

ATTACHMENT 2 WORK TO BE PERFORMED

1.0 General Description

The objective of this Request for Proposal (RFP) is to contract for the services of one (1) or more proposer(s) capable of providing competent telephonic language interpretation services in such settings, as customer service counters, self help centers, and other areas where interpreter services are needed by the public. Use of telephonic interpreters shall be consistent with the law including, but not limited to, the Trial Court Interpreter Employment and Labor Relations Act (Gov. Code, §§ 71800-71829) and any applicable memoranda of understanding between the Court Interpreter Collective Bargaining Regions and recognized employee organizations. The telephonic interpretation service, as described below, shall be provided on-demand to the AOC and JBEs.

2.0 Interpretation Languages:

2.1 Proposers shall provide telephonic interpretation services in multiple languages, including but not limited for these Core Languages:

- Arabic (CA designated)
- Armenian (Eastern and Western) (CA designated)
- Cantonese (CA designated)
- Farsi
- Hmong
- Japanese (CA designated)
- Khmer (CA designated)
- Korean (CA designated)
- Laotian
- Mandarin (CA designated)
- Mien
- Portuguese (CA designated)
- Punjabi (CA designated)
- Russian (CA designated)
- Spanish (CA designated)
- Tagalog (CA designated)
- Vietnamese (CA designated)

Descriptions of the proposer's minimum requirements for interpreter services should be provided for interpreters of designated and of non-designated languages.

3.0 Interpretation Services

3.1 Telephonic Language Interpretation Services Requirements:

- 3.1.1 A single, toll-free number to access all services.
- 3.1.2 Conference-calling services and capabilities for interpreted calls.
- 3.1.3 The proposer shall provide all language interpretation services for Core Languages at the rates as provided within Attachment 3, Payment Provisions.
- 3.1.4 In certain instances, time is of the essence and the AOC and JBEs may reserve an interpreter by telephone forty-five (45) minutes in advance of the actual time it is needed. Proposer shall provide its typical response rate for advance notice.

- 3.1.5 The proposer shall not require the AOC and JBEs to purchase or obtain a specific type of equipment to access telephonic interpreter services.
- 3.1.6 Proposer shall provide the list of languages and the time frame which they can have an interpreter available for the work and what percent of the times that this commitment can likely be achieved.
- 3.1.7 Proposer may not charge the AOC and JBEs a minimum use fee for the non-usage of services.
- 3.1.8 The AOC and JBEs will not pay or reimburse for any expenses incurred by proposers for scheduled quarterly meetings or for any meetings relating to unsatisfactory performance issues.
- 3.1.9 The AOC and JBEs have the right to affirm and/or decline the usage of a particular interpreter.
- 3.1.10 Proposer shall provide training, assessment, and ongoing monitoring of interpreters' understanding and compliance with standard court interpreter protocols and ethical canons as stated in the *Professional Standards and Ethics for California Court Interpreters* (http://www.courts.ca.gov/Ethics_Manual_4th_Ed_Master.pdf).
- 3.1.11 Proposer shall ensure through training, assessment, and ongoing performance monitoring that interpreters have the ability to anticipate and recognize misunderstandings arising from the differing cultural assumptions and expectations, or regional language differences and dialects, and that interpreters have training to respond to such issues appropriately, including criteria for recusal.
- 3.1.12 Proposers shall detail training requirements to ensure its interpreters understand the ethical protocols of court interpretation, including the maintenance of register. Proposers shall ensure that interpreters are aware of and sign an agreement to abide by the *Professional Standards and Ethics for California Court Interpreters* (http://www.courts.ca.gov/Ethics_Manual_4th_Ed_Master.pdf).
- 3.1.13 Proposers shall ensure that during the interpretation sessions, interpreters only respond in the first person, maintain accuracy at all times, and avoid omission or embellishment of the source message.
- 3.1.14 To the extent possible, proposer shall verify the competency of interpreters and maintain documentation of the testing and certification on file, to be made available at AOC or JBE's request. Documentation should include:
- i. Verification of California court interpreter certified or registered status, if applicable per section 5.1.3 of RFP;
 - ii. The level and type of competency tested and verified (e.g., general conversational, legal, etc.) and the score or rating assigned to identify the interpreter's level of oral proficiency skills, including listening and speaking skills in English and the target foreign language;
 - iii. The level and individual ratings for interpreter's interpreting abilities, including the assessment of accuracy, maintenance of register, and the ability to perform the consecutive mode of interpretation;
 - iv. The level and individual ratings for interpreter's understanding of pertinent legal and other subject-specific vocabulary;

- v. The date the interpreter's fluency was tested and verified;
 - vi. The language(s) in which the interpreter is qualified;
 - vii. That the interpreter has a minimum of two (2) years of professional experience using a wide range of vocabulary and language skills. In the case of rare languages, this requirement may be waived by agreement of both parties before work begins;
 - viii. That the interpreter has engaged in continuous education and training that includes vocabulary, grammar, pronunciation, etymology, ethics and cultural awareness; and
 - ix. Information that specifies how the interpreter's language and fluency are tested and verified and information that specifies how the interpreter's knowledge, skills, and abilities are monitored on a continuous basis;
- 3.1.15 Proposers shall ensure that interpreters providing interpretation services adhere to a professional code of ethics no less than the following:
- i. Render a complete and accurate interpretation by reproducing in the target language the closest natural equivalent of the source language messages, without altering, omitting, or adding anything to the meaning of what is stated or written, and without explanation.
 - ii. Be impartial and unbiased, and shall refrain from conduct that may give an appearance of bias. Interpreters shall disclose any real or perceived conflict of interest.
 - iii. Protect the confidentiality of all privileged and other confidential information.
 - iv. Not publicly discuss, report, or offer an opinion concerning a matter in which they are or have ever been engaged, even when that information is not privileged or required by law to be confidential, except to facilitate training and education.

4.0 Reporting Services

- 4.1 Proposer shall provide AOC with quarterly reports at no further cost in conjunction with invoicing, indicating services provided for that quarter. Reports should include, at a minimum, the language of the service provided; the name of the requesting court; the length of the proceeding or service provided, and the credentials and/or certifications of the interpreter provided.

End of Attachment 2