



Washington State
Department of Social
& Health Services

Transforming lives

SERVICES CONTRACT

Sign Language Interpreters

DSHS Contract Number:

Resulting From Procurement Number:
2335- 842

Program Contract Number:

Contractor Contract Number:

This Contract is between the state of Washington Department of Social and Health Services (DSHS) and the Contractor identified below, and is governed by chapter 39.26 RCW.

CONTRACTOR NAME		CONTRACTOR doing business as (DBA)	
CONTRACTOR ADDRESS		WASHINGTON UNIFORM BUSINESS IDENTIFIER (UBI)	DSHS INDEX NUMBER
CONTRACTOR CONTACT	CONTRACTOR TELEPHONE	CONTRACTOR FAX	CONTRACTOR E-MAIL ADDRESS
DSHS ADMINISTRATION	DSHS DIVISION		DSHS CONTRACT CODE
DSHS CONTACT NAME AND TITLE		DSHS CONTACT ADDRESS	
DSHS CONTACT TELEPHONE	DSHS CONTACT FAX		DSHS CONTACT E-MAIL ADDRESS
IS THE CONTRACTOR A SUBRECIPIENT FOR PURPOSES OF THIS CONTRACT?		ASSISTANCE LISTING NUMBER(S)	
CONTRACT START DATE		CONTRACT END DATE	CONTRACT MAXIMUM AMOUNT
EXHIBITS. The following Exhibits are attached and are incorporated into this Contract by reference: <input checked="" type="checkbox"/> Exhibits (specify): Exhibit A - Data Security Requirements <input type="checkbox"/> No Exhibits.			
The terms and conditions of this Contract are an integration and representation of the final, entire and exclusive understanding between the parties superseding and merging all previous agreements, writings, and communications, oral or otherwise, regarding the subject matter of this Contract. The parties signing below represent that they have read and understand this Contract, and have the authority to execute this Contract. This Contract shall be binding on DSHS only upon signature by DSHS.			
CONTRACTOR SIGNATURE		PRINTED NAME AND TITLE	DATE SIGNED
DSHS SIGNATURE		PRINTED NAME AND TITLE	DATE SIGNED

DSHS General Terms and Conditions

1. **Definitions.** The words and phrases listed below, as used in this Contract, shall each have the following definitions:
- a. "Central Contracts and Legal Services" means the DSHS central headquarters contracting office, or successor section or office.
 - b. "Confidential Information" or "Data" means information that is exempt from disclosure to the public or other unauthorized persons under RCW 42.56 or other federal or state laws. Confidential Information includes, but is not limited to, Personal Information.
 - c. "Contract" or "Agreement" means the entire written agreement between DSHS and the Contractor, including any Exhibits, documents, or materials incorporated by reference. The parties may execute this contract in multiple counterparts, each of which is deemed an original and all of which constitute only one agreement. E-mail or Facsimile transmission of a signed copy of this contract shall be the same as delivery of an original.
 - d. "CCLS Chief" means the manager, or successor, of Central Contracts and Legal Services or successor section or office.
 - e. "Contractor" means the individual or entity performing services pursuant to this Contract and includes the Contractor's owners, members, officers, directors, partners, employees, and/or agents, unless otherwise stated in this Contract. For purposes of any permitted Subcontract, "Contractor" includes any Subcontractor and its owners, members, officers, directors, partners, employees, and/or agents.
 - f. "Debarment" means an action taken by a Federal agency or official to exclude a person or business entity from participating in transactions involving certain federal funds.
 - g. "DSHS" or the "Department" means the state of Washington Department of Social and Health Services and its employees and authorized agents.
 - h. "Encrypt" means to encode Confidential Information into a format that can only be read by those possessing a "key;" a password, digital certificate or other mechanism available only to authorized users. Encryption must use a key length of at least 256 bits for symmetric keys, or 2048 bits for asymmetric keys. When a symmetric key is used, the Advanced Encryption Standard (AES) must be used if available.
 - i. "Personal Information" means information identifiable to any person, including, but not limited to, information that relates to a person's name, health, finances, education, business, use or receipt of governmental services or other activities, addresses, telephone numbers, Social Security Numbers, driver license numbers, other identifying numbers, and any financial identifiers.
 - j. "Physically Secure" means that access is restricted through physical means to authorized individuals only.
 - k. "Program Agreement" means an agreement between the Contractor and DSHS containing special terms and conditions, including a statement of work to be performed by the Contractor and payment to be made by DSHS.
 - l. "RCW" means the Revised Code of Washington. All references in this Contract to RCW chapters or sections shall include any successor, amended, or replacement statute. Pertinent RCW chapters can be accessed at <http://apps.leg.wa.gov/rcw/>.
 - m. "Regulation" means any federal, state, or local regulation, rule, or ordinance.

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- n. "Secured Area" means an area to which only authorized representatives of the entity possessing the Confidential Information have access. Secured Areas may include buildings, rooms or locked storage containers (such as a filing cabinet) within a room, as long as access to the Confidential Information is not available to unauthorized personnel.
 - o. "Subcontract" means any separate agreement or contract between the Contractor and an individual or entity ("Subcontractor") to perform all or a portion of the duties and obligations that the Contractor is obligated to perform pursuant to this Contract.
 - p. "Tracking" means a record keeping system that identifies when the sender begins delivery of Confidential Information to the authorized and intended recipient, and when the sender receives confirmation of delivery from the authorized and intended recipient of Confidential Information.
 - q. "Trusted Systems" include only the following methods of physical delivery: (1) hand-delivery by a person authorized to have access to the Confidential Information with written acknowledgement of receipt; (2) United States Postal Service ("USPS") first class mail, or USPS delivery services that include Tracking, such as Certified Mail, Express Mail or Registered Mail; (3) commercial delivery services (e.g. FedEx, UPS, DHL) which offer tracking and receipt confirmation; and (4) the Washington State Campus mail system. For electronic transmission, the Washington State Governmental Network (SGN) is a Trusted System for communications within that Network.
 - r. "WAC" means the Washington Administrative Code. All references in this Contract to WAC chapters or sections shall include any successor, amended, or replacement regulation. Pertinent WAC chapters or sections can be accessed at <http://apps.leg.wa.gov/wac/>.
2. **Amendment.** This Contract may only be modified by a written amendment signed by both parties. Only personnel authorized to bind each of the parties may sign an amendment.
3. **Assignment.** The Contractor shall not assign this Contract or any Program Agreement to a third party without the prior written consent of DSHS.
4. **Billing Limitations.**
- a. DSHS shall pay the Contractor only for authorized services provided in accordance with this Contract.
 - b. DSHS shall not pay any claims for payment for services submitted more than twelve (12) months after the calendar month in which the services were performed.
 - c. The Contractor shall not bill and DSHS shall not pay for services performed under this Contract, if the Contractor has charged or will charge another agency of the state of Washington or any other party for the same services.
5. **Compliance with Applicable Law and Washington State Requirements.**
- a. **Applicable Law.** Throughout the performance of this Agreement, Contractor shall comply with all federal, state, and local laws, regulations, and executive orders to the extent they are applicable to this Agreement.
 - b. **Civil Rights and Nondiscrimination.** Contractor shall comply with all federal and state civil rights and nondiscrimination laws, regulations, and executive orders to the extent they are applicable to this Agreement, including, but not limited to, and as amended, Titles VI and VII of the Civil Rights Act of 1964; Sections 503 and 504 of the Rehabilitation Act of 1973; the Americans with Disabilities Act (ADA); Executive Order 11246; the Health Insurance Portability and Accountability Act of 1996

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(HIPAA); the Age Discrimination in Employment Act of 1967, the Age Discrimination Act of 1975, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, and Chapter 49.60 of the Revised Code of Washington, Washington's Law Against Discrimination. These laws, regulations and executive orders are incorporated by reference herein to the extent that they are applicable to the Contract and required by law to be so incorporated.

In the event of the Contractor's noncompliance or refusal to comply with any applicable nondiscrimination laws, regulations, and executive orders, this Agreement may be rescinded, canceled, or terminated in whole or in part.

c. **Nondiscrimination.**

(1) **Nondiscrimination Requirement.** During the term of this Contract, Contractor, including any subcontractor, shall not discriminate on the bases enumerated at RCW 49.60.530(3). In addition, Contractor, including any subcontractor, shall give written notice of this nondiscrimination requirement to any labor organizations with which Contractor, or subcontractor, has a collective bargaining or other agreement.

(2) **Obligation to Cooperate.** Contractor, including any subcontractor, shall cooperate and comply with any Washington state agency investigation regarding any allegation that Contractor, including any subcontractor, has engaged in discrimination prohibited by this Contract pursuant to RCW 49.60.530(3).

d. **Certification Regarding Russian Government Contracts and/or Investments.** Contractor shall abide by the requirements of Governor Jay Inslee's Directive 22-03 and all subsequent amendments. The Contractor, by signature to this Contract, certifies that the Contractor is not presently an agency of the Russian government, an entity which is Russian-state owned to any extent, or an entity sanctioned by the United States government in response to Russia's invasion of Ukraine. The Contractor also agrees to include the above certification in any and all Subcontracts into which it enters. The Contractor shall immediately notify DSHS if, during the term of this Contract, Contractor does not comply with this certification. DSHS may immediately terminate this Contract by providing Contractor written notice if Contractor does not comply with this certification during the term hereof.

6. **Confidentiality.**

a. The Contractor shall not use, publish, transfer, sell or otherwise disclose any Confidential Information gained by reason of this Contract for any purpose that is not directly connected with Contractor's performance of the services contemplated hereunder, except:

(1) as provided by law; or,

(2) in the case of Personal Information, with the prior written consent of the person or personal representative of the person who is the subject of the Personal Information.

b. The Contractor shall protect and maintain all Confidential Information gained by reason of this Contract against unauthorized use, access, disclosure, modification or loss. This duty requires the Contractor to employ reasonable security measures, which include restricting access to the Confidential Information by:

(1) Allowing access only to staff that have an authorized business requirement to view the Confidential Information.

(2) Physically Securing any computers, documents, or other media containing the Confidential

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Information.

- (3) Ensure the security of Confidential Information transmitted via fax (facsimile) by:
 - (a) Verifying the recipient phone number to prevent accidental transmittal of Confidential Information to unauthorized persons.
 - (b) Communicating with the intended recipient before transmission to ensure that the fax will be received only by an authorized person.
 - (c) Verifying after transmittal that the fax was received by the intended recipient.
- (4) When transporting six (6) or more records containing Confidential Information, outside a Secured Area, do one or more of the following as appropriate:
 - (a) Use a Trusted System.
 - (b) Encrypt the Confidential Information, including:
 - i. Encrypting email and/or email attachments which contain the Confidential Information.
 - ii. Encrypting Confidential Information when it is stored on portable devices or media, including but not limited to laptop computers and flash memory devices.

Note: If the DSHS Data Security Requirements Exhibit is attached to this contract, this item, 6.b.(4), is superseded by the language contained in the Exhibit.

- (5) Send paper documents containing Confidential Information via a Trusted System.
 - (6) Following the requirements of the DSHS Data Security Requirements Exhibit, if attached to this contract.
- c. Upon request by DSHS, at the end of the Contract term, or when no longer needed, Confidential Information shall be returned to DSHS or Contractor shall certify in writing that they employed a DSHS approved method to destroy the information. Contractor may obtain information regarding approved destruction methods from the DSHS contact identified on the cover page of this Contract.
 - d. Paper documents with Confidential Information may be recycled through a contracted firm, provided the contract with the recycler specifies that the confidentiality of information will be protected, and the information destroyed through the recycling process. Paper documents containing Confidential Information requiring special handling (e.g. protected health information) must be destroyed on-site through shredding, pulping, or incineration.
 - e. Notification of Compromise or Potential Compromise. The compromise or potential compromise of Confidential Information must be reported to the DSHS Contact designated on the contract within one (1) business day of discovery. Contractor must also take actions to mitigate the risk of loss and comply with any notification or other requirements imposed by law or DSHS.

7. **Debarment Certification.** The Contractor, by signature to this Contract, certifies that the Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from participating in transactions (Debarred). The Contractor also agrees to include the above requirement in any and all Subcontracts into which it enters. The Contractor shall immediately notify DSHS if, during the term of this Contract, Contractor becomes Debarred. DSHS may immediately terminate this Contract by providing Contractor written notice if Contractor becomes

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Debarred during the term hereof.

8. **E-Signature and Records.** An electronic signature or electronic record of this Contract or any other ancillary agreement shall be deemed to have the same legal effect as delivery of an original executed copy of this Contract or such other ancillary agreement for all purposes.
9. **Governing Law and Venue.** This Contract shall be construed and interpreted in accordance with the laws of the state of Washington and the venue of any action brought hereunder shall be in Superior Court for Thurston County.
10. **Independent Contractor.** The parties intend that an independent contractor relationship will be created by this Contract. The Contractor and his or her employees or agents performing under this Contract are not employees or agents of the Department. The Contractor, his or her employees, or agents performing under this Contract will not hold himself/herself out as, nor claim to be, an officer or employee of the Department by reason hereof, nor will the Contractor, his or her employees, or agent make any claim of right, privilege or benefit that would accrue to such officer or employee.
11. **Inspection.** The Contractor shall, at no cost, provide DSHS and the Office of the State Auditor with reasonable access to Contractor's place of business, Contractor's records, and DSHS client records, wherever located. These inspection rights are intended to allow DSHS and the Office of the State Auditor to monitor, audit, and evaluate the Contractor's performance and compliance with applicable laws, regulations, and these Contract terms. These inspection rights shall survive for six (6) years following this Contract's termination or expiration.
12. **Maintenance of Records.** The Contractor shall maintain records relating to this Contract and the performance of the services described herein. The records include, but are not limited to, accounting procedures and practices, which sufficiently and properly reflect all direct and indirect costs of any nature expended in the performance of this Contract. All records and other material relevant to this Contract shall be retained for six (6) years after expiration or termination of this Contract.

Without agreeing that litigation or claims are legally authorized, if any litigation, claim, or audit is started before the expiration of the six (6) year period, the records shall be retained until all litigation, claims, or audit findings involving the records have been resolved.
13. **Order of Precedence.** In the event of any inconsistency or conflict between the General Terms and Conditions and the Special Terms and Conditions of this Contract or any Program Agreement, the inconsistency or conflict shall be resolved by giving precedence to these General Terms and Conditions. Terms or conditions that are more restrictive, specific, or particular than those contained in the General Terms and Conditions shall not be construed as being inconsistent or in conflict.
14. **Severability.** If any term or condition of this Contract is held invalid by any court, the remainder of the Contract remains valid and in full force and effect.
15. **Survivability.** The terms and conditions contained in this Contract or any Program Agreement which, by their sense and context, are intended to survive the expiration or termination of the particular agreement shall survive. Surviving terms include, but are not limited to: Billing Limitations; Confidentiality, Disputes; Indemnification and Hold Harmless, Inspection, Maintenance of Records, Notice of Overpayment, Ownership of Material, Termination for Default, Termination Procedure, and Treatment of Property.
16. **Contract Renegotiation, Suspension, or Termination Due to Change in Funding.**

If the funds DSHS relied upon to establish this Contract or Program Agreement are withdrawn, reduced

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or limited, or if additional or modified conditions are placed on such funding, after the effective date of this contract but prior to the normal completion of this Contract or Program Agreement:

- a. At DSHS's discretion, the Contract or Program Agreement may be renegotiated under the revised funding conditions.
- b. At DSHS's discretion, DSHS may give notice to Contractor to suspend performance when DSHS determines that there is reasonable likelihood that the funding insufficiency may be resolved in a timeframe that would allow Contractor's performance to be resumed prior to the normal completion date of this contract.
 - (1) During the period of suspension of performance, each party will inform the other of any conditions that may reasonably affect the potential for resumption of performance.
 - (2) When DSHS determines that the funding insufficiency is resolved, it will give Contractor written notice to resume performance. Upon the receipt of this notice, Contractor will provide written notice to DSHS informing DSHS whether it can resume performance and, if so, the date of resumption. For purposes of this subsection, "written notice" may include email.
 - (3) If the Contractor's proposed resumption date is not acceptable to DSHS and an acceptable date cannot be negotiated, DSHS may terminate the contract by giving written notice to Contractor. The parties agree that the Contract will be terminated retroactive to the date of the notice of suspension. DSHS shall be liable only for payment in accordance with the terms of this Contract for services rendered prior to the retroactive date of termination.
- c. DSHS may immediately terminate this Contract by providing written notice to the Contractor. The termination shall be effective on the date specified in the termination notice. DSHS shall be liable only for payment in accordance with the terms of this Contract for services rendered prior to the effective date of termination. No penalty shall accrue to DSHS in the event the termination option in this section is exercised.

17. **Waiver.** Waiver of any breach or default on any occasion shall not be deemed to be a waiver of any subsequent breach or default. Any waiver shall not be construed to be a modification of the terms and conditions of this Contract. Only the CCLS Chief or designee has the authority to waive any term or condition of this Contract on behalf of DSHS.

Additional General Terms and Conditions – Professional Service Contracts:

18. **Advance Payment.** DSHS shall not make any payments in advance or anticipation of the delivery of services to be provided pursuant to this Contract.
19. **Construction.** The language in this Contract shall be interpreted as to its fair meaning and not strictly for or against any party. Any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not apply in interpreting this Contract.
20. **Contractor Certification Regarding Ethics.** The Contractor certifies that the Contractor is now, and shall remain, in compliance with Chapter 42.52 RCW, Ethics in Public Service, throughout the term of this Contract.
21. **DES Filing Requirement.** Under RCW 39.26, sole source contracts and amendments must be filed with the State of Washington Department of Enterprise Services (DES). If this Contract is one that must

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be filed, it shall not be effective nor shall work commence or payment be made until the tenth (10th) working day following the date of filing subject to DES approval. In the event DES fails to approve the Contract or any amendment hereto, the Contract or amendment shall be null and void.

- 22. Health and Safety.** Contractor shall perform any and all of its obligations under this Contract in a manner that does not compromise the health and safety of any DSHS client with whom the Contractor has contact.
- 23. Indemnification and Hold Harmless.**
- a. The Contractor shall be responsible for and shall indemnify, defend, and hold DSHS harmless from any and all claims, costs, charges, penalties, demands, losses, liabilities, damages, judgments, or fines, of whatsoever kind of nature, arising out of or relating to a) the Contractor's or any Subcontractor's performance or failure to perform this Contract, or b) the acts or omissions of the Contractor or any Subcontractor.
 - b. The Contractor's duty to indemnify, defend, and hold DSHS harmless from any and all claims, costs, charges, penalties, demands, losses, liabilities, damages, judgments, or fines shall include DSHS' personnel-related costs, reasonable attorney's fees, court costs, and all related expenses.
 - c. The Contractor waives its immunity under Title 51 RCW to the extent it is required to indemnify, defend, and hold harmless the State and its agencies, officials, agents, or employees.
 - d. Nothing in this term shall be construed as a modification or limitation on the Contractor's obligation to procure insurance in accordance with this Contract or the scope of said insurance.
- 24. Industrial Insurance Coverage.** The Contractor shall comply with the provisions of Title 51 RCW, Industrial Insurance. If the Contractor fails to provide industrial insurance coverage or fails to pay premiums or penalties on behalf of its employees, as may be required by law, Agency may collect from the Contractor the full amount payable to the Industrial Insurance accident fund. The Agency may deduct the amount owed by the Contractor to the accident fund from the amount payable to the Contractor by the Agency under this contract, and transmit the deducted amount to the Department of Labor and Industries, (L&I) Division of Insurance Services. This provision does not waive any of L&I's rights to collect from the Contractor.
- 25. Publicity.** The Contractor shall not name DSHS as a customer, nor use any information related to this Contract, in any format or media, in any Contractor's advertising or publicity without prior written consent from DSHS.
- 26. Notice of Overpayment.** If the Contractor receives a vendor overpayment notice or a letter communicating the existence of an overpayment from DSHS, the Contractor may protest the overpayment determination by requesting an adjudicative proceeding. The Contractor's request for an adjudicative proceeding must:
- a. Be *received* by the Office of Financial Recovery (OFR) at Post Office Box 9501, Olympia, Washington 98507-9501, within twenty-eight (28) calendar days of service of the notice;
 - b. Be sent by certified mail (return receipt) or other manner that proves OFR received the request;
 - c. Include a statement as to why the Contractor thinks the notice is incorrect; and
 - d. Include a copy of the overpayment notice.

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Timely and complete requests will be scheduled for a formal hearing by the Office of Administrative Hearings. The Contractor may be offered a pre-hearing or alternative dispute resolution conference in an attempt to resolve the overpayment dispute prior to the hearing.

Failure to provide OFR with a written request for a hearing within twenty-eight (28) days of service of a vendor overpayment notice or other overpayment letter will result in an overpayment debt against the Contractor. DSHS may charge the Contractor interest and any costs associated with the collection of this overpayment. DSHS may collect an overpayment debt through lien, foreclosure, seizure and sale of the Contractor's real or personal property; order to withhold and deliver; or any other collection action available to DSHS to satisfy the overpayment debt.

27. **Site Security.** While providing services at a DSHS location, the Contractor, its agents, employees, or Subcontractors shall conform in all respects with physical, fire, or other security regulations specific to the DSHS location.
28. **Subcontracting.** Except as otherwise provided in this Contract, the Contractor shall not Subcontract any of the contracted services without the prior written approval of DSHS. Contractor is responsible to ensure that all terms, conditions, assurances and certifications set forth in this Contract are included in any and all Subcontracts. Any failure of Contractor or its Subcontractors to perform the obligations of this Contract shall not discharge the Contractor from its obligations hereunder or diminish DSHS' rights or remedies available under this Contract.
29. **Subrecipients.**
 - a. General. If the Contractor is a subrecipient of federal awards as defined by 2 CFR Part 200 and this Agreement, the Contractor shall:
 - (1) Maintain records that identify, in its accounts, all federal awards received and expended and the federal programs under which they were received, by Catalog of Federal Domestic Assistance (CFDA) title and number, award number and year, name of the federal agency, and name of the pass-through entity;
 - (2) Maintain internal controls that provide reasonable assurance that the Contractor is managing federal awards in compliance with laws, regulations, and provisions of contracts or grant agreements that could have a material effect on each of its federal programs;
 - (3) Prepare appropriate financial statements, including a schedule of expenditures of federal awards;
 - (4) Incorporate 2 CFR Part 200, Subpart F audit requirements into all agreements between the Contractor and its Subcontractors who are subrecipients;
 - (5) Comply with the applicable requirements of 2 CFR Part 200, including any future amendments to 2 CFR Part 200, and any successor or replacement Office of Management and Budget (OMB) Circular or regulation; and
 - (6) Comply with the Omnibus Crime Control and Safe streets Act of 1968, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, Title IX of the Education Amendments of 1972, The Age Discrimination Act of 1975, and The Department of Justice Non-Discrimination Regulations, 28 C.F.R. Part 42, Subparts C.D.E. and G, and 28 C.F.R. Part 35 and 39. (Go to <https://ojp.gov/about/offices/ocr.htm> for additional information and access to the aforementioned Federal laws and regulations.)
 - b. Single Audit Act Compliance. If the Contractor is a subrecipient and expends \$750,000 or more in federal awards from any and/or all sources in any fiscal year, the Contractor shall procure and pay

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for a single audit or a program-specific audit for that fiscal year. Upon completion of each audit, the Contractor shall:

- (1) Submit to the DSHS contact person the data collection form and reporting package specified in 2 CFR Part 200, Subpart F, reports required by the program-specific audit guide (if applicable), and a copy of any management letters issued by the auditor;
- (2) Follow-up and develop corrective action for all audit findings; in accordance with 2 CFR Part 200, Subpart F; prepare a "Summary Schedule of Prior Audit Findings" reporting the status of all audit findings included in the prior audit's schedule of findings and questioned costs.

c. Overpayments. If it is determined by DSHS, or during the course of a required audit, that the Contractor has been paid unallowable costs under this or any Program Agreement, DSHS may require the Contractor to reimburse DSHS in accordance with 2 CFR Part 200.

30. Termination for Convenience. DSHS may terminate this Contract in whole or in part when it is in the best interest of DSHS by giving the Contractor at least thirty (30) calendar days' written notice.

31. Termination for Default. The CCLS Chief may immediately terminate this Contract for default, in whole or in part, by written notice to the Contractor if DSHS has a reasonable basis to believe that the Contractor has:

- a. Failed to meet or maintain any requirement for contracting with DSHS;
- b. Failed to protect the health or safety of any DSHS client;
- c. Failed to perform under, or otherwise breached, any term or condition of this Contract; and/or
- d. Violated any applicable law or regulation.

If it is later determined that the Contractor was not in default, the termination shall be considered a termination for convenience.

32. Termination or Expiration Procedure. The following terms and conditions apply upon Contract termination or expiration:

- a. The Contractor shall cease to perform any services required by this Contract as of the effective date of termination or expiration.
- b. If the Contract is terminated, the Contractor shall comply with all instructions contained in the termination notice.
- c. The Contractor shall immediately deliver to the DSHS contact named on page one of this Contract, or to his or her successor, all DSHS property in the Contractor's possession. The Contractor grants DSHS the right to enter upon the Contractor's premises for the sole purpose of recovering any DSHS property that the Contractor fails to return within ten (10) calendar days of the effective date of termination or expiration of this Contract. Upon failure to return DSHS property within ten (10) calendar days, the Contractor shall be charged with all reasonable costs of recovery, including transportation.
- d. DSHS shall be liable only for payment required under the terms of this Contract for service rendered up to the effective date of termination or expiration.

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- e. DSHS may withhold a sum from the final payment to the Contractor that DSHS determines necessary to protect DSHS against loss or additional liability.
- f. The rights and remedies provided to DSHS in this Section are in addition to any other rights and remedies provided at law, in equity, and/or under this Contract, including consequential and incidental damages.

33. Treatment of Property. All property purchased or furnished by DSHS for use by the Contractor during this Contract term shall remain with DSHS. Title to all property purchased or furnished by the Contractor for which the Contractor is entitled to reimbursement by DSHS under this Contract shall pass to and vest in DSHS. The Contractor shall protect, maintain, and insure all DSHS property in its possession against loss or damage and shall return DSHS property to DSHS upon Contract termination or expiration.

34. Taxes.

- a. Where required by statute or regulation, Contractor shall pay for and maintain in current status all taxes that are necessary for Contract performance. DSHS will pay sales or use taxes, if any, imposed on the services and materials acquired hereunder. Contractor must pay all other taxes including without limitation Washington Business and Occupation Tax, other taxes based on Contractor's income or gross receipts, or personal property taxes levied or assessed on Contractor's personal property. DSHS, as an agency of Washington State government, is exempt from property tax.
- b. Contractor shall complete registration with the Washington State Department of Revenue and be responsible for payment of all taxes due on payments made under this Contract in accordance with the requirements of [Title 82 RCW](#) and [Title 458 WAC](#). Out-of-state Contractors must contact the Department of Revenue to determine whether they meet criteria to register and establish an account with the Department of Revenue. Refer to WAC 458-20-101 (Tax registration and tax reporting) and call the Department of Revenue at 800-647-7706 for additional information. When out-of-state Contractors are not required to collect and remit sales tax, DSHS shall be responsible for paying use tax, if applicable, directly to the Department of Revenue.
- c. All payments accrued on account of payroll taxes, unemployment contributions, any other taxes, insurance, or other expenses for Contractor or Contractor's staff shall be Contractor's sole responsibility.

Exhibits

1. **Definitions Specific to Special Terms.** The words and phrases listed below, as used in this Contract, shall each have the following definitions:
- a. "Appointment" means a period of time during which a Requestor has requested interpreting services. If an event lasts more than one day, each day must be considered a separate Appointment and have a separate request.
 - b. "Approved Interpreter" means an Interpreter who is registered with ODHH, has an active RID, BEI or QDI membership, has passed the DSHS background check screening, and is on the ODHH approved Interpreter List.
 - c. "Base Rate" is the fee paid for the first hour of the Appointment. The first hour is paid in full even if a full hour is not requested or used.
 - d. "Business Day" means Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Time (Standard or Daylight, as applicable), except for holidays observed by the State of Washington. One (1) Business Day equals nine (9) business hours per day.
 - e. "Board of Evaluation of Interpreters" or "BEI" is a state level Certification offered through the Office of Deaf and Hard of Hearing Services (DHHS) Board for Evaluation of Interpreters (BEI) in Texas.
 - f. "Cancellation" means the Requestor cancelled the interpreter request. The appointment itself may or may not be cancelled. Interpreters cannot cancel Appointments. All cancelled requests must be reported into the ODHH Online Request System by the Contractor.
 - g. Certified Commission for Health Interpreter (CHI) means a special certification for working in a medical Appointment. Interpreters who hold this certification are entitled to payment of a supplemental fee if they are working in a medical Appointment. Interpreters who do not have the certification can work in medical Appointments, but not receive the supplemental fee. <https://cchicertification.org/>
 - h. "Certified Interpreter" means an Interpreter who has demonstrated their ability to interpret effectively, accurately, and impartially. They obtained national interpreter certification by taking national performance and knowledge tests. A Certified Interpreter has been awarded interpreter certification by the Registry of Interpreters for the Deaf (RID), National Association of the Deaf (NAD), and/or the BEI (Texas).
 - i. "Claim" means the invoicing process used to receive payment for Medicaid covered appointments. Claims are submitted into ProviderOne by the Contractor for payment. All ProviderOne claims require prior authorization and a Health Care Authority Reference number prior to booking interpreter service for the appointment. For purposes of this contract an invoice and a claim refer to billing for payment for the delivery of services covered under this contract.
 - j. "Close Vision Interpreting" refers to a method used with Deaf or DeafBlind individuals who have low vision and rely on their residual vision for communication. Interpreters are situated in close proximity in front of the Customer.
 - k. "Contracted Service Provider" means a provider of Washington State public services who has a contract with the State of Washington.
 - l. "Customer" means an individual of the State of Washington who is requesting interpreter services.
 - m. "Data" means information collected from ODHH's online Interpreter Request System related to Appointments' status.

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- n. "Filled Appointment" means a Contractor has accepted and confirmed service for this request.
- o. "Unfilled Appointment" means a Request which no Contractors have been able to fill through the ODDH online system up until twenty-four (24) business hours prior to the Appointment.
- p. "Served" means the appointment took place and interpreter service was provided.
- q. "Unserved" means the appointment took place and interpreter service was not provided due to the Client, State employee, or Interpreter not showing up.
- r. "Filled/unserved" means the Interpreter(s) showed up but one or more of the required Appointment attendees was not present, therefore service was not provided.
- s. "D/deaf" is a broad term that generally describes people who have a severe to profound hearing loss. Deaf written with a small "d" generally means hearing loss, Deaf with a capital "D" means there is a linguistic and cultural identification and not a perception of having a loss. Deaf individuals may communicate using American Sign Language (ASL), another form of signed language, lip-reading, English (written or spoken), and/or any other method of communication. They may use a combination of Sign Language Interpreters, hearing aids, assistive listening devices, and other specialized technology.
- t. "DeafBlind" is a term that refers to people who have both visual and hearing loss. The type and level of hearing and vision loss varies among DeafBlind people, and they may identify as deaf or hard of hearing. Many persons who are DeafBlind communicate by using tactile signing or close vision signing, depending on their vision loss.
- u. "Deaf Interpreter" or "Certified Deaf Interpreter" is a specialist who is Deaf and provides interpreting services using sign language and other visual and tactile communication forms. The Deaf Interpreter utilizes a distinct set of formative linguistic, cultural, and life experiences. This enables nuanced comprehension and interaction in a wide range of visual language and communication forms influenced by region, culture, age, literacy, education, socio-economic bearing, and/or physical, cognitive, and mental health. These experiences, coupled with professional training, give the Deaf Interpreter the ability to successfully communicate across all types of interpreted interactions, both routine and high risk. The use of a Deaf Interpreter enables a level of linguistic and cultural bridging that is often not possible when hearing ASL-English Interpreters work alone.
- v. "Deaf Disabled" refers to an individual who has an additional disability that may or may not impact their signing ability and language comprehension.
- w. "Evening, Weekend, and Holiday Rates" include all hours outside of State business hours, which are Monday to Friday, 8:00 a.m. to 5:00 p.m. State Holidays are as follows: New Year's Day, Martin Luther King Jr's birthday, President's Day Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Native American Heritage Day, and Christmas Day.
- x. "Family Member" means any person who is a relative by blood, adoption, or marriage.
- y. "Give Back" means that an Interpreter accepted an assignment, and within forty-eight (48) business hours prior to the Contractor's confirmed Appointment, the Interpreter gives back the assignment, leaving the Contractor minimal time to find a suitable replacement.
- z. "Hard of Hearing" is a term that generally refers to people who have mild to moderate hearing loss who may communicate using sign language, spoken language, written language, or a combination. These individuals may or may not use a combination of: Sign Language Interpreters, hearing aids,

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assistive listening devices, and other specialized communication technology.

- aa. "Health Care Authority or HCA" means the State agency that purchases health care for Washington residents through Apple Health (Medicaid) or the Public Employees Benefits Board (PEBB) Program.
- bb. "Health Care Interpreting" means interpreting service in a health care Appointment. However, Interpreters who have a specific degree or certification are entitled to payment of a supplemental fee if they are working in a health care Appointment. Interpreters who do not have the certification can work in medical Appointments, but not receive the supplemental fee.
- cc. "Hourly Rate" is the rate at which an Interpreter will be reimbursed per hour of service after the initial hour of an Appointment, which is paid at Base Rate.
- dd. "Interpreter" - See definition under "Certified Interpreter."
- ee. "Interpret," "Interpretation" or "Interpreting" means the process of communication between hearing individuals, who communicate in spoken language, and individuals who communicate in sign language. Interpreters must be able to listen to an individual's spoken words, inflections, and intent and simultaneously them into sign language using the mode of communication preferred by the individual who uses sign language. The Interpreter must also be able to comprehend the signs, inflections, and intent of the individual and speak simultaneously in articulate, appropriate English.
- ff. "Interpreter Preference" means the individual who uses sign language has indicated that a specific Interpreter effectively represents their message from one language to another and they prefer to work with that Interpreter.
- gg. "Interpreter Referral Agency" is an organization that provides specialized sign language interpreter referral services. These services include scheduling, assignment, and referral of interpreters to Appointments as well as billing for services. Interpreter Referral Agencies may or may not have a contract with the State to provide services.
- hh. "Invoice" is a bill submitted to a Requestor for payment. An invoice can be created by the Contractor (must follow contract rules), or a State issued A19-1a invoice voucher may be used. For requests paid by Apple Health (Medicaid), invoices are considered a claim to the Health Care Authority and are submitted and processed through the ProviderOne system.
- ii. "Late Deafened" typically refers to an individual who loses hearing later in life. Individuals who are late-deafened have usually maintained spoken communication skills. These individuals may or may not use a combination of: Sign Language Interpreters, hearing aids, assistive listening devices, and other specialized communication technology
- jj. "Late Arrival" means when an Interpreter arrives more than fifteen (15) minutes late for an Appointment. Late arrivals are not billable for the time that was missed. Interpreters are expected to deduct total amount of late time from invoice.
- kk. "Medicaid" means the federally matched medical aid program under Title XIX of the Social Security Act (and Title XXI of the Social Security Act for the Children's Health Insurance Plan) that covers the Categorically Needy (CN) and Medically Needy (MN) programs. It is called Apple Health in Washington State.
- ll. "No Show" means an Interpreter and/or required Appointment attendee does not appear for an Appointment.

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- mm. "Online Request From" is an online sign language interpreter request platform run by ODHH that is required for requesting and booking interpreters through this contract.
- nn. "Office of the Deaf and Hard of Hearing" or "ODHH" is an Office within DSHS' Aging and Long-Term Support Administration. ODHH received delegation of authority from the Washington Department of Enterprise Services to procure and administer this Contract.
- oo. "Pre-Certified Interpreter" means a Sign Language Interpreter who has passed the written component of RID or BEI Certification requirements but has not yet passed the performance exam. Under specific circumstances, Pre-Certified Interpreters can work through a Referral Agency with a team that includes a Certified Interpreter or a Certified Deaf Interpreter. Pre-Certified Interpreters require additional criteria per ODHH.
- pp. "Prior Authorization" means the module of the ProviderOne system that requests are submitted to verify Medicaid eligibility of the consumer and healthcare provider purchaser. All requests submitted into the Prior Authorization module are assigned a reference number. Prior Authorizations may be approved, denied, or rejected for more information. Only approved Prior Authorizations will generate payment with the claiming module of the ProviderOne system.
- qq. "ProTactile Sign Language," "Tactile," or "PTASL" is a form of language used by DeafBlind individuals which is rooted in touch, communicated on the hands, arms, back. Tactile or ProTactile (PTASL) involves a different perception
- rr. "ProviderOne" or "P1" is the system commonly referred to as the Medicaid Management Information System (MMIS). It is the federally approved system used by the Washington Medicaid program (called Apple Health) to pay provider claims for goods and services authorized under the State Plan. The MMIS is certified by the Centers for Medicare & Medicaid Services and is the primary information system used by HCA to pay for State/Federally funded health care.
- ss. "Qualified Deaf Interpreter (QDI)" refers to a non-certified Deaf Interpreter who has been assessed and approved for high level of proficiency in two languages, adheres to ODHH code of ethics and best practices and has the appropriate training and experience to interpret. The QDI usually teams with the Certified Deaf Interpreters in a wide range of situations to enhance effective communication. Language equality may be affected in any communication influenced by region, culture, age, literacy, education, socio-economic bearing, and/or physical, cognitive, and mental health, and is especially crucial in any situation where the Customer's health, finances, and/or freedom might be at stake.
- tt. "Qualified Mental Health Interpreter" <http://www.mhit.org/qmhi.html>
- uu. "Reference number" means the unique identifier number assigned by the ProviderOne Prior Authorization module. A reference number is not an approved Prior Authorization; it is only the number assigned to requests submitted into the Prior Authorization module. This is sometimes referred to as the Prior Authorization number.
- vv. "Region" means one (1) of the three (3) DSHS regions.
<https://www.dshs.wa.gov/sites/default/files/oip/documents/DSHSRegMap.pdf>
- ww. "Registry of Interpreters for the Deaf" or "RID" refers to a national membership organization representing the professionals who provide sign language interpreting services.
- xx. "Request" refers to an official request for a Sign Language Interpreter submitted through the ODHH online request system by an authorized Requestor, or by the Contractor on the Requestor's behalf.

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yy. "Service Request Number" (SRN) means the unique number assigned to a request submitted to ODHHS's online interpreter request system. This system has two forms. An SRN is assigned to any request submitted through either the general Request for Sign Language Interpreter Form or the Apple Health Providers (Medicaid) Sign Language Interpreter Request Form. Other specific forms may be added in the future.

zz. "Supplemental Fees" are added to the hourly rate. They depend on two factors: Appointment type or specific Request, and approved credentials. Both Appointment type or specific request and approved credentials must be present to earn the supplemental fee(s). More than one supplemental fee may be added for one Appointment.

(1) The Appointment type:

(a) Legal

(b) Health care (medical, mental health, substance abuse)

(2) Approved credentials:

(a) SC:L Specialist Certification: Legal

(b) Healthcare:

i. CCHI – Core Certificate of Healthcare Interpreting from the Certification Commission for Healthcare Interpreters

ii. RIT CHI – Rochester Institute of Technology Certificate in Healthcare Interpreting

iii. RIT MS:HCI – Master of Science: Degree in Healthcare Interpretation

iv. QMHI – Qualified Mental Health Interpreter Certification from Alabama Department of Mental Health's Office of Deaf Services

(c) Close Vision and Tactile

i. PTASL - ProTactile American Sign Language

aaa. "Travel Time" means billable time that an Interpreter needs to commute from point A to point B (Appointment site). Return travel time is not billable between two appointments. The last appointment of the day can include return travel to home. For more specific information about travel time, please see Exhibit B, Statement of Work.

2. Purpose:

d. The purpose of this contract is to provide interpreting services so that effectively communicate takes place between the State entity and the Deaf, DeafBlind, Hard of Hearing, Late Deafened and Deaf Disabled clients, employees and/or stakeholders.

e. DSHS enters into this Contract as the result of DSHS RFQQ #2335-842.

(1) DSHS incorporates by reference DSHS RFQQ #2335-842, including all Amendments and Exhibits.

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(2) DSHS incorporates by reference, the Contractor's written response to DSHS RFQQ #2335-842 dated .

3. **Statement of Work.** The Contractor shall provide the interpreting services and otherwise do all things necessary for the performance of work, as set forth in Exhibit B, Statement of Work.
4. **Consideration.** Total consideration payable to Contractor for satisfactory performance of the work under this Contract, including any and all expenses, shall be based on Exhibit B, Statement of Work, Section 13 – Rates.
5. **Billing and Payment.** The Contractor shall submit invoices and/or enter claims as outlined and shall receive payment from the authorized Requestor in accordance with Exhibit B, Statement of Work, Section 11- Invoicing/Billing Requirements and Section 12 – Payment Processing.
6. **Insurance**

The Contractor shall obtain and maintain for the duration of the Contract, at Contractor's expense, the following insurance coverages and comply with the following insurance requirements.

a. General Liability Insurance

The Contractor shall maintain Commercial General Liability Insurance or Business Liability Insurance, no less comprehensive than coverage under Insurance Service Offices, Inc. (ISO) form CG 00-01, including coverage for bodily injury, property damage, and contractual liability. The amount of coverage shall be no less than \$2,000,000 per occurrence and \$4,000,000 General Aggregate. The policy shall include liability arising out of the parties' performance under this Contract, including but not limited to premises, operations, independent contractors, products completed operations, personal injury, advertising injury, and liability assumed under an insured contract. The State of Washington, Department of Social & Health Services (DSHS), its elected and appointed officials, agents, and employees of the state, shall be named as additional insureds.

- b. In lieu of general liability insurance mentioned in Subsection a. above, if the Contractor is a sole proprietor with less than three contracts, the contractor may choose one of the following three general liability policies, but only if attached to a professional liability policy. If selected the policy shall be maintained for the life of the contract:

Supplemental Liability Insurance, including coverage for bodily injury and property damage that will cover the contractor wherever the service is performed with minimum limits of \$2,000,000 per occurrence; and \$4,000,000 General Aggregate. The State of Washington, DSHS, its elected and appointed officials, agents, and employees shall be named as additional insureds;

or

Workplace Liability Insurance, including coverage for bodily injury and property damage that provides coverage wherever the service is performed with minimum limits of \$2,000,000 per occurrence; and \$4,000,000 General Aggregate. The State of Washington, DSHS, its elected and appointed officials, agents, and employees shall be named as additional insureds:

or

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Premises Liability Insurance if services are provided only at their recognized place of business, including coverage for bodily injury, property damage with minimum limits of \$2,000,000 per occurrence; and \$4,000,000 General Aggregate. The State of Washington, DSHS, its elected and appointed officials, agents, and employees shall be named as additional insureds.

c. Workers' Compensation

The Contractor shall comply with all applicable Workers' Compensation, occupational disease, and occupational health and safety laws and regulations. The State of Washington and DSHS shall not be held responsible for claims filed for Workers' Compensation under Title 51 RCW by the Contractor or its employees under such laws and regulations.

d. Employees and Volunteers

Insurance required of the Contractor under the Contract shall include coverage for the acts and omissions of the Contractor's employees and volunteers. In addition, the Contractor shall ensure that all employees and volunteers who use vehicles to transport clients or deliver services have personal automobile insurance and current driver's licenses.

e. Subcontractors

The Contractor shall ensure that all subcontractors have and maintain insurance with the same types and limits of coverage as required of the Contractor under the Contract. Failure of Subcontractors to comply with the insurance requirements in this Contract does not limit the Contractor's liability or responsibility.

f. Separation of Insureds

All insurance policies shall include coverage for cross liability and contain a "Separation of Insureds" provision.

g. Insurers

The Contractor shall obtain insurance from insurance companies identified as an admitted insurer/carrier in the State of Washington, with a current Best's Reports' rating of A-, Class VII, or better.

h. Evidence of Coverage

The Contractor shall, upon request by DSHS, submit a copy of the Certificate of Insurance, policy, and additional insured endorsement for each coverage required of the Contractor under this Contract. The Certificate of Insurance shall identify the Washington State Department of Social and Health Services as the Certificate Holder. A duly authorized representative of each insurer, showing compliance with the insurance requirements specified in this Contract, shall execute each Certificate of Insurance.

The Contractor shall maintain copies of Certificates of Insurance, policies, and additional insured endorsements for each subcontractor as evidence that each subcontractor maintains insurance as required by the Contract.

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i. Material Changes

The insurer shall give the DSHS point of contact listed on page one of this Contract 45 days advance written notice of cancellation or non-renewal of any insurance policy required under this Contract. If cancellation is due to non-payment of premium, the insurer shall give DSHS 10 days advance written notice of cancellation. Failure to provide notice as required may result in termination of the Contract.

j. Waiver of Subrogation

Contractor waives all rights of subrogation against DSHS for the recovery of damages to the extent such damages are or would be covered by insurance required under the Contract. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies whether or not DSHS receives the waiver of subrogation endorsement from the insurer.

k. Coverage Limits

By requiring insurance, the State of Washington and DSHS do not represent that the coverage and limits required in this Contract will be adequate to protect the Contractor. Such coverage and limits shall not limit the Contractor's liability in excess of the required coverage and limits, and shall not limit the Contractor's liability under the indemnities and reimbursements granted to the State and DSHS in this Contract.

l. Primary Coverage

All Contractor's insurance provided in compliance with this Contract shall be primary and shall not seek contribution from insurance or self-insurance programs afforded to or maintained by the State. Insurance or self-insurance programs afforded to or maintained by the State shall be in excess of, and shall not contribute with, insurance required of the Contractor and Subcontractors under this Contract.

m. Waiver

The Contractor waives all rights, claims and causes of action against the State of Washington and DSHS for the recovery of damages to the extent said damages are covered by insurance maintained by Contractor.

n. Liability Cap

Any limitation of liability or liability cap set forth in this Contract shall not preclude DSHS from claiming under any insurance maintained by the Contractor pursuant to this Contract, up to the policy limits.

o. Business Automobile Liability Insurance

The Contractor shall maintain a Business Automobile Policy on all vehicles used to transport clients, including vehicles hired by the Contractor or owned by the Contractor's employees, volunteers or others, with the following minimum limits: \$1,000,000 per accident combined single limit. The Contractor's carrier shall provide DSHS with a waiver of subrogation or name DSHS as an additional insured.

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p. Professional Liability (errors & omissions)

The Contractor shall maintain insurance of at least \$1,000,000 per occurrence, \$2,000,000 General Aggregate for malpractice or errors and omissions coverage against liability for damages because of personal injury, bodily injury, death, or damage to property, including loss of use, and damages because of negligent acts, errors, and omissions in any way related to this contract.

7. Disputes

Notwithstanding the provision for overpayment dispute resolution pursuant to section 24 of the General Terms and Conditions, both parties agree to make their best efforts to resolve any other disputes arising from this Contract and agree that the dispute resolution process described herein is the sole remedy available under this Contract. When a dispute arises over an issue concerning the terms of this Contract, the parties agree to the following process to address the dispute:

- a. The Contractor and ODHH shall attempt to resolve the dispute through informal means between the Contractor and the ODHH Contract Administrator assigned to this Contract;
- b. If the Contractor is not satisfied with the outcome of the resolution with the Contract Administrator, the Contractor may submit the disputed issue, in writing, for review within ten (10) business days to:

Director
Office of the Deaf and Hard of Hearing
PO Box 45301
Olympia WA 98504-5301

The ODHH Director may request additional information from the ODHH Contract administrator and/or the Contractor. The ODHH Director shall issue a written decision to the Contractor within thirty (30) calendar days of receipt of all information relevant to the issue.

- c. If the Contractor disagrees with the written decision of the ODHH Director, the Contractor may request the ODHH Director's Supervisor to appoint a representative other than the ODHH Director to review the dispute. The request for review must be submitted to the ODHH Director, in writing within thirty (30) business days of the Contractor's receipt of the decision by the ODHH Director. The DSHS representative may request additional information from ODHH and/or the Contractor. The DSHS representative may request a meeting to discuss the dispute. If so, the Contractor, ODHH Director, and the DSHS representative shall mutually agree on the date of the meeting. The DSHS representative shall issue a written decision to the Contractor within thirty (30) calendar days after receipt of the Contractor request or the date of the meeting, whichever is later. Such decision shall be final.

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Exhibit A – Data Security Requirements

1. **Definitions.** The words and phrases listed below, as used in this Exhibit, shall each have the following definitions:
 - a. “AES” means the Advanced Encryption Standard, a specification of Federal Information Processing Standards Publications for the encryption of electronic data issued by the National Institute of Standards and Technology (<http://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf>).
 - b. “Authorized Users(s)” means an individual or individuals with a business need to access DSHS Confidential Information, and who has or have been authorized to do so.
 - c. “Business Associate Agreement” means an agreement between DSHS and a contractor who is receiving Data covered under the Privacy and Security Rules of the Health Insurance Portability and Accountability Act of 1996. The agreement establishes permitted and required uses and disclosures of protected health information (PHI) in accordance with HIPAA requirements and provides obligations for business associates to safeguard the information.
 - d. “Category 4 Data” is data that is confidential and requires special handling due to statutes or regulations that require especially strict protection of the data and from which especially serious consequences may arise in the event of any compromise of such data. Data classified as Category 4 includes but is not limited to data protected by: the Health Insurance Portability and Accountability Act (HIPAA), Pub. L. 104-191 as amended by the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH), 45 CFR Parts 160 and 164; the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. §1232g; 34 CFR Part 99; Internal Revenue Service Publication 1075 (<https://www.irs.gov/pub/irs-pdf/p1075.pdf>); Substance Abuse and Mental Health Services Administration regulations on Confidentiality of Alcohol and Drug Abuse Patient Records, 42 CFR Part 2; and/or Criminal Justice Information Services, 28 CFR Part 20.
 - e. “Cloud” means data storage on servers hosted by an entity other than the Contractor and on a network outside the control of the Contractor. Physical storage of data in the cloud typically spans multiple servers and often multiple locations. Cloud storage can be divided between consumer grade storage for personal files and enterprise grade for companies and governmental entities. Examples of consumer grade storage would include iTunes, Dropbox, Box.com, and many other entities. Enterprise cloud vendors include Microsoft Azure, Amazon Web Services, and Rackspace.
 - f. “Encrypt” means to encode Confidential Information into a format that can only be read by those possessing a “key”; a password, digital certificate or other mechanism available only to authorized users. Encryption must use a key length of at least 256 bits for symmetric keys, or 2048 bits for asymmetric keys. When a symmetric key is used, the Advanced Encryption Standard (AES) must be used if available.
 - g. “FedRAMP” means the Federal Risk and Authorization Management Program (see www.fedramp.gov), which is an assessment and authorization process that federal government agencies have been directed to use to ensure security is in place when accessing Cloud computing products and services.
 - h. “Hardened Password” means a string of at least eight characters containing at least three of the following four character classes: Uppercase alphabetic, lowercase alphabetic, numeral, and special characters such as an asterisk, ampersand, or exclamation point.

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- i. "Mobile Device" means a computing device, typically smaller than a notebook, which runs a mobile operating system, such as iOS, Android, or Windows Phone. Mobile Devices include smart phones, most tablets, and other form factors.
- j. "Multi-factor Authentication" means controlling access to computers and other IT resources by requiring two or more pieces of evidence that the user is who they claim to be. These pieces of evidence consist of something the user knows, such as a password or PIN; something the user has such as a key card, smart card, or physical token; and something the user is, a biometric identifier such as a fingerprint, facial scan, or retinal scan. "PIN" means a personal identification number, a series of numbers which act as a password for a device. Since PINs are typically only four to six characters, PINs are usually used in conjunction with another factor of authentication, such as a fingerprint.
- k. "Portable Device" means any computing device with a small form factor, designed to be transported from place to place. Portable devices are primarily battery powered devices with base computing resources in the form of a processor, memory, storage, and network access. Examples include, but are not limited to, mobile phones, tablets, and laptops. Mobile Device is a subset of Portable Device.
- l. "Portable Media" means any machine readable media that may routinely be stored or moved independently of computing devices. Examples include magnetic tapes, optical discs (CDs or DVDs), flash memory (thumb drive) devices, external hard drives, and internal hard drives that have been removed from a computing device.
- m. "Secure Area" means an area to which only authorized representatives of the entity possessing the Confidential Information have access, and access is controlled through use of a key, card key, combination lock, or comparable mechanism. Secure Areas may include buildings, rooms or locked storage containers (such as a filing cabinet or desk drawer) within a room, as long as access to the Confidential Information is not available to unauthorized personnel. In otherwise Secure Areas, such as an office with restricted access, the Data must be secured in such a way as to prevent access by non-authorized staff such as janitorial or facility security staff, when authorized Contractor staff are not present to ensure that non-authorized staff cannot access it.
- n. "Trusted Network" means a network operated and maintained by the Contractor, which includes security controls sufficient to protect DSHS Data on that network. Controls would include a firewall between any other networks, access control lists on networking devices such as routers and switches, and other such mechanisms which protect the confidentiality, integrity, and availability of the Data.
- o. "Unique User ID" means a string of characters that identifies a specific user and which, in conjunction with a password, passphrase or other mechanism, authenticates a user to an information system.

2. **Authority.** The security requirements described in this document reflect the applicable requirements of Standard 141.10 (<https://ocio.wa.gov/policies>) of the Office of the Chief Information Officer for the state of Washington, and of the DSHS Information Security Policy and Standards Manual. Reference material related to these requirements can be found here: <https://www.dshs.wa.gov/ffa/keeping-dshs-client-information-private-and-secure>, which is a site developed by the DSHS Information Security Office and hosted by DSHS Central Contracts and Legal Services.

3. **Administrative Controls.** The Contractor must have the following controls in place:

- a. A documented security policy governing the secure use of its computer network and systems, and which defines sanctions that may be applied to Contractor staff for violating that policy.
- b. If the Data shared under this agreement is classified as Category 4, the Contractor must be aware of

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and compliant with the applicable legal or regulatory requirements for that Category 4 Data.

- c. If Confidential Information shared under this agreement is classified as Category 4, the Contractor must have a documented risk assessment for the system(s) housing the Category 4 Data.

4. Authorization, Authentication, and Access. In order to ensure that access to the Data is limited to authorized staff, the Contractor must:

- a. Have documented policies and procedures governing access to systems with the shared Data.
- b. Restrict access through administrative, physical, and technical controls to authorized staff.
- c. Ensure that user accounts are unique and that any given user account logon ID and password combination is known only to the one employee to whom that account is assigned. For purposes of non-repudiation, it must always be possible to determine which employee performed a given action on a system housing the Data based solely on the logon ID used to perform the action.
- d. Ensure that only authorized users are capable of accessing the Data.
- e. Ensure that an employee's access to the Data is removed immediately:
 - (1) Upon suspected compromise of the user credentials.
 - (2) When their employment, or the contract under which the Data is made available to them, is terminated.
 - (3) When they no longer need access to the Data to fulfill the requirements of the contract.
- f. Have a process to periodically review and verify that only authorized users have access to systems containing DSHS Confidential Information.
- g. When accessing the Data from within the Contractor's network (the Data stays within the Contractor's network at all times), enforce password and logon requirements for users within the Contractor's network, including:
 - (1) A minimum length of 8 characters, and containing at least three of the following character classes: uppercase letters, lowercase letters, numerals, and special characters such as an asterisk, ampersand, or exclamation point.
 - (2) That a password does not contain a user's name, logon ID, or any form of their full name.
 - (3) That a password does not consist of a single dictionary word. A password may be formed as a passphrase which consists of multiple dictionary words.
 - (4) That passwords are significantly different from the previous four passwords. Passwords that increment by simply adding a number are not considered significantly different.
- h. When accessing Confidential Information from an external location (the Data will traverse the Internet or otherwise travel outside the Contractor's network), mitigate risk and enforce password and logon requirements for users by employing measures including:
 - (1) Ensuring mitigations applied to the system don't allow end-user modification.

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- (2) Not allowing the use of dial-up connections.
- (3) Using industry standard protocols and solutions for remote access. Examples would include RADIUS and Citrix.
- (4) Encrypting all remote access traffic from the external workstation to Trusted Network or to a component within the Trusted Network. The traffic must be encrypted at all times while traversing any network, including the Internet, which is not a Trusted Network.
- (5) Ensuring that the remote access system prompts for re-authentication or performs automated session termination after no more than 30 minutes of inactivity.
- (6) Ensuring use of Multi-factor Authentication to connect from the external end point to the internal end point.
- i. Passwords or PIN codes may meet a lesser standard if used in conjunction with another authentication mechanism, such as a biometric (fingerprint, face recognition, iris scan) or token (software, hardware, smart card, etc.) in that case:
 - (1) The PIN or password must be at least 5 letters or numbers when used in conjunction with at least one other authentication factor
 - (2) Must not be comprised of all the same letter or number (11111, 22222, aaaaa, would not be acceptable)
 - (3) Must not contain a “run” of three or more consecutive numbers (12398, 98743 would not be acceptable)
- j. If the contract specifically allows for the storage of Confidential Information on a Mobile Device, passcodes used on the device must:
 - (1) Be a minimum of six alphanumeric characters.
 - (2) Contain at least three unique character classes (upper case, lower case, letter, number).
 - (3) Not contain more than a three consecutive character run. Passcodes consisting of 12345, or abcd12 would not be acceptable.
- k. Render the device unusable after a maximum of 10 failed logon attempts.

5. Protection of Data. The Contractor agrees to store Data on one or more of the following media and protect the Data as described:

- a. **Hard disk drives.** For Data stored on local workstation hard disks, access to the Data will be restricted to Authorized User(s) by requiring logon to the local workstation using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards.
- b. **Network server disks.** For Data stored on hard disks mounted on network servers and made available through shared folders, access to the Data will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards. Data on disks mounted

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to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

For DSHS Confidential Information stored on these disks, deleting unneeded Data is sufficient as long as the disks remain in a Secure Area and otherwise meet the requirements listed in the above paragraph. Destruction of the Data, as outlined below in Section 8 Data Disposition, may be deferred until the disks are retired, replaced, or otherwise taken out of the Secure Area.

- c. **Optical discs (CDs or DVDs) in local workstation optical disc drives.** Data provided by DSHS on optical discs which will be used in local workstation optical disc drives and which will not be transported out of a Secure Area. When not in use for the contracted purpose, such discs must be Stored in a Secure Area. Workstations which access DSHS Data on optical discs must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.
- d. **Optical discs (CDs or DVDs) in drives or jukeboxes attached to servers.** Data provided by DSHS on optical discs which will be attached to network servers and which will not be transported out of a Secure Area. Access to Data on these discs will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards. Data on discs attached to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.
- e. **Paper documents.** Any paper records must be protected by storing the records in a Secure Area which is only accessible to authorized personnel. When not in use, such records must be stored in a Secure Area.
- f. **Remote Access.** Access to and use of the Data over the State Governmental Network (SGN) or Secure Access Washington (SAW) will be controlled by DSHS staff who will issue authentication credentials (e.g. a Unique User ID and Hardened Password) to Authorized Users on Contractor's staff. Contractor will notify DSHS staff immediately whenever an Authorized User in possession of such credentials is terminated or otherwise leaves the employ of the Contractor, and whenever an Authorized User's duties change such that the Authorized User no longer requires access to perform work for this Contract.
- g. **Data storage on portable devices or media.**
 - (1) Except where otherwise specified herein, DSHS Data shall not be stored by the Contractor on portable devices or media unless specifically authorized within the terms and conditions of the Contract. If so authorized, the Data shall be given the following protections:
 - (a) Encrypt the Data.
 - (b) Control access to devices with a Unique User ID and Hardened Password or stronger authentication method such as a physical token or biometrics.
 - (c) Manually lock devices whenever they are left unattended and set devices to lock automatically after a period of inactivity, if this feature is available. Maximum period of inactivity is 20 minutes.
 - (d) Apply administrative and physical security controls to Portable Devices and Portable Media by:

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- i. Keeping them in a Secure Area when not in use,
 - ii. Using check-in/check-out procedures when they are shared, and
 - iii. Taking frequent inventories.
- (2) When being transported outside of a Secure Area, Portable Devices and Portable Media with DSHS Confidential Information must be under the physical control of Contractor staff with authorization to access the Data, even if the Data is encrypted.
- h. Data stored for backup purposes.**
 - (1) DSHS Confidential Information may be stored on Portable Media as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. Such storage is authorized until such time as that media would be reused during the course of normal backup operations. If backup media is retired while DSHS Confidential Information still exists upon it, such media will be destroyed at that time in accordance with the disposition requirements below in Section 8 *Data Disposition*.
 - (2) Data may be stored on non-portable media (e.g. Storage Area Network drives, virtual media, etc.) as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. If so, such media will be protected as otherwise described in this exhibit. If this media is retired while DSHS Confidential Information still exists upon it, the data will be destroyed at that time in accordance with the disposition requirements below in Section 8 *Data Disposition*.
- i. Cloud storage.** DSHS Confidential Information requires protections equal to or greater than those specified elsewhere within this exhibit. Cloud storage of Data is problematic as neither DSHS nor the Contractor has control of the environment in which the Data is stored. For this reason:
 - (1) DSHS Data will not be stored in any consumer grade Cloud solution, unless all of the following conditions are met:
 - (a) Contractor has written procedures in place governing use of the Cloud storage and Contractor attests in writing that all such procedures will be uniformly followed.
 - (b) The Data will be Encrypted while within the Contractor network.
 - (c) The Data will remain Encrypted during transmission to the Cloud.
 - (d) The Data will remain Encrypted at all times while residing within the Cloud storage solution.
 - (e) The Contractor will possess a decryption key for the Data, and the decryption key will be possessed only by the Contractor and/or DSHS.
 - (f) The Data will not be downloaded to non-authorized systems, meaning systems that are not on either the DSHS or Contractor networks.
 - (g) The Data will not be decrypted until downloaded onto a computer within the control of an Authorized User and within either the DSHS or Contractor's network.
 - (2) Data will not be stored on an Enterprise Cloud storage solution unless either:

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(a) The Cloud storage provider is treated as any other Sub-Contractor, and agrees in writing to all of the requirements within this exhibit; or,

(b) The Cloud storage solution used is FedRAMP certified.

(3) If the Data includes protected health information covered by the Health Insurance Portability and Accountability Act (HIPAA), the Cloud provider must sign a Business Associate Agreement prior to Data being stored in their Cloud solution.

6. **System Protection.** To prevent compromise of systems which contain DSHS Data or through which that Data passes:

- a. Systems containing DSHS Data must have all security patches or hotfixes applied within 3 months of being made available.
- b. The Contractor will have a method of ensuring that the requisite patches and hotfixes have been applied within the required timeframes.
- c. Systems containing DSHS Data shall have an Anti-Malware application, if available, installed.
- d. Anti-Malware software shall be kept up to date. The product, its anti-virus engine, and any malware database the system uses, will be no more than one update behind current.

7. **Data Segregation.**

- a. DSHS Data must be segregated or otherwise distinguishable from non-DSHS data. This is to ensure that when no longer needed by the Contractor, all DSHS Data can be identified for return or destruction. It also aids in determining whether DSHS Data has or may have been compromised in the event of a security breach. As such, one or more of the following methods will be used for data segregation.
 - (1) DSHS Data will be kept on media (e.g. hard disk, optical disc, tape, etc.) which will contain no non-DSHS Data. And/or,
 - (2) DSHS Data will be stored in a logical container on electronic media, such as a partition or folder dedicated to DSHS Data. And/or,
 - (3) DSHS Data will be stored in a database which will contain no non-DSHS data. And/or,
 - (4) DSHS Data will be stored within a database and will be distinguishable from non-DSHS data by the value of a specific field or fields within database records.
 - (5) When stored as physical paper documents, DSHS Data will be physically segregated from non-DSHS data in a drawer, folder, or other container.
- b. When it is not feasible or practical to segregate DSHS Data from non-DSHS data, then both the DSHS Data and the non-DSHS data with which it is commingled must be protected as described in this exhibit.

8. **Data Disposition.** When the contracted work has been completed or when the Data is no longer needed, except as noted above in Section 5.b, Data shall be returned to DSHS or destroyed. Media on which Data may be stored and associated acceptable methods of destruction are as follows:

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Data stored on:	Will be destroyed by:
Server or workstation hard disks, or Removable media (e.g. floppies, USB flash drives, portable hard disks) excluding optical discs	Using a “wipe” utility which will overwrite the Data at least three (3) times using either random or single character data, or Degaussing sufficiently to ensure that the Data cannot be reconstructed, or Physically destroying the disk
Paper documents with sensitive or Confidential Information	Recycling through a contracted firm, provided the contract with the recycler assures that the confidentiality of Data will be protected.
Paper documents containing Confidential Information requiring special handling (e.g. protected health information)	On-site shredding, pulping, or incineration
Optical discs (e.g. CDs or DVDs)	Incineration, shredding, or completely defacing the readable surface with a coarse abrasive
Magnetic tape	Degaussing, incinerating or crosscut shredding

9. **Notification of Compromise or Potential Compromise.** The compromise or potential compromise of DSHS shared Data must be reported to the DSHS Contact designated in the Contract within one (1) business day of discovery. If no DSHS Contact is designated in the Contract, then the notification must be reported to the DSHS Privacy Officer at dshsprivacyofficer@dshs.wa.gov. Contractor must also take actions to mitigate the risk of loss and comply with any notification or other requirements imposed by law or DSHS.
10. **Data shared with Subcontractors.** If DSHS Data provided under this Contract is to be shared with a subcontractor, the Contract with the subcontractor must include all of the data security provisions within this Contract and within any amendments, attachments, or exhibits within this Contract. If the Contractor cannot protect the Data as articulated within this Contract, then the contract with the sub-Contractor must be submitted to the DSHS Contact specified for this contract for review and approval.

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Exhibit B

Statement of Work

1. Authorized Requesters

- a. The Contractor shall provide interpreting services as described herein under the terms and conditions, requirements, and specifications of the contract, including prices, for any authorized Requester. This contract applies to authorized Requesters as defined in Special Terms and Conditions, 2. Definitions Specific to Special Terms, c. "Authorized Requester."
- b. The Contractor shall further understand and agree that use of this contract by local or county governmental entities is discretionary on the part of that governmental entity and the Department of Social and Health Services (DSHS) bears no financial responsibility for any payments due the Contractor from such governmental entities.
- c. Services described herein will be requested by authorized Requesters as needed, based on program/policy requirements and communication needs and preferences.

2. Service Area

- a. The Contractor shall provide Interpreting services within a two (2) hour radius from their established residency.
- b. If requested by an Authorized Requester, the Contractor may provide Interpreting services outside of their indicated area pending approval of travel time. If the Contractor is already located in an area outside of their established two (2) hour radius, they may provide Interpreting service there and may not charge additional travel time.
- c. The Contractor shall provide Interpreter services at the site(s) indicated by the authorized Requester.

3. Travel time (Commute)

- a. Travel time must be entered into the booking step in online system prior to Appointment date.
- b. All travel time is billable but requires proof using accepted documents:
 - (1) Web-based map showing Point A and Point B with Appointment date and time, and expected travel time on the day the Request is booked.
 - (2) All Apple Health (Medicaid) Appointments require travel units being requested when entering prior authorization in ProviderOne.
- c. Excluded:
 - (1) Additional pay for delays due to heavy traffic, accidents, or unpredicted weather. We understand that the traffic and travel time may be different between the day of booking the Request and the day of the Appointment.
 - (2) Travel time cannot be added after the Appointment date and time. Travel time added after the Appointment date and time will not be paid.

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- (3) Round-trip travel if Contractor is travelling to another Appointment to provide interpreting service.
- (4) Travel cannot be billed more than once for multiple Appointments in the same location.
- (5) Travel reservations cannot be reimbursed if Appointment is cancelled. Travel reservations must be refundable or made at Contractor's own risk.

4. DSHS Rights Reserved

- a. The Authorized Requester understands that this contract reflects an Appointment request for one available Independent Contractor, and if they are not available, they have the option to:
 - (1) negotiate a schedule with the Contractor for other possible dates and/or times (this decision should be coordinated with the consumer's consent), or
 - (2) resort to a State-approved virtual platform for virtual access only if no other onsite options are available, or
 - (3) find interpreting service through other means.

5. Conduct Expectations

- a. All Contractors will familiarize themselves with and adhere to the NAD-RID Code of Professional Conduct <https://rid.org/programs/ethics/code-of-professional-conduct>
- b. If a Contractor becomes aware of another Interpreter acting (or allegedly acting) in violation of NAD-RID Code of Professional Conduct the Contractor must:
 - (1) Notify the party or parties affected by the alleged violation of their right to initiate a complaint with RID
 - (2) Notify ODHH of the violation or the alleged violation.
- c. If the Contractor is found by RID to have acted in violation of the RID Code of Professional Conduct, DSHS has the right to terminate this contract and removed their name from the ODHH published list of approved Interpreters.
- d. Anticompetitive Practices

All Contractors understand that the choice of Interpreter is primarily determined by the individual using sign language. The Contractor may establish a working relationship with the Requestor, however, if the Deaf, DeafBlind, Hard of Hearing, Late Deafened, or Deaf Disabled individual expresses any disagreement with the Interpreter choice, the Contractor will not accept and/or remove themselves from future jobs with that identified individual.

e. Contractor Behavior in State Facilities and on State Grounds

- (1) All Contractors and Interpreters shall agree to and observe the following:
 - (a) No smoking in state buildings (RCW 70.160.030);
 - (b) No smoking within 25 feet of an entrance or exit to a state building (RCW 70.160.075);

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(c) No use of alcohol or illegal drugs in the performance of this contract or on state grounds or facilities (RCW 69.50, RCW 72.23.300);

(d) No firearms or explosives in in any area identified in (RCW 9.41.300).

6. Contractor Availability

a. Contractor Location

Contractors must maintain an address and reside in the State of Washington.

b. Communication

The Contractor must be available to respond to each request before the close of the business day they were submitted on. Responding to requests is managed through ODHH online portal. The Contractor shall acknowledge, accept, and deny requests using their computer and or portable device.

c. The Contractor must respond to inquiries via email or phone from Authorized Requestor within two (2) business days.

d. Services Availability

The Contractor must provide interpreter services during the hours indicated by the Contractor on the Contractor Bidder Form submitted in response to RFQQ # _____ and as shown below:

☐ 24/7; 24 hours / 7 days a week, including holidays

Contractors who indicate twenty-four hours a day/seven days a week (24/7) availability are required for interpreting services 24 hours a day as indicated.

☐ Days; Monday – Friday; 8:00 am – 5:00 pm Pacific Time, not including holidays

☐ Nights; Monday – Thursday; 5:00 pm – 8:00 am Pacific Time, not including holidays

☐ Weekends; Friday 5:00 pm – Monday 8:00 am Pacific Time, not including holidays

☐ Holidays as observed by the State of Washington as defined in RCW 1.16.050.

☐ Emergencies – requests for Appointments which must be scheduled with three (3) days or less notice/confirmation:

- Contractors who indicate emergency availability are required to respond to emergency requests within four (4) hours.
- Contractors are required to confirm availability/non-availability immediately through email or calls directly with the authorized Requestor
- Contractors must be prepared to provide such emergency Interpreting services as requested, including reasonable travel time.
- Prior to the emergency appointment, the Contractor must have an actual online request form, either self-entered, or entered by the Requestor.
- Contractors must provide separate communications protocol from their other business contact information for emergencies.

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7. Interpreter Appointments and Scheduling

- a. Contractors will only accept requests to work solo for Appointments that are 90 minutes or less. Any appointment longer than 90 minutes requires a team.
- b. The Authorized Requestor is required to coordinate a team of two (2) or more Interpreters for Appointments longer than 90 minutes.
 - (1) Team coordination must be handled through a qualified interpreter referral and/or booking agency or another Independent Contractor.
 - (2) If a Deaf Interpreter is required, the Requestor shall make another request through the ODHH online system. This request shall indicate the Independent Contractor and the need for a Deaf Interpreter on the team.
- c. Both parties understand that Deaf Interpreters are often essential team members.
 - (1) Contractors have an ethical obligation to require a team with one (1) or more Deaf Interpreter(s) to ensure effective communication takes place. The authorized Requestor must submit a request to a referral/booking agency and report that the Contractor communicated the need for a Deaf Interpreter.
 - (2) The Authorized Requestor cannot dismiss the Contractor and seek out cheaper options through another Contractor who will not require a Deaf Interpreter on the team.
 - (3) Specific Appointments that have potential outcomes which may impact the quality of life for the individual require additional language and cultural monitoring using a Deaf Interpreter. These Appointments may include, but are not limited to:
 - (a) Mental Health Services
 - i. Psychiatric
 - ii. Psychological, Neuropsychological
 - iii. Forensic
 - iv. Counseling/Therapy
 - (b) Assessment for independent living,
 - (c) Administrative Hearings
 - (d) Trainings that are required to obtain or keep employment.
 - (4) The Authorized Requestor is required to take the following factors into consideration when a team is needed for a particular appointment:
 - (a) Appointments with DeafBlind individuals require two (2) or more Interpreters. The team may include:
 - i. One (1) hearing interpreter and one (1) Tactile or Close Vision Interpreter. The Tactile or

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Close Vision Interpreter may be Deaf.

- ii. Two (2) hearing Interpreters and two (2) Tactile or Close Vision Interpreters. The Tactile or Close Vision Interpreters may be Deaf.
 - iii. One (1) hearing Interpreter and two (2) Tactile Interpreters; one for tactile and one for back channeling.
 - iv. If there is more than one (1) DeafBlind participant, more than one (1) team may be required. DeafBlind individuals cannot share the same Tactile Interpreters.
 - v. Some large gatherings such as public events, trainings, etc., may require Tactile and/or Close Vision Interpreters as well as platform Interpreters.
- (b) Appointments with Deaf individuals may require two (2) or more Interpreters. The team may include:
- i. One (1) hearing interpreter and one Deaf Interpreter.
 - ii. Two (2) hearing Interpreters and two (2) Deaf Interpreters.
 - iii. Two (2) hearing Interpreters.
 - iv. Some large gatherings such as public events, trainings, etc., may require a team of one (1) hearing Interpreter and one (1) Deaf Interpreter as well as platform Interpreters.
 - v. Appointments with Deaf Disabled individuals require teams depending on the individual's unique disability. Requestors may contact ODHHS or a referral and/or booking agency for consultation.
- (c) The Contractor will confirm that there is a team with the Authorized Requestor three (3) business days prior to the Appointment.
- (d) If the Requestor does not confirm a team with the Contractor three (3) business days prior to the Appointment, the Contractor will return the request to the online system and shall not bill as the request was not adequately filled.
- (5) Contractors shall make reasonable effort to obtain the required information to determine if they are qualified for appointments.
- (a) The Contractor must make reasonable effort to assess each request to ensure that they are an appropriate match for the Appointment based on their skills, experience, credentials, location, the nature of the appointment if known, and any preferences reported. This also takes into consideration any prior relationship that might compromise the Contractor's objectivity.
 - (b) If an appointment is outside of the scope of the Contractor's skills or is not an appropriate match for any reason, they shall return the request.
 - (c) The Contractor understands that if they accept the request, and cannot interpret effectively for the appointment, the Authorized Requestor reserves the right to refuse payment. Circumstances include (but are not limited to): it was reported that the Contractor was not clear, or it has previously been communicated that they do not want the Contractor for these

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appointments.

- (6) The Authorized Requester must make reasonable effort to use the individual's preferred interpreters and document the Interpreter's name on the online request form. If the Contractor receives a request and sees a different name as the preferred Interpreter, the Contractor shall return the request back to the ODHH online system.

- d. Acknowledgment of the Request for Service

- (1) The Contractor understands that they will receive requests from the ODHH online system in the form of either a general request or an Apple Health (Medicaid) request.
 - (a) For all requests, the Contractor will follow ODHH's online request system procedure to acknowledge, then accept or reject the request for interpreting services.

8. No Shows and Cancellations

- a. No Shows by required Appointment participants:

- (1) The Contractor must stay on the premises for the missing participant for twenty (20) minutes after the Appointment start time before declaring a No Show, unless:
 - (a) The Contractor has been asked to stay longer; or
 - (b) The Appointment specifies on the request form that the Contractor should remain on the premises for a specified duration.
 - (c) The Contractor is dismissed.

- b. Cancellations

- (1) Authorized Requesters reserve the right to cancel Requests with more than two (2) Business Days/48 hours' notice of the reserved Appointment time without penalty or charge for the assigned Interpreting time. (For example, Cancellation by Thursday 3 p.m. for Appointment on Monday 3 p.m.)
- (3) All Requests cancelled prior to 48 business hours ahead of Appointment start time are not billable.
 - (a) Authorized Requestors must cancel directly with the Contractor.
 - (b) The Contractor must enter the cancellation information into the ODHH online request platform within 2 business days of receiving cancellation. The Contractor must include information:
 - i. Who cancelled the Request
 - ii. When the cancellation was communicated
 - iii. Why the Request was cancelled (if available).
- (4) All Requests cancelled less than 48 business hours ahead of Appointment start time are billable.
 - (a) Requests that were cancelled but still billable must be signed as cancelled on the service verification form with no service time entered and submitted within two (2) days.

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9. Health Care Appointments

- a. The Contractor understands that they may receive either Apple Health (Medicaid) or general Requests for health care Appointments (medical, mental health, substance abuse) through the ODHH online request system.
- b. If the contractor accepts Apple Health requests, they must follow the ProviderOne instructions and rules outlined by Health Care Authority.
- c. If contractors chose not to accept Medicaid covered appointments, they must reject these requests immediately using their laptop or mobile device.
- d. Contractor must submit a request the ProviderOne Prior Authorization module in order to verify Medicaid eligibility of the consumer and healthcare provider purchaser. Failure to do this may result in unbillable claims.
- e. The HCA reference number must be entered into ProviderOne prior to the appointment and must comply with the ProviderOne Billing and Resource Guide and program guidance issued by HCA Interpreter Services Program.
- f. Contractors who receive a request that has a rejected authorization may enter into a private patient agreement with the provider. These requests must be rejected in the ODHH online system.

(3) Billing Requirements for General Requests

- a. The Contractor shall submit the invoice to the Requestor's email address within ninety (90) days after the Appointment. All billing documents must be accurate, legible, and complete. The Requestor is responsible to verify the invoice and forward to the appropriate fiscal department.
- b. The Contractor shall use a Washington State issued A19-1A invoice voucher.
- c. Each Invoice must include the following to be considered complete:
 - i. Invoice itself, which must include:
 1. Contractor's unique invoice number
 2. Contractor's name
 3. DSHS Contract number
 4. State of Washington Vendor Number
 5. Appointment date and reserved time of the Appointment and travel.
 - ii. If the appointment exceeded the reserved time, Contractor must explain why on the verification form.
- d. One full hour is paid even if the Appointment is less than one hour.

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- e. After the first hour, any additional time less than a full hour including the Appointment and travel time should be billed in fifteen (15) minute increments. This applies to any portion of fifteen (15) minutes. The rate for each of these increments will be 25% of the hourly rate.
- f. Contractors shall be paid for travel time, mileage and additional transportation expenses (parking, ferry travel, tolls, airfare) if the expense was a result of travel to or from a requested Appointment. Additional travel expenses shall be paid in accordance with the prevailing Office of Fiscal Management (OFM) Policy & Guidelines rates at the time of billing.
 - i. Travel time is paid at hourly rate and added to time reserved in booking.
 - ii. Travel time must be added in the booking process in the ODHH online system according to travel time assessed on the same day as booking (using online map such as Google).
 - iii. Actual travel time must be documented in the service verification for the purpose of data collection by ODHH.
 - iv. Additional expenses for travel shall be reimbursed. Invoice must include readable photo, photocopy or scan of actual receipt(s) showing company, travel detail, amount paid, date and time.
 - v. Additional expenses shall not exceed per diem amounts posted by OFM. If the additional travel expense is not listed by OFM, the Requestor and Contractor must negotiate and agree to the maximum amount allowed prior to booking the Appointment in the ODHH online system.
- g. Invoice must include a completed Interpreter request form, which includes the following:
 - i. An accurate copy of the Interpreter Request email.
 - ii. Copy of the booking confirmation email with the Interpreter's name and travel time.
 - iii. A completed service verification with Contractor's signature.
 - iv. Travel documentation and receipts.

1. INVOICE AND BILLING REQUIREMENTS; MEDICAID

- a. The Contractor shall submit claims into the ProviderOne system for each individual Appointment
 - (1) All claims require an approved Prior Authorization reference number
 - (2) All claims are billed based on the individual consumer (Medicaid patient) served
 - (3) All claims must have an ODHH Service Request Number documented in the "Comments" box on the Medical Information screen within the approved Prior Authorization
- b. All claims must have an associated, completed and signed Apple Health Providers (Medicaid) Sign Language Interpreter Request Form.

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- c. Claims must be submitted to ProviderOne no later than ninety (90) days from date the service was provided. No payment will be issued for claims submitted after 365 days from the date the service was provided.
- d. Claims submitted into ProviderOne must match the information entered into the approved Prior Authorization.
- e. All billing documents must be accurate, legible, and complete. Contractor must retain documentation of all expenses submitted to HCA as a claim for payment. Documentation must be readily available and provided to the purchaser upon request.
- f. Contractor must submit their claims in accordance to the stipulations outlined in the PAYMENT PROCESSING section below and according to the [ProviderOne Billing and Resource Guide](#) and program guidance issued by HCA Interpreter Services Program.
- g. Contractor may not submit any claim to ProviderOne that does not comply with requirements for completing the Apple Health Providers (Medicaid) Sign Language Interpreter Request Form including:
 - (1) For each and every Appointment billed on an invoice, all reimbursable services and fees must be submitted with the required documentation as listed above.

(4) Payment Processing

a. Payment Time Frame

- i. State entities will make payment for authorized services provided under this Contract within thirty (30) days of receipt of a complete and accurate invoice. Invoices are paid in the same fiscal year that the Appointments take place.
- ii. Accurate and complete claims entered into ProviderOne system are paid within 5 business days.

b. Adjustments

- i. Incomplete and/or inaccurate invoices will be returned to the Contractor for correction. The payment within thirty (30) days requirement will not be in effect until the Requester receives a corrected invoice.
- ii. Corrected invoices should be resubmitted within fifteen (15) days.
- iii. Claims rejected by Health Care Authority must be modified as outlined in the ProviderOne handbook.

c. Payment Dispute Resolution

- i. Disputes related to payments for services provided under this Contract shall be resolved between the Requester and the Contractor.
- ii. If a resolution cannot be achieved between the Requestor and the Contractor, the dispute shall be forwarded by the Requester and/or Contractor to the Requester's designated DSHS representative, pursuant to procedures established by DSHS.

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- iii. The DSHS representative shall follow the payment appeals process related to the resolution of the payment dispute.
- d. Disallowed Payments
 - i. No payment will be allowed under the following circumstances:
 - 1. The Interpreter is an employee of the Requester.
 - 2. The Interpreter is a Family Member of the Customer.
 - 3. The Contractor is compensated for their services at the same Appointment by any other means;
 - 4. Any Appointment when the Contractor has booked the job then gives it back, or does not show up for the Appointment.

(5) Rates

- a. ODHH has the authority to establish the rate structure for Interpreting services.
- b. Rates are based on the number of years since the initial date of the Contractor's approved certification or ODHH credentials, provided there is no lapse in service. Rates are increased after every five (5) years of experience: increases are automatically added on the first day of their sixth, eleventh, sixteenth, twenty-first, twenty-sixth, and thirty-first years.
- c. Rates for On Site Appointments are based on hourly rates.
- d. All Requests are booked for at least one (1) full hour plus required travel time.
- e. Travel time is paid by the hourly rate from point A to the Appointment location.
 - i. Billing for travel time is based on units. One unit is equal to fifteen (15) minutes, or one quarter of the hourly rate.
 - ii. Billing for travel time is based on expected travel time on the day the Request is booked
 - iii. Billing for travel time excludes:
 - 1. Additional pay for delays due to heavy traffic, accidents, or unpredicted weather. We understand that the traffic and travel time may be different between the day of booking the Request and the day of the Appointment.
 - 2. Travel time cannot be added after the Appointment date and time. Travel time added after the Appointment date and time will not be paid.
 - 3. Round-trip travel if Contractor is travelling to another Appointment to provide interpreting service.
 - 4. Travel cannot be billed more than once for multiple Appointments in the same location.

Exhibits

- f. Rates are five dollars (\$5.00) additional per hour for Appointments on evenings, weekends, and holidays. These are outside of regular business hours (8:00 AM to 5:00 PM Monday through Friday, except Holidays).
- g. Rates are ten dollars (\$10.00) additional per hour for Emergency Coverage.
- h. Rates are hourly for Virtual Appointments.

i. Rate Sheet

The Contractor shall be paid the fees and rates listed in the chart below if applicable for the Contractor's delivery of services.

Contractor's Hourly Rate \$ \$

	State		King Co
On Site / Virtual			
On-Site Emergency			
Evenings/Weekends/Holidays			

Contractor Approved for the following Supplemental Fees:

Close Vision/Tactile	5.00
ProTactile ASL	5.00
Health	5.00
Legal	5.00

Service Component	Explanation	Fee or Rate
Interpreter Services	<p>Rates for On Site Appointments are based on hourly rates.</p> <p>All Requests are booked for at least one (1) full hour plus required travel time.</p>	\$
Supplemental Fee	<p>Supplemental fee added for each Hour for appointments that are:</p> <p>Medical Mental Health Legal</p>	<p>\$5.00</p> <p>Up to \$25.00 total per hour</p>

Exhibits

	Tactile and/or Close Vision Protractile	
	More than 1 supplemental fee can be added.	
	Emergency coverage	\$10.00 added per hour
Interpreter No Shows	No fee is due when an Interpreter is a No Show. Requestors must report No Shows to ODHH. Email signlanguageinterpreters@dshs.wa.gov	N/A
All Other No Shows	Fee when someone other than the Interpreter is a No Show for the scheduled Appointment.	Full payment
Cancellations with MORE THAN 2 Business Days/48 hours' notice	No fee is due when a Request is cancelled with 2 Business Days/48 hours', or more, notice.	N/A
Cancellations with LESS THAN 2 Business Days/48 hours' notice	Fee when appointment is cancelled with less than 2 Business Days/48 hours' notice.	Full payment
Jobs returned by Contractor with No Replacement	No fee is due if the Contractor gives back the Request and a replacement Interpreter has not been provided.	N/A
Late arrivals	If the Contractor arrives late, they shall deduct fifteen (15) minute increments from their invoice.	

j. Mileage, Travel Time and Transportation Expenses and Rates

- i. Contractors shall be paid for mileage and other transportation expenses (parking, ferry travel, tolls) if the expense was a result of travel to or from a requested Appointment, shown in the chart below, and in accordance with the prevailing OFM Policy & Guidelines rate stated on <http://www.ofm.wa.gov/policy/10.90a.pdf>

Mileage & Transportation Expenses	Allowed
From "Address of origin" (Address where the Contractor came from) to "Address of Appointment."	Yes
Delays due to heavy traffic, accidents, or unpredicted weather.	No
Travel time added after the Appointment date and time.	No

Exhibits

Round-trip travel if Contractor is travelling to another Appointment to provide interpreting service.	No
Duplicate billing for travel for more than one Appointment in the same location.	No
Allowed mileage when a Client, Employee, or Requester is a No Show.	Yes
Mileage when the Contractor is a No Show or cancels the Appointment.	No
Mileage for a cancelled Appointment that the Contractor has not begun traveling to.	No
Mileage for a cancelled Appointment that the Contractor has already arrived at.	Yes

(6) ODHH online request system

The Contractor understands that utilizing the online system is a requirement for providing services. The online system will generate an email version on the Interpreter Request form. The contractor will review the request for accuracy. If the request as an incorrect date or time, the contractor will void the request using the Portal. When the request is voided, the system creates a template and emails the Requestor with instructions to correct the problem. Contractors shall not proceed to provide coverage with an incorrect request due to conflicts with billing.

The online request system replaces the monthly data requirements. ODHH can now monitor the number of requests received, by which Departments, and how any are filled or unfilled each month. It is crucial that contractor's stay up to date with the request system requirements. Contractors have 3 primary roles.

All contractors agree to taking individual training with within 30 days of accepting this contract.

a. Initial Request

(1) Acknowledgement, accept or return to system.

b. Booking

(2) Adding travel time

(3) Adding HCA reference number if HCA approved assignment

(4) Other required data per Requestor

g. Booked

(1) This tab counts the number of jobs each Interpreter accepts through the contract. Each time you enter your name in the booking tab, the job becomes booked, and an email confirmation is sent to the requestor.

h. Cancelled Requests

(1) Contractors are responsible to update the system with all cancelled request information.

Exhibits

i. Verification Form

- (1) The service verification form requires detailed info. If the request was filled, the Interpreter must report actual work time, NOT reserved time. The job might be for 1 hour, but the Interpreter only worked for 20 minutes. The Interpreter is paid for the time reserved.
- (2) If the job is cancelled, but billable, you need to enter cancellation information into the system, but not enter any work time.

j. Closing Services

- (1) ODHH will currently close jobs under contract monitoring. However, ODHH reserves the right to transfer this responsibility onto the contractor. Each contractor will need to review the verification forms for accurate info and then close as Filled/Service
- (2) Unfilled/Unserviced
- (3) Filled/Unserviced