



STATE OF WASHINGTON
HEALTH CARE AUTHORITY

626 8th Avenue • P.O. Box 42702 • Olympia, Washington 98504-2702

January 22, 2018

TO: Potential Bidders

From: RFP Coordinator

The purpose of Amendment two (2) to RFP 2474 is as follows:

- Exhibit D, Code of Ethics is replaced in its entirety with Exhibit D-1, Code of Ethics, attached below.
- To update the RFP schedule as follows:

Issue Request for Proposals	December 18, 2017	
Letter of Intent and Questions Due	January 3, 2018	
Answers Posted	January 8, 2018	
Proposals Due	February 8, 2018	2:00 P.M. PT
Evaluate Proposals	February 8, 2018 - February 22, 2018	
Conduct Oral Interviews with Finalists, if required	March 5 <u>12</u> , 2018 – March 6 <u>13</u> , 2018	
Announce “Apparently Successful Bidder” and send	March 12 <u>16</u> , 2018	
Debrief Request Deadline	March 15 <u>21</u> , 2018	2:00 P.M. PT
Contract Start Date	July 1, 2018	

Please note:

- All communication regarding this RFP must be directed to the RFP Coordinator at contracts@hca.wa.gov. All other communication will be considered unofficial and non-binding on HCA. Communication directed to parties other than the RFP Coordinator may result in disqualification of the potential Bidder.
- Proposals are due February 8, 2018 by 2:00 p.m. PT.

Thank you,

Andria Howerton
RFP Coordinator
contracts@hca.wa.gov

**Exhibit D-1
Code of Ethics**

**Interpreter Services Program
Language Interpreter and Translator Code of Professional Conduct**

1. Accuracy

Interpreters/translators always express the source language message in a thorough and faithful manner. They must:

- a. Omit or add nothing;
- b. Give consideration to linguistic variations in both the source and target languages; and
- c. Conserve the tone of spirit of the source language.

2. Cultural Sensitivity - Courtesy

Interpreters/translators shall be culturally competent, sensitive, and respectful of the individual(s) they serve.

3. Confidentiality

Interpreters/translators shall not divulge any information publicly or privately obtained through their assignments, including but not limited to, information gained through access to documents or other written material.

4. Proficiency

Interpreters/translators shall meet the minimum proficiency standard set by DSHS

5. Compensation

Interpreters/translators must:

- a. Not accept additional money, consideration, or favors for services reimbursed by the department;
- b. The fee schedule agreed to between the contracted language services providers and the department shall be the maximum compensation accepted;
- c. Not use the department's time, facilities, equipment or supplies for private gain or other advantage; and
- d. Not use or attempt to use their position to secure privileges or exemptions.

6. Nondiscrimination

Interpreters/translators must:

- a. Always be impartial and unbiased;
- b. Not discriminate on the basis of gender, disability, race, color, national origin, age, socio-economic or educational or marital status, religious or political beliefs, or sexual orientation; and
- c. Refuse or withdraw from an assignment, without threat or retaliation, if they are unable to perform the required service in an ethical manner.

7. Self-representation

Interpreters/translators shall accurately and completely represent their certifications, training, and experience.

8. Impartiality - Conflict of Interest

Interpreters/translators must disclose to the department any real or perceived conflict of interest which would affect their professional objectivity. Note: Providing interpreting or translation services for family members or friends may violate the family member or friend's right to confidentiality, constitute a conflict of interest, or violate a DSHS contract or subcontract.

9. Professional Demeanor

Interpreters and translators must be punctual, prepared, and dressed in a manner appropriate and not distracting for the situation.

10. Scope of Practice

Interpreters/translators must not:

- a. Counsel, refer, give advice, or express personal opinions to individuals for whom they are interpreting/translating;
- b. Engage in any activities with clients that are not directly related to providing interpreting and /or translating services to DSHS;
- c. Have unsupervised access to DSHS clients, including but not limited to phoning clients directly, other than at the request of a DSHS employee;
- d. Market their services to DSHS clients, including but not limited to, arranging services or appointments for DSHS clients in order to create business for themselves; or
- e. Transport DSHS clients for any business, including social service or medical appointments.

11. Reporting Obstacles to Practice

Interpreters/translators must assess at all times their ability to interpret/translate.

- a. Interpreters/translators must immediately notify the parties if they have any reservations about their competency or ability to remain impartial and offer to withdraw without threat or retaliation.
- b. Interpreters/translators must immediately withdraw from encounters they perceive as a violation of this code.

12. Professional Development

Interpreters/translators are expected to continually develop their skills and knowledge through:

- a. Professional interpreter/translator training;
- b. Continuing education; and
- c. Regular interaction with colleagues and specialists in related fields.

THIS CODE APPLIES TO ALL PERSONS PROVIDING LANGUAGE INTERPRETING OR TRANSLATION SERVICES AND MUST BE COMPLIED WITH AT ALL TIMES.