in accordance with HIPAA and Data Security Requirements.
- Our interpreters are covered by professional liability insurance with extended coverage.
- We offer the latest technology tailored to our clients’ needs: secure online access to an account which allows add, track and manage interpreter requests; check-in/out interpreters electronically, as well as access billing statements and reports.

For more information about UniversalLanguage or Contract 18222, please contact our Account Management team at accounts@ulsonline.net or (425) 450-7020 and one of our representatives will be happy to assist you.