

STATEMENT OF WORK
FOR
AETD TECHNICAL INTERPRETING SERVICES

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National Aeronautics and Space Administration
Goddard Space Flight Center
Greenbelt, Maryland

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Document Revision History

11/27/2001	This document created.
12/13/2001	Released to contract officer for dissemination
6/16/2003	Section 2.3 modified to expand duty hours from 24 hours a week to 40 hours a week to increase interpreting coverage. WEY
7/14/2003	Revised to be less regulatory (more discretion is afforded to the vendor). Revised sections: 2.3, duty hours changed 2.4, minor wording change (evaluation becomes assessment) 3.1.4, Health and Safety guidelines rewritten to allow more discretion to the interpreter(s) 3.2.2, removed requirement to provide: evaluations and two-way pager/cell phones 4, rewritten to reflect that unacceptable behavior results in removal of an interpreter from the rotation pool (it used to be nonpayment of services) 6.1, Primary and backup interpreters now have the same qualification requirements. College degree no longer required. Added NAD, level 5 as acceptable certification. WEY
7/15/2003	Revised sections: 3.1.4, (B & C) to provide more protection to the health of the interpreters 3.2.1, to clarify the types of meetings/events that Interpreters are likely to encounter 6.1, Interpreter qualifications changed so that interpreters are now required a minimum of one certification, but possessing two or more certifications are considered desirable (but not required).
7/18/2003	Minor fix - changed wording in section 2.4, second paragraph – changed “evaluation” to “assessment” WEY
6/10/2004	Names removed from the signature page. WEY
6/10/2004	Duty hours, section 2.3, has been updated to reflect the dynamic nature of providing a given number of hours per week, which is up to 40 hours a week and that the number of hours per week is an agreement between the contractor and the Government (set schedule). WEY
6/10/2004	Badges, section 3.1.3, has been rewritten somewhat to illustrate that badges for backup interpreters can be acquired in two ways. WEY
6/10/2004	Contractor’s Administrative Responsibilities, section 3.2.2, has been expanded. Two new responsibilities have been added, items M and N. WEY

1. Introduction

1.1 Background

The Applied Engineering and Technology Directorate (AETD) at NASA Goddard Space Flight Center (GSFC) in Greenbelt, Maryland has technical interpreting needs for Deaf federal employees. The technical areas include general engineering (e.g. aeronautical, computer, electrical, mechanical, software), mathematics, and sciences.

1.2 Definitions

COTR refers to the contracting officer's technical representative and is the primary Government contact person for the duration of the contract.

The group of consumers is primarily federal Deaf employees working within the AETD.

2. Scope of Work

2.1 Provisioning the Primary Interpreter

The Contractor shall provide a full-time primary interpreter to be located at NASA/GSFC. The primary interpreter will come from a set of at least two (2) selected interpreters. It is also desirable that at least two different primary interpreters work a rotating schedule at GSFC.

Any changes to the primary interpreter schedule or personnel changes must be approved by the COTR.

2.2 Backup or Supplemental Interpreters

The Contractor shall, at all times strive to fill interpreting requests utilizing the primary interpreter. This means that when a request is received for a meeting, the Contractor will inform the requester if the primary interpreter is available for that assignment. If the primary interpreter is not available, the Contractor will encourage the requester to schedule the meeting or event when the primary interpreter is available, if possible.

If the primary interpreter is unavailable, back-up interpreters for assignments will be used. The primary interpreter shall be responsible for requesting the back-up interpreters from the Contractor.

For assignments requiring more than one interpreter, it is acceptable to send a team consisting of:

1. Two primary interpreters
2. One primary interpreter and one backup interpreter
3. Two backup interpreters.

The Contractor will provide all back-up interpreters a schedule of their assignments before arriving at GSFC so that they will be ready to go directly to an assignment, if necessary, without having to stop first in the interpreting office.

2.3 Duty Hours

The set of primary interpreters shall be available at GSFC at a minimum of 24 and up to 40 hours per week, Monday through Friday. The hours shall be distributed as follows:

Day	Hours
Monday	8
Tuesday	8
Wednesday	8
Thursday	8
Friday	8

The actual number of hours the primary interpreter is available per week at GSFC is understood to be dynamic. The scheduled number of hours per week for a period of time shall reflect the demand for interpreting services by the consumers.

The number of hours is an agreement between the Contractor and the Government, to be determined a reasonable amount of time before the schedule for interpreters is enacted. It is understood that increasing number of hours is constrained by the available supply of qualified interpreters in the regional area. It is also understood that a decrease in hours shall be reasonably determined in advance.

The hours for all days are between 8:30 am and 4:30 pm. It is understood that there may be some days where an earlier start or later finish is necessary, and it is expected that this would happen infrequently.

In the case of illness, or other extreme circumstance where the primary interpreter cannot work that day, an alternate from the set of remaining primary interpreters will be assigned.

In the event that all the primary interpreters are unavailable, the Contractor shall make a best effort to send a backup interpreter with the understanding that an all-day escort may be required.

2.4 Initial Assessment of the Primary Interpreters

The contractor shall provide the names of the proposed primary interpreters for consideration. The primary interpreter will meet the qualifications set forth in this Statement of Work.

The primary interpreter will be subject to the approval of the consumers within AETD. They will be assessed for a four-week period before final approval is made. This will

allow sufficient time to elapse so that the consumers shall be able to assess the interpreter in a number of settings.

At the end of the assessment period, the consumers will inform the COTR if the primary interpreter is acceptable or not. Any primary interpreter who is unacceptable to any of the consumers will not be accepted. The COTR will then inform the Contractor if the primary interpreter candidate is not acceptable.

The Contractor will submit the resumes of primary interpreters. The resumes will be shared with the AETD Deaf employees for review.

2.5 Applicable Procedures

All primary interpreters will be fully trained by the Contractor as to the procedures for providing interpreting services at Goddard. This includes, but is not limited to:

- 1) Guidelines for approval and disapproval of requests for backup interpreters.
- 2) Procedures regarding assignment of backup interpreters.
- 3) Procedures for accessing the various instruments used to request interpreters including telephone messages, e-mail requests, written requests, and the web request system.
- 4) The days and hours of the primary interpreters.
- 5) The location of the interpreting office and how to gain access to it by securing the key from either the Facility Operations Manager or Goddard Security.
- 6) Electronic and physical security issues of NASA/GSFC.
- 7) Basic maintenance of the computer and any other equipment in the interpreting office.
- 8) Maintenance of the interpreting records.
- 9) Procedures and methods for contacting the COTR and Deaf federal employees.
- 10) Any company procedures applicable to the Goddard contract.
- 11) Any other guidelines or procedures related to the Goddard contract.

The contractor shall provide interpreters to meet two basic delivery requirements: regularly scheduled meetings and impromptu (or irregularly) scheduled meetings/events.

2.6 Regularly Scheduled Meetings

Regular meetings are meetings, which are on a planned schedule. It is expected that the contractor shall provide the primary interpreter for these meetings if the request is made within two business days. If the primary interpreter cannot cover the regularly scheduled event, the Contractor shall make every effort to fulfill the request with a backup interpreter.

If the request is made in less than two business days, refer to the section titled “Short Notice Requests”.

2.7 Impromptu or Irregularly Scheduled Meetings/Events

These meetings are not regularly scheduled, and may occur at any time. If the request is made within two business days, the contractor shall attempt to cover the request with the primary interpreter. If the primary interpreter is unavailable, then a backup interpreter may be provided.

If the request is made in less than two business days, refer to the section titled “Short Notice Requests”.

2.8 Technical Training

For requests involving extended technical training involving more than four hours and more than one consecutive day, the interpreter(s) covering the request must be backup interpreters.

For technical training requiring four hours or less of coverage and taking place onsite at GSFC, the primary interpreter and a backup interpreter, if necessary, may be sent to cover the training. If the training session takes place off-site, backup interpreters must be sent.

2.9 Short Notice Requests

At times, interpreting services will be needed for meetings or events at the “last minute”. These “Short Notice Requests” are generally for situations, which cannot be planned or predicted.

The contractor shall make a best effort attempt to cover the request with the primary interpreter or a backup interpreter. It is understood that there may be times when an interpreter is not available for these “last minute” requests.

3. Responsibilities

3.1 Government

3.1.1 Office

The Government will locate the primary interpreter in an office near the deaf employees.

3.1.2 Equipment

The Government shall provide the necessary equipment and supplies needed for performance of duties. These items include a desk, chair, telephone, computer with Internet and e-mail access, and a TTY.

The Contractor shall provide any remaining equipment or supplies necessary to perform the duties of the contract.

3.1.3 Badges and Security

All primary interpreters shall receive temporary badges to facilitate easier entrance to Goddard. When a primary interpreter is replaced, the Contractor will make every effort to have the badge returned to GSFC security.

Depending on the security posture of GSFC due to heightened security awareness, there are two ways for backup interpreters not possessing badges can enter GSFC. One way is to receive a temporary badge, which can be authorized by any GSFC employee. The other method is for a GSFC employee to provide an escort for the backup interpreter.

3.1.4 Health and Safety for Interpreters

In an effort to maximize scheduling, maintain accuracy of interpreted message, and to prevent physical injury to interpreters, the following guidelines have been established:

- A) Interpreter(s) shall not be scheduled more than one hour without an allotted 20-minute break directly following the hour worked.
- B) Interpreter(s) shall not be scheduled for more than two one hour blocks consecutively (including the 20-minute break) without a minimum of a one-hour break scheduled directly upon completing the hours worked.
- C) Assignments exceeding 1.5 hours shall require two interpreters. When an assignment is assessed needing two interpreters, both interpreters are required to remain present for the duration of the assignment.
- D) Interpreters are afforded the discretion to assess the communication needs of an assignment and request additional interpreting support, if necessary. When additional support is required, the interpreter will communicate the needs to the COTR and/or Contractor to provide additional support.
- E) The interpreter will be allowed the opportunity to review the daily schedule.
- F) Interpreter(s) shall have discretion in negotiating breaks with the individual(s) requesting the interpreter(s), prior to the start of any assignment exceeding one hour in length.

3.1.5 Work Environment

Under most circumstances, interpreting is performed in offices, conference rooms, laboratories, and auditoriums. The atmosphere of each location presents no undue physical stress or risk to the interpreter's health and safety.

3.2 Contractor

3.2.1 Interpreting Duties

All interpreters shall be responsible for the following, but not necessarily limited to:

- A) Interpret or transliterate spoken English into the following appropriate form of communication for persons who are Deaf.
 - i) American Sign Language (ASL)
 - ii) English-based sign language (e.g. Pidgin Signed English (PSE) and Signed Exact English (SEE))

- B) Interpret or transliterate from ASL, English-based sign language, or understand and repeat the message and intent of the speech and mouth movements, of persons who are Deaf.

- C) Interprets in all setting where services are required. Situations may include the following:
 - i) Formal or informal meetings consisting of intra- and interoffice staff, various management levels, one-on-one, small and large groups, and teleconference calls.
 - ii) Formal and informal conferences and meetings involving NASA staff, individuals or organizations from outside of NASA.
 - iii) Intra- or interagency meetings where interpreting services are not otherwise provided.
 - iv) Media events either live, on audio or videotape, or on film, and for uncaptioned media.
 - v) Formal or informal training situations.

- D) Demonstrates strict adherence to the RID Code of Ethics.

- E) Conducts themselves professionally in dress, manner, demeanor, and behavior; always being cognizant of the perceived association with NASA and the Federal Government.

- F) Under no circumstances will the interpreter represent NASA or act as an official spokesperson on behalf of NASA, its employees, or its contractors.

3.2.2 Administrative Duties

The following duties are to be performed by the Contractor, but are not necessarily limited to:

- A) Coordinate interpreter schedules and receive requests via at least two of the following:
 - a. TTY / Telephone
 - b. Web request system
 - c. Electronic mail
- B) Compile and maintain a list of unacceptable interpreters that have provided services at NASA GSFC. The contractor shall refrain from sending, whenever possible, interpreters who have been specifically identified as being not acceptable.
- C) Utilize the primary interpreter as an escort for the backup interpreter when needed, especially when teaming with the primary interpreter for assignments.
- D) Notify the COTR and the consumers by email and/or telephone when the primary interpreter cannot cover the assignment and a replacement will be sent or cannot be found.
- E) The Contractor may provide evaluation tools to all consumers in order to regularly monitor the effectiveness of interpreters.
- F) Provide the best possible response to short-notice assignment requests via electronic mail and/or TTY.
- G) The Contractor shall have a record of all assignments readily available to provide to the COTR.
- H) The Contractor shall provide to the COTR, the name(s), telephone number(s), and/or pager number(s) of the staff member(s) responsible for overseeing the Goddard contract.
- I) The Contractor shall be available to meet, upon request, with the COTR to discuss any pertinent issues.
- J) The Contractor shall keep the on-site scheduling system up-to-date and complete.
- K) The Contractor shall provide a schedule for the primary interpreters to the COTR.
- L) The Contractor shall provide the names of backup interpreters covering a request.

- M) The Contractor shall prepare and aid in processing temporary badge forms for backup interpreters on assignments at GSFC for durations one week or less.
- N) The Contractor shall provide assistance with gathering usage data for interpreting services provided.

4. Removal of Interpreters from Rotation

There are certain conditions, when found inexcusable, are grounds for removal of the interpreter from the rotation pool of interpreters sent to GSFC. These conditions consist of, but not necessarily limited to:

- A) Frequent tardiness
- B) Breach of GSFC security procedures
- C) Breach of RID Code of Ethics
- D) Poor or unacceptable performance

The COTR shall inform the Contractor if specific interpreter(s) is/are not to return to GSFC for future interpreting assignments.

5. Relevant Guidelines

In addition to applicable Federal contracting and procurement laws, regulations, policies, guidelines and requirements, this contract will be guided by:

- A) RID Code of Ethics
- B) Relevant regulations of the Equal Employment Opportunity Commission (EEOC)
- C) Relevant sections of Office of Personnel Management (OPM) Rehabilitation Act of 1973 (as amended)
- D) Americans with Disabilities Act of 1990
- E) NASA information technology usage and security.

6. Mandatory Requirements

All interpreters will be certified to perform services that are needed for the setting in which they are used. All interpreters shall possess an intimate knowledge of, and strictly adhere to RID Code of Ethics.

6.1 Qualifications and Experience

Candidates to be chosen as primary and backup interpreters must meet all the following minimum qualifications:

- A) Holder of *at least* one of the following certifications:
 - a. RID Certificate of Interpretation (CI)
 - b. RID Certificate of Transliteration (CT)
 - c. RID Comprehensive Skills Certificate (CSC)
 - d. RID Master Comprehensive Skills Certificate (MCSC)

- e. National Association of the Deaf (NAD) Level IV Interpreter Assessment and Certification Program
- f. National Association of the Deaf (NAD) Level V Interpreter Assessment and Certification Program

B) Minimum of three years of professional interpreting experience *after* obtaining certification.

C) Demonstrated ability to interpret in progressively difficult settings.

In addition to the above qualifications, the following qualifications are desirable but *not required*:

A) Possess RID CI *and* CT certifications

B) NAD Level V certification

C) Experience in highly technical settings.

D) Education level attained:

- a. Associate or higher degree in interpreting, or equivalent
- b. Bachelor or higher degree in fields not related to interpreting.

6.2 Contractor Capability

6.2.1 Electronic capability

The Contractor will have the capacity to receive requests for interpreting services, provide confirmation of service and schedule services electronically via the Internet and e-mail in addition to, or instead of, the telephone and TTY.

6.2.2 Staffing requirement

The Contractor shall have sufficient personnel; both in-house staff and/or access to “freelance” independent contract interpreters to provide services to satisfy the requirements of this contract.

6.2.3 Immediate contact

The Contractor shall have the capability to immediately contact interpreters for last minute requests for service or to make changes in existing assignments.

6.2.4 Contractor Experience and Past Performance

The Contractor shall have sufficient experience in providing services to Federal, state, or local government and private agencies and organizations engaged in technical areas or field or research and development. Also, the Contractor shall have sufficient experience

in providing services to organizations having numerous employees who are Deaf or hard-of hearing.

7. Enhanced Capabilities

For purposes of determining a winning contract, the best value factors include, but not limited to:

- The technical capability of interpreters,
- Company resources,
- Stability of the organizational interpreting staff,
- Availability of interpreters,
- Use of technology in scheduling interpreters,
- Relevant experience,
- Past performance,
- Price

In addition to the above requirements, Contractors will be deemed to have “enhanced capabilities” if they can provide proof of:

- A) Extensive, measured either in years, or number of contracts and experience with Technical or Research and Development organizations,
- B) Interpreting capability to respond immediately to last minute requests for interpreting services,
- C) Procedures in place that demonstrate the ability to contact interpreters immediately, e.g. pagers, cellular phones, etc for new or changes to assignments,
- D) Experience and expertise with using the Internet in scheduling interpreting service.