

## Translation Contractors and Work Order Process

King County has contracted with eleven translation service providers for the period September 17, 2012 through September 16, 2017. All County agencies may use these resources.

ACADEMY OF LANGUAGES, CPA # 5491417	Olivier Fabris	<a href="mailto:Olivier@aolti.com">Olivier@aolti.com</a>
	Phone: 206-521-8601, Fax: 206-521-8605	
CARMAZZI, CPA # 5499046	Joyce Moua	<a href="mailto:Ordertranslation@carmassi.com">Ordertranslation@carmassi.com</a>
	Phone: 888-452-6543, Fax: 866-648-3431	
CTS LANGUAGE LINK, CPA # 5497857	Justin Paukert	<a href="mailto:Justin.paukert@ctslanguageink.com">Justin.paukert@ctslanguageink.com</a>
	Phone: 360-433-0413, Fax: 360-693-9292	
FOREIGN LANGUAGE SPECIALISTS, CPA # 5491421	Olga Afonin	<a href="mailto:Translate@flsincorp.net">Translate@flsincorp.net</a>
	Phone: 206-261-0999, Fax: 206-267-9115	
LANGUAGE LINE SERVICES, CPA # 5488060	Michael Schmidt	<a href="mailto:mschmidt@languageine.com">mschmidt@languageine.com</a>
	Phone: 800-752-6096, Fax: 800-821-9040	
LANGUAGES TRANSLATION SERVICES, CPA # 5499115	Daniel Sabore	<a href="mailto:Info@languages-translation.info">Info@languages-translation.info</a>
	Phone: 253-835-0107, Fax: 775-993-7988	
LINGUALINX LANGUAGE SOLUTIONS, CPA # 5488026	David Smith	<a href="mailto:Dsmith@lingualinx.com">Dsmith@lingualinx.com</a>
	Phone: 518-388-9000, Fax: 518-388-0066	
NORTHWEST INTERPRETERS, CPA # 5498058	Vic Marcus	<a href="mailto:Vic@nwiservices.com">Vic@nwiservices.com</a>
	Phone: 206-521-8601, Fax: 206-521-8605	
TRANSLATION SOLUTIONS, CPA # 5488001	Rosa Capdevielle	<a href="mailto:Rosa@translationsolutions.org">Rosa@translationsolutions.org</a>
	Phone: 503-248-9915, Fax: 503-248-9915	
TRANSLATION4ALL, CPA # 5487980	Ellen Whiting	<a href="mailto:manager@translation4all.com">manager@translation4all.com</a>
	Phone: 253-630-5234, Fax: 866-341-8411	
UNIVERSAL LANGUAGE SERVICE, CPA # 5488039	Lily Ingram	<a href="mailto:Wecare@ulsonline.net">Wecare@ulsonline.net</a>
	Phone: 425-454-8072, Fax: 425-454-3635	

## Translation Target Languages

Translation services convert a **written** language into another written language. King County has contracted translators for the following languages.

Amharic	Hmong	Somali
Arabic	Korean	Spanish
Bosnian	Laotian	Spanish
Cambodian (Khmer)	Oromo	Tagalog
Chinese	Portuguese (Brazil)	Tigrinya
Farsi	Punjabi	Vietnamese
French (West African)	Russian	Ukrainian
Hindi	Samoan	

Conversion of a **spoken** language into another spoken language is considered **interpretation**, and is not appropriate work for the above contractors, whether the need is for in-person interpretation or phone interpretation. Inquire with Procurement for a list of contracted interpreters.

## Qualifications

Translators have been awarded contracts based upon the following requirements.

- American Translator Association (ATA) certified, DSHS certified, or other recognized certification. Refer to spreadsheet 'Translator Contracts' for the specific qualifications of each Contractor by language.
- Five (5) years experience translating information from / to English and the target language.
- Expertise in assessing the suitability of language and images when considering the cultural context.

All contractors listed have signed King County's Protected Health Information Business Associate Agreement.

## Pricing

Refer to Excel spreadsheet 'Translator Contracts' for Pricing offered by each Contractor.

## Work Order Process

**Step # 1.** King County agency sends [Work Order](#) to the Contractor(s).

- If the cost is under \$5,000, agencies may proceed with one Contractor. Go to Step #5.  
If the estimated cost is between \$5,000 and \$25,000, agencies will request quotes from at least three Contractors; if the estimated cost is \$25,000 or more, all listed Contractors will be asked to participate in the solicitation process.
- Complete the 'Agency' sections of the Work Order and attach the English version of the work to be translated.

**Step # 2.** Contractors fill out 'Contractor' sections of the Work Order and return to agency by stated deadline.

**Step # 3.** King County agency evaluates the Work Order responses and selects one Contractor.

- The agency will review the responses received by the stated deadline.
- The lowest quoted price, or the proposal that best meets the stated selection criteria (which may include items such as proposal approach and personnel), will be selected for award.
- Agency is responsible for retaining the documentation of the selection process.

**Step # 4.** Once a selection has been made, the agency enters a Service Request to secure approval from Procurement for the selection.

Link for : [PCS Service Requests](#)

**Step # 5.** The agency creates and approves the requisition. Procurement creates the Purchase Order.

**Step # 6.** The agency contacts the awarded Contractor so that work may begin.

### **Questions and Contractor Feedback**

If you have questions, would like assistance from Procurement, or would like to provide feedback regarding Contractor performance, please contact one of the following.

Janet Harjo	<a href="mailto:janet.harjo@kingcounty.gov">janet.harjo@kingcounty.gov</a>	263-9286
Rocky Brannan	<a href="mailto:rocky.brannan@kingcounty.gov">rocky.brannan@kingcounty.gov</a>	263-9310

## Translation Services Work Order

To: \_\_\_\_\_ Date of Request: \_\_\_\_\_  
*Contractor*

From: \_\_\_\_\_  
*Department/Agency* *Work Order/Project Name*

Work Order Response is due to requesting Agency by: \_\_\_\_\_

---

---

### Scope of Work (Sections A – D)

- Agency to complete

Contractor to complete

#### Section A. Service Required

*Agency: Description of Service*

*This is a detailed description of the required service. **Attach the English version of work to be translated.***

#### Section B. Schedule

*Agency: List important dates including expected start and completion dates.*

Work Order responses are due by close of business .  
Responses will be evaluated and consultant selected by .  
Work Orders signed and distributed by .  
Work may begin and is expected to be completed by .

### Section C. Deliverables

<i>Agency: List deliverables and deadlines</i>		
Deliverable		Deadline

***Contractor: Proposal***

*Provide a description of your approach to the service specified. Confirm your ability to meet deliverable deadlines and reporting requirements listed above.*

--

### Section D. Pricing

**Agency: King County Acceptance.**

*The following item(s) must be delivered prior to King County approval of payment.*

Contractor and King County agency may revise based on final negotiation if total cost is \$25,000 or more.

Agency fills out 'Deliverable' and 'Due Date' columns, Contractor fills out 'Price' column.

Use the same Deliverables listed in Section C.

Deliverable	Price	Due Date
	\$	
	\$	
	\$	
	\$	
	\$	
Fixed price total		

### Section E: Work Order Evaluation

**Agency: King County Selection Criteria**

The following items and weighted score will be used in evaluating Work Orders.  
 (Percents may be 0-100%, and criteria may be changed as needed. i.e., Pricing may be 100% while Proposal Sections and Personnel may be Pass/Fail.)

<b>Item</b>	<b>Percent (%) of Score</b>
<i>Proposal (Sections B &amp; C)</i>	
<i>Pricing (Section D)</i>	
<b>Total</b>	<b>100%</b>

## Section H. Signatures

*Terms, conditions and pricing represented in this work order are in accordance with King County Master Contract # \_\_\_\_\_.*

*Contractor shall submit invoice pursuant to this specific Work Order within thirty (30) calendar days of completion of the task(s)/deliverables.*

IN WITNESS WHEREOF, the parties hereto have executed this Work Order (Sections A-G) as of the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

AGREED TO:

Contractor Information:

King County Information:

\_\_\_\_\_  
Contractor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Project Manager's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Agency Signing Authority

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company Name

---

---

( THIS SECTION TO BE COMPLETED BY PROCUREMENT & CONTRACT SERVICES )

Work Order Contract Number \_\_\_\_\_

Procurement Signature: \_\_\_\_\_ Date \_\_\_\_\_