

**VISUAL
COMMUNICATION
SERVICES**

Terms & Definitions

The following terms apply to ALL SERVICE CATEGORIES

TERM	DEFINITION
On-Site Computer Assisted Real-time Transcription (CART)	Computer Assisted Real-time Transcription performed at the assignment location.
Assignment	The work which results from Routine, Emergency and Expedited Requests for services submitted to the awarded Contractor(s).
Computer Assisted Real-time Transcription (CART)	The instant verbatim translation of the spoken word into English text by a CART provider using a stenotype machine, notebook computer and real-time software. Also known in the industry as Communication Access Real-time Translation.
Contractor	A selected Contractor / Offeror that is awarded a contract by the State.
Cued Speech Transliteration	Mode of communication in which the interpreter uses eight hand-shapes in four locations (“cues”) in combination with the natural mouth movements of speech to clarify ambiguous mouth movements for lip readers.
DBM	Maryland Department of Budget and Management
Highest Ranked Contractor (#1 st -ranked Contractor)	<p>The Contractor that must be contacted first for Visual Communication Services. The highest-ranked Contractors rates have been deemed the most advantageous to the State. Contractors with the highest overall ranking will be selected first in each Region.</p> <p>Only if the #1st-ranked Contractor has not responded to requests for services within the acceptable timeframe or if the #1-ranked Contractor is unable to service the agency should the next ranked Contractor(s) be contacted. Contractors are ranked in the following order: #2nd-ranked; #3rd ranked; #4th-ranked; and #5th-ranked.</p>
Holidays	Observed Holidays under the Visual Communication Services contract are New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Each Holiday will start at 12 a.m. and end at 11:59 p.m. on that day.
Interpreter	A sign language interpreter is a person trained in translating between spoken and a signed language. This usually means someone who interprets what is being said and signs it for someone who can’t hear, but understands sign.
Lowest Ranked Contractor (#1 st -ranked; #2 nd -ranked; #3 rd -ranked; #4 th -ranked; and #5 th -ranked)	<p>The Contractor(s) that may be contacted after the initial request for services have been requested from the highest ranked (first) Contractor.</p> <p>Only if the #1st-ranked Contractor has not responded to requests for services within the acceptable timeframe or if the #1-ranked Contractor is unable to service the agency should the next ranked Contractor(s) be contacted. Contractors are ranked in the following order:#1st-ranked; #2nd-ranked; #3rd ranked; #4th-ranked; and #5th-ranked.</p>

Non-Routine Travel	Travel to the location of an on-site Assignment beyond the thirty (30)-mile radius of the Base of Operations for which the Contractor will be reimbursed mileage. The first thirty (30) miles of Non-Routine travel conducted by automobile will be treated as Routine Travel and, as described in the definition, will not be reimbursed.
Non-Standard Hours	All hours not specified as standard hours.
OEOP	Department of Health and Mental Hygiene, Office of Equal Opportunity Programs
On-Site	Means that the Contractor must provide a Transcriber / Interpreter at the assigned location.
On-Site Visual Language Interpretation	Real-time, in-person visual language interpretation, such as American Sign Language, Pidgin Signed English, Signed Exact English (SEE1), Signed Exact English II (SEE2), Oral, Tactile and/or Cued Speech.
Optional Services (add-on)	<p>Optional services consist of Oral Transliteration, Cued Speech Transliteration, SEE1, SEE2, Tactile Services, and interpretation provided by a Certified Deaf Interpreter (CDI). Due to the infrequent need for transliterators for these optional services, optional services may be requested under Categories I and III.</p> <p>Category I (on-site sign language interpretation) optional services which may be requested from Contractors include, but are not limited to, Oral Transliteration, Cued Speech Transliteration, SEE1, SEE2, Tactile Services, and Certified Deaf Interpretation (CDI).</p> <p>Category III (video remote interpretation) optional services which may be requested from Contractors include, but are not limited to, Oral Transliteration, Cued Speech Transliteration, SEE1, SEE2, and Certified Deaf Interpretation (CDI).</p>
Oral Transliteration	The interpretive process by which oral interpreters convey information to clients who are deaf or hard of hearing and who rely solely on speech reading for communication. An oral interpreter enunciates, repeats, and/or rephrases a speaker's remarks using natural lip movements and gestures, carefully choosing the words that are more visible on the lips.
Region	<p>The location (county) where the assignment will take place, in other words, the county where the interpreter will provide services.</p> <p>The Region should <u>not</u> be chosen using the billing address unless the meeting will take place at the same location as the billing address. Contractors vary by Region and they are ranked in order from highest (first) to lowest (last).</p>
Remote Computer Assisted Real-time Transcription (CART)	The instant verbatim translation of the spoken word into English text by a remote CART provider using a computer and real-time software through an Internet or telephone connection from an off-site location.
Routine Travel	Travel within a thirty (30)-mile radius of the interpreter's Base of Operations (i.e., the interpreter's home or business) to the location of an on-site assignment. There will be no payment for hourly/minute rates for travel time or reimbursement for any travel expenses for work performed within this radius.

<p>Seeing Essential English I (SEE1)</p>	<p>SEE1 uses American Sign Language (ASL) signs, but it implements English word order and other grammatical markers, such as conjugation. In SEE1, all compound words are formed as separate signs. SEE1 also uses the same sign for all homonyms-the same sign is used to sign <i>blue</i> and <i>blew</i>. Many gestures from ASL are initialized in SEE1. Grammatical markers also have signs of their own, including the <i>-ing</i> ending and articles such as <i>the</i>, which are not typically included in ASL. The verb “<i>to be</i>” is unique in SEE1; <i>is</i>, <i>am</i> and <i>are</i> can be signed in the same way, again using initialization.</p>
<p>Signing Exact English II (SEE2)</p>	<p>Many features of SEE2 are identical to the system used in SEE1. Initializations and grammatical markers are used in SEE2, but compound words with an equivalent ASL sign are used as the ASL sign. Signing Exact English uses more markers than the fourteen (14) used in SEE1.</p>
<p>Standard Hours</p>	<p>Standard hours are weekdays (Monday through Friday) from 8 a.m. to 11 p.m. Local time, excluding Holidays.</p>
<p>Tactile Interpretation</p>	<p>A technique where the client places his/her hands over the hands of the interpreter, in order to read signs through touch and movement. The interpreter should supply both auditory and visual information to the client.</p>
<p>User ID</p>	<p>The identification code assigned by the Contractor to the Requesting Agency / Entity for billing and contact purposes for services requested pursuant to the Contract(s) awarded through the Visual Communication Services contract.</p>
<p>Video Remote Interpretation (VRI)</p>	<p>Requires the interpreter to use video conferencing equipment to provide visual language interpreting services from an off-site location to the individual requiring the visual language interpretation service.</p>