

**STATEWIDE CONTRACT NO. 99999-SPD-S20110701-0001, 0002, 0003, and 0004  
TRANSLATION SERVICES**

**FAQ's From Webinar**

#	Question Submitted	Response
1	I have a question regarding Language Line services. How do we go about obtaining more than one access code for our facility?	Contact Language Line to request additional codes for your facility.
2	May we have a copy of this power point to share with MH providers in our region?	Yes, go to the DOAS website to gain a copy.
3	So, we are to go back to previously used contractors for ASL?	Yes, until further notice from DOAS.
4	How do I find out if an account has already been set up?	Contact Joe Matthews at Language Line and he can provide you with this information. His contact information is: Direct: 1-800-316-5493; E-mail: <a href="mailto:jmatthews@languageline.com">jmatthews@languageline.com</a> .
5	If I have an account set up how I obtain that client ID number.	Contact Joe Matthews at Language Line and he can provide you with this information. His contact information is: Direct: 1-800-316-5493; E-mail: <a href="mailto:jmatthews@languageline.com">jmatthews@languageline.com</a> .
6	Can we get a copy of the slides?	Yes. The webinar will be posted on the DOAS website within the next few weeks. The link is: <a href="http://doas.ga.gov/Training/Pages/WebinarsNew.aspx">http://doas.ga.gov/Training/Pages/WebinarsNew.aspx</a>
7	Does each DAS dept, APS Team or CM have to apply for an account?	That will depend on each State entity. The suppliers will work with you to set up the accounts based on your need.
8	What is the turnaround time for documents to be reviewed?	Written form, letters, flyers, etc... turnaround time will vary by supplier. Please contact them to obtain this information. LATN contact number is: 1-800- 943-5286 Carmazzi's contact number is: 1-888-452-6543
9	Should the order be placed through TEAM GEORGIA MARKET PLACE prior to or after contacting the supplier or is placing the order via TEAM GEORGIA MARKET PLACE in place of contacting the supplier?	Since time is of the essence in most cases, you may place your order first and then enter it into TEAM GEORGIA MARKET PLACE.
10	This question is for Joe Matthews with Language Line. Will the access codes remain the same for those State Agencies who are currently using Language Line?	Yes
11	Clarification: you said to use previous vendors, however, some agencies have current Sign Language contracts. Ex: DHS current sign language vendor is LATN. Please clarify for others listening	You may use the supplier that you are currently using or solicit suppliers to provide this service to you.
12	We have staff whose job is not translating; they simply speak multiple languages because we have offices in other countries. I don't know how I can identify what % of time they spend translating. How should I address this?	The person providing the translation services must be fulltime or part-time staff hired for this purpose. If you are asking for a waiver, you will need to calculate the amount of time that is spent in translation based on their work logs.

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13	<p>When requesting a waiver; due to staff that we currently have that can translate, do we request individual waivers based on the individual staff or their individual capabilities (identified language). What if the staff is an intern?</p>	<p>HB 312 (effective July 2005) introduced an exception to the State purchasing Act - which means State Purchasing Department's (SPD) authority does not include the procurement of personal employment services.</p> <p>There are two key factors to determine whether labor can be considered personal employment services: (1) whether the individual will work under the direct control of the state agency and (2) whether the individual will receive a salary as <i>direct compensation</i> from the state agency.</p> <p>If these two factors are met, the services provided are personal employment services, which are exempt from the competitive bidding process (whether the employee works for a short period of time or a long period of time). Because these are exempt, you are not required to use the Statewide Contract (SWC) or obtain a waiver from SPD in order to obtain this type of labor.</p>
14	<p>Do we have to place an order for Language Line on TGM? Is it required to place the order on TGM or can an order be placed by telephone by the office that needs services?</p>	<p>The order may be placed by telephone with Language Line; however, you must record the order in TGM after it has been placed. This applies to those State entities currently using TEAM GEORGIA MARKET PLACE and after they have been added will need to follow this procedure.</p>
15	<p>When is it appropriate to place an order on TGM?</p>	<p>The effective date of this contract is July 1, 2010; therefore orders should be placed in TEAM GEORGIA MARKET PLACE as they are requested.</p>
16	<p>All of the necessary telephone numbers and email addresses to contact the providers are listed through the DOAS website, correct?</p>	<p>Correct</p>

**Vendor Contact Information  
Person-to-Person Translation:**

LATN, Inc.

[amitchell@latn.com](mailto:amitchell@latn.com)

Person to Contact:  
Alicia V. Mitchell

Phone Number:  
1-800-943-5286 toll free  
1-888-511-6233 toll free fax

**INTERPRETERS UNLIMITED, INC.**

Email Address:  
[anita.tallman@iugroup.com](mailto:anita.tallman@iugroup.com)

Person to Contact:  
Anita Tallman

Phone Number:  
1-800-726-9891, ext. 111 toll free  
1-800-726-9822 toll free fax

**Vendor Contact Information  
Person-to-Phone Translation:**

**LANGUAGE LINE SERVICES**

Email Address:  
[jmatthews@languageline.com](mailto:jmatthews@languageline.com)

Person to Contact:  
Joe Matthews

Phone Number:  
1-800-316-5493 toll free  
1-800-821-9040 toll free fax

**Vendor Contact Information  
Written Translation Service:**

LATN, Inc.

[amitchell@latn.com](mailto:amitchell@latn.com)

Person to Contact:  
Alicia V. Mitchell

Phone Number:  
1-800-943-5286 toll free  
1-888-511-6233 toll free fax

CARMAZZI, INC.

[sales@carmazzi.com](mailto:sales@carmazzi.com)

Person to Contact:  
Jen Weaver

Phone Number:  
1-888-452-6543 toll free  
1-888-648-3431 toll free fax

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Voice Over Response:**

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1-888-511-6233 toll free fax

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[jmatthews@languageline.com](mailto:jmatthews@languageline.com)

Person to Contact:  
Joe Matthews

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1-800-316-5493 toll free  
1-800-821-9040 toll free fax