

**ATTACHMENT A: STATEMENT OF WORK
RFQ 70CDCR24Q00000008**

**U.S. Department of Homeland Security
Immigration and Customs Enforcement**



**FOREIGN LANGUAGE TRANSLATION, TRANSCRIPTION &
INTERPRETATION SERVICES**

March 20, 2024

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1.0 SCOPE

The scope of this Statement of Work (SOW) covers foreign language translation, transcription, and interpretation services to support U.S. Immigration and Customs Enforcement (ICE) in a reliable, efficient, and effective manner remotely and on-site at any location ICE personnel or contract staff are located within the continental United States and its territories.

ICE has a need to meet its current language access obligations through a language line for agency staff that provides service 24 hours a day, seven days a week, 365 days a year (24/7/365). The language line established shall be equipped to provide language services on an on-demand basis.

ICE requires these services to be delivered in diverse contexts with the skills and knowledge described herein. The contractor shall furnish all personnel, supervision, equipment, materials, transportation, and other items necessary to perform the services described in this SOW.

A detailed description of the work required, any specialized personnel skillsets, and the place of performance will be set forth within the SOW.

This task order (TO) is issued due to ICE's emphasis on establishing a language line through which both frequently encountered, and less common languages will be provided in a prompt manner to agency staff and contractors within the continental U.S. and its territories. This necessitates that all languages in Appendix A and B of this TO be provided. The contractor shall provide language services in all foreign languages listed in Appendix A and B of the SOW; however, this list is not exhaustive and additional languages may be encountered. For any languages not included in Appendix A and B of the SOW, the contractor shall provide transcription, translation, and interpretation services on a best effort basis. The contractor shall, upon request, provide an email to the contracting officer's representative (COR) of the steps the vendor has taken to secure personnel who can provide transcription, translation, and interpretation services for languages not included in Appendix A and B of the SOW.

ICE reserves the right to modify the directorate list below at no cost at any time through a unilateral modification to the TO. The services will be available to support the directorates but are not limited to the following:

- Enforcement and Removal Operations (ERO)
- ICE Health Service Corps (IHSC)
- Homeland Security Investigations (HSI)
- Office of the Principal Legal Advisor (OPLA)
- Office of Professional Responsibility (OPR)
- Office of the Chief Financial Office (OCFO)

2.0 SPECIFIC REQUIREMENTS/TASKS

- a. To fulfill ICE's mission for the various program offices, ICE directorates require routine access to a full range of language services delivered in a variety of contexts.
- b. The contractor shall provide linguists who meet the personnel qualifications set forth in section 5 of this SOW.

- c. The contractor shall establish a custom, direct phone line dedicated to ICE personnel. The contractor shall also provide unique PINs or codes for each directorate to distinguish requests from ICE personnel. Please note that while certain directorates, such as OPR, OPLA, OCFO and HSI might only require one distinct code, ICE ERO requires, at a minimum, unique codes/PINs for the 25 ICE ERO Field Offices and IHSC needs at least 18 for the detention facilities that it provides direct health services. ICE reserves the right to request additional unique codes/PINs upon request from the COR.
- d. ICE requires language services for anticipated and/or routine interactions as well as language services that support surges and emergency situations. Therefore, the contractor shall have the ability and capacity to rapidly increase its staffing level for any given language in an expedited manner to meet time-sensitive ICE language needs. For both routine and unexpected situations, the contractor must be able to provide support 24 hours a day, 7 days a week, 365 days per year (inclusive of weekends and holidays) for all categories of language services described herein. Upon award, the selected contractor must provide at least two designated points of contact (POC). At least one POC shall be responsible for answering questions pertaining to finance, funding, and billing. One POC shall be able to respond to service-related matters such as: the progress and status of linguist clearances, quality assurance, staffing questions, and the production of reports. These POCs shall be available during normal business hours, 9 a.m. – 5 p.m. EST (business hours can be adjusted if a contractor is in another time zone). The contractor shall provide POCs who have the authority to make decisions, or who can obtain them easily, but who are also familiar with the contract requirements and ICE needs.
- e. The contractor shall provide a staffing and recruitment plan detailing how to recruit, train and retain linguists to ensure ICE's needs are met in a timely manner, with a special emphasis on clearing the Tier 1, 2, and 3 languages located in Appendix A and B. The contractor shall demonstrate how to ensure that all linguists who will perform work under this TO meet the minimum personnel qualification requirements as outlined in this TO. The contractor shall also include a contingency plan for replacing or substituting linguists when those originally assigned to the TO are not able to perform or meet the TO requirements.
- f. The contractor shall provide and maintain a secure, web-based interface/portal which allows access to TO performance data, broken out by directorate and other criteria specific within the TO, at all times. The portal shall be available to ICE officials appointed by the contracting officer (CO) to generate reports or conduct self-produced ad-hoc queries or analysis. Performance data shall be maintained in a manner which allows self-generated reports to be exportable in a Microsoft Excel format. Real-time reports may have up to a one-hour lag time, post system processing of call. Available information should include:
- Cumulative TO to-date activity, year-to-date activity, month-to-date activity, and daily activity [by directorate, language, service type and cost].
 - Detailed itemization of each contact shall be recorded and be available upon request

(a contact is defined as successful communication using any form of language services within the scope of the ICE TO.

- Contact data shall include the following:
 - Date and time of contact
 - Requesting employee or contractor's name
 - Requesting employee's directorate and program office
 - Field Office or Headquarters location (e.g., Washington, DC) of requesting employee including:
 - Area of Responsibility (AOR)
 - Facility (if applicable)
 - Language that was interpreted/translated/transcribed
 - Duration of each contact in seconds/minutes
 - Timeframe between placed request and linguist connection

3.0 LANGUAGE SERVICES REQUIRED

The contractor must have the ability to provide all of the services listed in this TO. The contractor also shall not establish service minimums (e.g., word count or time), unless for on-site (in-person) interpretation, for billing for any of the language requests received. In the case of on-site interpretation, the contractor will be afforded a four-hour service minimum and be paid for time on site and travel expenses. A full list of expected or previously encountered languages is included in Appendix A and B to this SOW.

3.1 FOREIGN LANGUAGE INTERPRETATION

ICE requires telephonic interpretation and ad-hoc on-site oral interpretation to and from English and foreign languages in a variety of settings, including, but not limited to: intake screening and processing of detainees, interviews, reading of rights, law enforcement operations, medical screenings, interpreting of detainee grievances, communicating processes and responsibilities, presentations and discussions that may include conversations between ICE personnel and individuals arrested or encountered, detainees, witnesses, victims, and other external stakeholders.

The contractor shall provide foreign language interpretation by interpreting oral communication to and from English and native foreign languages telephonically, or in-person. Interpretation includes but is not limited to: simultaneous, consecutive, sight translation, and telephonic. Venues for in-person interpretation include but are not limited to meetings, conferences, seminars, litigation, briefings, and training. Federal or state court or other specialized certifications or knowledge may be required (e.g., medical, or legal) as needed. The requesting personnel will specify if these specialized certifications are required.

The contractor shall provide interpretation services in all languages indicated in the attached Appendices, as well as other languages or dialects not yet encountered by ICE on an as needed and best effort basis.

The contractor shall have the ability to telephonically assist ICE employees and contract staff in the identification of a Limited English Proficient (LEP) individual's primary language, when

encountered. ICE staff may have access to language identification “*I Speak*” posters and pocket guides as well as other tools; however, there will be many instances in which an individual encountered may be illiterate or not speak one of the languages listed in the tools. In the contractor’s response to this TO, the contractor shall communicate how it plans to perform the responsibility of identifying a LEP individual’s primary language, as needed.

- Telephonic Interpretation: The contractor shall provide interpreters telephonically to support calls placed by ICE personnel, contract staff, or facilities that need to communicate with ICE detainees.

The contractor shall be prepared for minimum telephone call volume of 5,500 hours’ worth of calls in any given month within the period of performance of this TO. Actual call volume will vary significantly and may exceed 8,325 hours’ worth of calls in any given month. **In the past three fiscal years, ICE has utilized approximately 92,000 hours of language services each year (billed interpretation, translation, and transcription hours).** See Appendix C for a detailed summary of the number of calls placed and minutes of over the phone interpretation worked for each language. Please note, as most interpretation needs are a result of law enforcement activities, it is impossible to know exactly how many hours’ worth of calls the contractor will receive in any given period. ICE does not guarantee a minimum call volume the contractor will incur, nor can it predict the months, days, or times for peak utilization periods.

- The contractor shall provide telephonic interpretation for the required periods of performance and established support schedules.
- The contractor shall provide on-site interpretation within a reasonable timeframe, if requested by an ICE employee or ICE contract staff and approved by the ICE TO COR.
- The contractor shall provide toll free prompt access to skilled linguists.
- When taking calls, linguists must be located within the United States and its territories (i.e., Puerto Rico, Guam, etc.).
- Telephonic interpretation shall be provided within the timeframes outlined in table SSPA-4. If the language requested by an ICE employee or contractor is not available immediately upon call and/or cannot be fulfilled within the timeframes outlined in table SSPA-4, an estimated time, not to exceed one hour, for locating the appropriate interpreter must be provided. If an interpreter cannot be located within one hour, or if a request cannot be otherwise fulfilled for any reason, including pending clearance requirements, a designated contractor POC shall notify the ICE TO COR or other designated agency representatives immediately so appropriate arrangements can be made to assist the requesting office in obtaining the necessary language services.
- Each linguist shall identify themselves before initiating interpretation by a unique code that the contractor has assigned to maintain confidentiality.

- The contractor must have a back-up plan in place to address any malfunction of its technical systems used to support telephonic interpretation without interruption.
- The Government will not be charged for calls made unless a call is placed with the contractor that results in the actual use of interpretation services. The Government shall not be charged for scheduled calls cancelled by ICE staff, calls abandoned by the interpreter, instances when confidentiality is violated or when an interpreter is recused for bias, and when the interpreter does not demonstrate required fluency.

Performance will be evaluated to determine adherence to the TO requirements. When the COR advises the CO that contractor performance is problematic, the CO may deem it appropriate to issue a contract discrepancy report (CDR).

3.2 FOREIGN LANGUAGE TRANSLATION

ICE requires translation of a variety of written documents, including, but not limited to: policies, forms, handbooks, audio recording transcriptions, flyers, posters, and reports. The contractor shall provide translation services in a timely manner in all languages indicated in the Appendices as well as be able to obtain other languages or dialects encountered on an as needed basis and on best effort basis.

The contractor shall provide translation by translating written, electronic and/or multi-media material to and from English and foreign languages. Materials include but are not limited to: legal, medical, policy, video subtitling, audio recordings, and captioning. Translation includes formatting, proofreading, text adaptation, editing, graphic design, and desktop publishing. Federal or state court or other specialized certifications or knowledge may be required (e.g., medical or legal) as needed.

Translation shall be provided within the timeframes outlined in table SSPA-5. If a translation request cannot be fulfilled for any reason, including pending clearance requirements, a designated contractor POC shall notify the ICE TO COR or other designated agency representatives immediately so appropriate arrangements can be made to assist the requesting office in obtaining the necessary language services.

ICE employees and contract staff will be required to obtain the appropriate level of approval [Division Chief, Assistant Field Office Director (AFOD), as applicable] to request translations of any length. The contractor shall only proceed with a translation if the request is accompanied by the signed and approved translation request form or with COR approval.

Each translation is to be a complete, precise, and idiomatically correct rendering from the source language into the target language. The translation is to be reviewed and certified by the contractor as a true and accurate translation of the document as admissible in court or meet the needs of the target audience when the document is not intended to be submitted to a court. A Translation Certification form should be provided with each translation; the individual certifying the translation shall be a person other than the original translator and fluent in both the target language being certified and English.

3.3 FOREIGN LANGUAGE TRANSCRIPTION/CAPTIONING SERVICES

ICE requires transcription services of converting speech from audio/video sources or other formats into a written or electronic text document to and from English and the foreign language. The contractor shall provide services in all languages indicated in Appendix A as well as be able to obtain linguists in a timely manner for other languages or dialects encountered on an as needed basis and on a best effort basis.

The contractor shall provide foreign language transcription by interpreting oral communication (live or recorded) to and from English and foreign languages and transcribing it into written, electronic and/or multi-media material/format showing verbatim words from the conversation or the recording. End-product is stored on a removable media with a printed copy or provided electronically, depending on agency personnel preference. Materials include but are not limited to legal, medical, policy, video subtitling, audio recordings and captioning. Transcription includes the conversion of audio into text and, where applicable, translating the text to and from English and foreign languages. Transcription should also include (where needed) formatting, proofreading, text adaptation, editing, graphic design, and desktop publishing. Federal or state court or other specialized certifications or knowledge may be required (e.g., medical, or legal) as needed.

Each transcription is to be a complete, precise, and idiomatically correct rendering from the source into the target language and is to be reviewed and certified by the contractor as a true and accurate translation of the document as admissible in court or to meet the needs of the target audience when the document is not intended to be submitted to a court. A transcription certification form should be provided with each transcription; the individual certifying the transcription shall be a person other than the original translator and fluent in both the target language being certified and English.

4.0 CONTRACTOR PERSONNEL

The contractor shall provide all necessary personnel to perform the TO requirements and provide effective management of the TO, including but not limited to: program/project management, human resource management, performance management, quality assurance, administrative support, and supervision of all contractor staff. Contractor supervisors shall perform proper oversight of all contractor employees. Contractor supervisor(s) shall perform supervisory/management activities to ensure that contractor employees have necessary skills, information, and tools to perform tasks and that TO requirements are properly met. All contractor employees shall address personnel and program issues through their supervisors and not directly through ICE's management personnel.

5.0 LANGUAGE SPECIALIST PERSONNEL QUALIFICATIONS

All contractor personnel providing services under this TO shall meet the minimum qualifications and proficiency levels set forth below. Federal or state court or other specialized certifications or knowledge may be required (e.g., medical, or legal) as needed. The contractor shall ensure all minimum personnel qualifications are met prior to providing any services under this TO.

The contractor shall present proof of language specialists' qualifications and proficiency testing

upon request of the CO. In extraordinary cases, the contractor may request a waiver of this requirement on an individual language specialist basis, providing detailed justification for the waiver in each case. The waiver request must be approved by the CO issuing the TO.

In-house testing by companies that provide language services will be accepted. If in-house testing is utilized, the process to determine a linguist's fluency must be outlined in the contractor response to this TO. ICE will not reimburse fees charged for language proficiency testing and validation and/or costs associated with federal or state or other specialized certifications (e.g., medical or legal).

5.1 Foreign Language Interpretation (Including Telephonic and on-site), Translation, and Transcription Translation/Captioning Services

- All - Minimum Requirements Language specialists and trainers must:
- Be 18 years old or older;
- Hold a high school diploma or equivalent;
- Be a U.S. citizen or a foreign national who has been lawfully admitted for permanent residence; however, if the contractor will access the DHS network or intranet, they must be a U.S. citizen;
- Have a minimum of one year of experience in foreign language interpretation, translation or translation/captioning services or studies in one of the services above, including bachelor's and master's degrees or a recognized certificate program;
- Have demonstrated proficiency in English and the target language as demonstrated through testing. Language proficiency testing in the target language(s) and English is required for all levels of linguists in the four basic communications skills (listening, reading, writing, and speaking). Evidence of language proficiency testing with acceptable results is required for all linguists prior to assignment. Testing shall have occurred no more than five years prior to the linguist commencing work. In-house testing by companies that provide language services will be accepted. DHS will not reimburse fees charged for language proficiency testing and validation and/or costs associated with federal or state or other specialized certifications (e.g., medical or legal).

The minimum acceptable language proficiency results include:

- By the U.S. Government: Members of the Interagency Language Roundtable (Department of State/Foreign Service Institute; Department of Defense/Defense Language Institute; Department of Justice/Federal Bureau of Investigation; Peace Corps; United Nations). A proficiency rating of 3+ in speaking, listening, reading, writing, and congruity judgment in the target language and a proficiency rating of 3+ in speaking, listening, reading, writing, and congruity judgment in English is required.
- By the Federal Court Interpreters Certification Program: Certification as a court interpreter by the Administrative Office of the U.S. Courts is acceptable, but this certification is provided only for Spanish to/from English, Navajo to/from English, and Haitian Creole to/from English.
- By the State Courts: Several states have a certification program for court interpreters, while some states have a Registry of tested interpreters based on qualifications examinations. Persons who pass the qualifications examination are eligible to be included in the Registry of Tested Interpreters. Certification or inclusion on the Registry of Tested Interpreters by any member of the Consortium for State Court Interpreter Certification is

acceptable proof of language proficiency. The languages that are certified or tested will vary depending on each state's requirement. Certification as a court interpreter by the Administrative Office of the U.S. Courts or by the State Courts is acceptable but is not required unless a certified court interpreter(s) is the subject of the WRA.

- Other acceptable providers of language proficiency testing include the following professional interpreter associations (the list is provided for informational purposes only and does not constitute DHS's endorsement of any of the associations):
 - ALTA Language Services (ALTA)
 - American Translators Association (ATA)
 - American Council of Teachers of Foreign Languages (ACTFL)
 - Bay Area Court Interpreters
 - California Court Interpreters Association California Federation of Interpreters, Inc.
 - Central Intelligence Agency (CIA)
 - Defense Language Proficiency Test (DLPT) by Defense Language Institute (DLI)
 - Educational Testing Services (ETS)
 - Foreign Service Institute (FSI)
 - National Association of Judiciary Interpreters & Translators
 - Northern California Translators Association Peace Corps
 - Southern California Translators Association Translators and Interpreters Guild
 - Certification Commission for Healthcare Interpreters (CCHI)
 - National Board of Certified Medical Interpreters (NBCMI)

The linguist achieving the maximum proficiency level will possess the skills of a highly articulate well- educated native speaker, whose translation/interpretation reflects the cultural standard of the country where the language is natively spoken.

Language Proficiency Waivers: The Government reserves the right to waive the above language proficiency certification requirement if it is determined to be in the best interest of the Government. In each case, the contractor shall submit a waiver request, along with a justification for the proposed waiver. The waiver request will be reviewed and approved by the CO. If the waiver is granted, the individual is authorized to perform under that TO until a fully qualified individual is available, or the individual obtains written proof of proficiency at an acceptable level. A waiver will be valid for a maximum period of 12 months.

6.0 KNOWLEDGE AND FAMILIARITY WITH SPECIALIZED TERMINOLOGY, ICE ACRONYMS, AND ICE FUNCTIONS

The contractor will be providing language services pertaining to various topics, including but not limited to those below. Upon award, further clarification will be provided outlining ICE acronyms and functions linguists should be cognizant of.

- a) Immigration Enforcement, Screening, Asylum, Credible Fear, Bond, and other immigration related topics
- b) Medical/Mental Health Care
- c) Legal/quasi-legal, including Civil Rights and Civil Liberties matters and formal proceedings.

7.0 QUALITY CONTROL

The contractor shall be solely responsible for the quality of services provided.

The contractor must develop and maintain a Quality Control Plan (QCP) to be submitted and approved by the COR, who will outline what systems and activities the contractor will implement to ensure that all services are provided in accordance with this SOW and the TO. The QCP shall fulfill the following requirements:

- Establish an internal quality control, inspection and feedback system for all services required by the TO.
- Provide the means to identify deficiencies in services and procedures to correct deficiencies and prevent recurrence. The QCP will include, but not be limited to, the following elements:
 - Methods to test, train, evaluate, and certify language specialists. The contractor will explain how it will certify the proficiency of each language specialist in English and the required language. The contractor will explain how it will train language specialists in the procedures and terminology specific to the DHS operation or service.
 - Methods to track timeliness and performance with respect to established standards for responsiveness and quality of service. Methods to measure the effectiveness of the contractor's quality control actions.
 - The QCP will also identify the individuals within the contractor's organization with oversight authority over quality initiatives.

The contractor will provide a final version of the QCP within 15 business days after the TO award and will continue to update and revise the plan as needed throughout the life of the TO and option years. The contractor will submit an ongoing monthly QC report that details actions taken, status and progress in implementing the QCP. See Section 14, Reporting Requirements.

The ICE CO, in writing, may require that the contractor remove and replace any contractor employee that: a) is not fluent in the language(s) requested, b) fails to adhere to DHS or Component standards of conduct or any recognized industry standards, or c) fails to meet TO security requirements. Corrective action may be taken to resolve and remedy situations involving any removed employees after notification details have been sent to the ICE COR and CO.

The contractor shall certify, upon request, each translation and transcription and return a certification electronically with the completed request. The technical and linguistic accuracy of each translation and transcription is of paramount importance to the Government. Each translation and transcription must be a complete, precise, and idiomatically correct rendering from the source language into the target language and is to be reviewed and certified by the contractor as a true and accurate translation of the document as admissible in court or meet the needs of the target audience when the document is not intended to be submitted to a court. The individual certifying the translation/transcription shall be a person other than the original translator and fluent in both the

target language being certified and English. The project will not be considered complete until the certification is received.

8.0 CONFIDENTIALITY AND PRIVACY CONSIDERATIONS

- a. Non-Disclosure Agreements (NDA) are required to be signed by all contractor personnel when their role requires them to come into contact with Sensitive but Unclassified, Government procurement sensitive information, and/or other sensitive information, or proprietary business information from other contractors. The CO will provide the prescribed non-disclosure forms as necessary to the contractor when circumstances warrant. The contractor shall maintain, transmit, retain in the strictest confidence, and prevent the unauthorized duplication, use, and disclosure of information.
 - b. When applicable, the contractor shall provide information only to Homeland Security Presidential Directive 12 (HSPD-12) cleared employees, contractors, and subcontractors having a “need-to-know” of such information in the performance of their duties for this project.
 - c. The recipient of information certifies in writing that he or she will take the necessary steps to prevent the unauthorized disclosure and use of information. The CO shall provide the prescribed non-disclosure agreement forms as necessary to the contractor.
- Information made available to the contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Component CO.
 - The contractor agrees to assume responsibility for protecting the confidentiality of Government records that are not public information. Each employee or subcontractor of the contractor to whom information may be made available or disclosed shall use the information provided only for a purpose and to the extent authorized herein. Penalties for non-approved release of privacy data could be subject to penalties in accordance with the Privacy Act of 1974, 5 U.S.C. § 552a or other legal authorities.
 - Performance of this effort may require the contractor to access and use data and information proprietary to a Government component or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be averse to the interests of the Government and/or others.
 - The contractor and its personnel shall not divulge, or release data or information developed or obtained in performance of this effort, until made public by the Government, except to the authorized Government personnel or upon written approval of the Contracting Officer. The contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort.
 - All deliverables, source code, reports, audio productions, and data received, processed, evaluated, loaded, and/or created as a result of this TO shall remain the sole property of the Government unless specific exception is granted in writing by the TO CO.

- The contractor and its personnel/employees shall NOT keep any personally identifiable information (PII) obtained through language services performed under this TO. The contractor further certifies that it has a security policy in place that contains procedures to promptly notify any individual whose personally identifiable information (as defined by the Office of Management and Budget [OMB]) was, or is reasonably believed to have been, breached. Any notification shall be coordinated with ICE and shall not proceed until ICE has made a determination that notification would not impede a law enforcement investigation or jeopardize national security. The method and content of any notification by the contractor shall be coordinated with, and be subject to the approval of ICE. The contractor assumes full responsibility for taking corrective action, which may include offering credit monitoring, when appropriate.

9.0 SECURITY REQUIREMENTS

GENERAL

ICE has determined that performance of the tasks as described in this contract requires that the contractor, subcontractor(s), vendor(s), etc. (herein known as contractor) have access to sensitive DHS information, and that the contractor will adhere to the following.

PRELIMINARY FITNESS DETERMINATION

ICE will exercise full control over granting, denying, withholding, or terminating unescorted government facility and/or sensitive Government information access for Contractor applicants/employees, based upon the results of a fitness screening process. ICE may, as it deems appropriate, authorize, and make a favorable expedited preliminary fitness determination based on preliminary security checks. The preliminary fitness determination will allow the contractor employee to commence work temporarily prior to the completion of a full field background investigation. The granting of a favorable preliminary fitness shall not be considered as assurance that a favorable final fitness determination will follow as a result thereof. The granting of preliminary fitness or final fitness shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by ICE, at any time during the term of the contract. No employee of the contractor shall be allowed to enter on duty and/or access sensitive information or systems without a favorable fitness determination by the Office of Professional Responsibility (OPR), Personnel Security Division (PSD). No employee of the contractor shall be allowed unescorted access to a Government facility without a favorable fitness determination by OPR PSD. Contract employees are processed under DHS Instruction 121-01-007-001, Personnel Security, Suitability and Fitness Program, dated June 14, 2017, or successor thereto; those having direct contact with Detainees will also have 6 CFR § 115.117 considerations made as part of the fitness screening process. Sexual Abuse and Assault Prevention Standards implemented pursuant to Public Law 108-79 (Prison Rape Elimination Act (PREA) of 2003)).

BACKGROUND INVESTIGATIONS

Contractor employees (to include applicants, temporary, part-time and replacement employees) under the contract, needing access to sensitive information and/or ICE Detainees, shall undergo a position sensitivity analysis based on the duties each individual will perform on the contract. The results of the position sensitivity analysis shall identify the appropriate background investigation to be conducted. Background investigations will be processed through OPR PSD. Contractor

applicant/employees are nominated by a COR for consideration to support this contract via submission of the DHS Form 11000-25 and ICE Supplement to the DHS Form 11000-25 to the PSD. This contract shall submit the following security vetting documentation to OPR PSD, through the COR, within 10 days of notification of initiation of an Electronic Questionnaire for Investigation Processing (e-QIP), or successor thereto, in the Office of Personnel Management (OPM) automated on-line system:

1. Standard Form 85P (Standard Form 85PS (with supplement to 85P required for those with direct contact with detainees or armed positions)), "Questionnaire for Public Trust Positions" form completed online and archived by the contractor applicant/employee in their OPM e-QIP account.
2. Signature Release Forms (Three total) generated by OPM e-QIP upon completion of Questionnaire (e-signature recommended/acceptable). Completed online and archived by the contractor applicant/employee in their OPM e-QIP account.
3. Electronic fingerprints taken at an approved facility **OR** two (2) SF 87 Fingerprint Cards (current revision) sent to OPR PSD. Additional information regarding fingerprints will be sent to the contractor applicant/employee from OPR PSD.
4. Optional Form 306 Declaration for Federal Employment. This document is sent as an attachment in an e-mail to the contractor applicant/employee from OPR PSD. Completed online and archived by the contractor applicant/employee in their OPM e-QIP account.
5. If occupying PREA designated position: Questionnaire regarding conduct defined under 6 CFR § 115.117 (Sexual Abuse and Assault Prevention Standards). This document is sent as an attachment in an e-mail to the contractor applicant/employee from OPR PSD. Completed online and archived by the contractor applicant/employee in their OPM e-QIP account.
6. One additional document may be applicable if the contractor applicant/employee was born abroad. If applicable, the document will be sent as an attachment in an e-mail to the contractor applicant/employee from OPR PSD. Completed online and archived by the contractor applicant/employee in their OPM e-QIP account.

Contractor employees who have an adequate, current investigation by another Federal Agency may not be required to submit complete security packages; the investigation may be accepted under reciprocity. The questionnaire related to 6 CFR § 115.117 listed above in item 5 will be required for positions designated under PREA.

An adequate and current investigation is one where the investigation was favorably adjudicated within five years and not to exceed seven years, meets the contract risk level requirement, and applicant has not had a break in service of more than two years. (Executive Order 13488 amended under Executive Order 13764/DHS Instruction 121-01-007-01)

Required information for submission of security packet will be provided by OPR PSD at the time of award of the contract. Only complete packages will be accepted by OPR PSD as notified by the COR.

To ensure adequate background investigative coverage, contractor applicants/employees must currently reside in the United States or its Territories. Additionally, contractor applicants/employees are required to have resided within the United States or its Territories for three or more years out of the last five (ICE retains the right to deem a contractor applicant/employee ineligible due to insufficient background coverage). This timeline is assessed based on the signature date of the standard form questionnaire submitted for the applied position. Contractor employees falling under the following situations may be exempt from the residency requirement: 1) work or worked for the U.S. Government in foreign countries in federal civilian or military capacities; 2) were or are dependents accompanying a federal civilian or a military employee serving in foreign countries so long as they were or are authorized by the U.S. Government to accompany their federal civilian or military sponsor in the foreign location; 3) worked as a contractor employee, volunteer, consultant or intern on behalf of the federal government overseas, where stateside coverage can be obtained to complete the background investigation; 4) studied abroad at a U.S. affiliated college or university; or 5) have a current and adequate background investigation (commensurate with the position risk/sensitivity levels) completed for a Federal or contractor employee position, barring any break in federal employment or federal sponsorship.

Only U.S. citizens and legal permanent residents are eligible for employment on contracts requiring access to DHS sensitive information unless an exception is granted as outlined under DHS Instruction 121-01-007-001. Per DHS Sensitive Systems Policy Directive 4300A, only U.S. citizens are eligible for positions requiring access to DHS Information Technology (IT) systems or positions that are involved in the development, operation, management, or maintenance of DHS IT systems, unless an exception is granted as outlined under DHS Instruction 121-01-007-001.

CONTINUED ELIGIBILITY

ICE reserves the right and prerogative to deny and/or restrict facility and information access of any contractor employee whose actions conflict with fitness standards contained in DHS Instruction 121-01-007-01, Chapter 3, paragraph 6.B or who violate standards of conduct under 6 CFR § 115.117. The CO or their representative can determine if a risk of compromising sensitive Government information exists or if the efficiency of service is at risk and may direct immediate removal of a contractor employee from contract support.

OPR PSD will conduct periodic reinvestigations every 5 years, or when derogatory information is received, to evaluate continued fitness of contractor employees.

The Federal Government is transitioning to Trusted Workforce (TW) 2.0. TW 2.0 is a whole-of-government background investigation reform effort overhauling the personnel vetting process by creating a government-wide system that allows transfer of trust across organizations. All contractor employees will be subjected to the transition and will be enrolled into continuous vetting at a date to be determined and via a to be determined continuous vetting system. Enrollment will include multiple requirements from all personnel and potential changes to processes, procedures, and systems. This contract will comply with all requirements that facilitate the mandated transition to TW 2.0.

REQUIRED REPORTS:

The contractor will notify OPR PSD, via the COR providing an ICE Form 50-005, Contractor Employee Separation Clearance Checklist, of all terminations/resignations of contractor employees under the contract within five days of occurrence to the [REDACTED]

group box. The contractor will return any expired ICE issued identification cards and building passes of terminated/resigned employees to the COR. If an identification card or building pass is not available to be returned, a report must be submitted to the COR referencing the pass or card number, name of individual to whom issued, the last known location and disposition of the pass or card. The COR will return the identification cards and building passes to the responsible ID Unit.

The contractor will report any adverse information coming to their attention concerning contractor employees under the contract to OPR PSD, via the COR, as soon as possible. Reports based on rumor or innuendo should not be made. The subsequent termination of employment of an employee does not obviate the requirement to submit this report. The report shall include the contractor employees' name and social security number, along with the adverse information being reported.

The contractor will provide, through the COR, a quarterly report (on a Microsoft Excel Spreadsheet) containing the names of contractor employees who are actively serving on their contract. The list shall include the Name, Position and SSN (Last Four) and should be derived from system(s) used for contractor payroll/voucher processing to ensure accuracy. This list is what ICE Industrial Security uses to reconcile the contract quarterly. CORs will submit reports to PSD-Industrial-Security@ice.dhs.gov no later than the 10th day of each January, April, July and October.

contractors, who are involved with management and/or use of information/data deemed "sensitive" to include "law enforcement sensitive" are required to complete the DHS Form 11000-6-Sensitive but Unclassified Information Non-Disclosure Agreement (NDA) for contractor employee access to sensitive information. The NDA will be administered by the COR to all contract personnel within 10 calendar days of the entry on duty date. The completed form shall remain on file with the COR for purpose of administration and inspection.

Sensitive information as defined under the Computer Security Act of 1987, Public Law 100-235 is information not otherwise categorized by statute or regulation that if disclosed could have an adverse impact on the welfare or privacy of individuals or on the welfare or conduct of Federal programs or other programs or operations essential to the national interest. Examples of sensitive information include personal data such as Social Security numbers; trade secrets; system vulnerability information; pre-solicitation procurement documents, such as statements of work; and information pertaining to law enforcement investigative methods; similarly, detailed reports related to computer security deficiencies in internal controls are also sensitive information because of the potential damage that could be caused by the misuse of this information. All sensitive information must be protected from loss, misuse, modification, and unauthorized access in accordance with DHS Management Directive 11042.1, *DHS Policy for Sensitive Information* and ICE Policy 4003, *Safeguarding Law Enforcement Sensitive Information*."

Any unauthorized disclosure of information will be reported to [REDACTED]

SECURITY MANAGEMENT

The contractor shall appoint a senior official to act as the corporate security officer. The individual will interface with OPR PSD through the COR on all security matters, to include physical, personnel, and protection of all Government information and data accessed by the contractor.

The COR and OPR shall have the right to inspect the procedures, methods, and facilities utilized by the contractor in complying with the security requirements under this contract. Should the COR

determine that the contractor is not complying with the security requirements of this contract, the contractor will be informed in writing by the CO of the proper action to be taken to effect compliance with such requirements.

INFORMATION TECHNOLOGY SECURITY

When sensitive government information is processed on Department telecommunications and automated information systems, the contract company agrees to provide for the administrative control of sensitive data being processed and to adhere to the procedures governing such data as outlined in DHS MD 4300.1, *Information Technology Systems Security* (or its replacement). Contractor employees must have favorably adjudicated background investigations commensurate with the defined sensitivity level.

Contractor employees who fail to comply with Department security policy are subject to having their access to Department IT systems and facilities terminated, regardless if the failure results in criminal prosecution. Any person who improperly discloses sensitive information is subject to criminal and civil penalties and sanctions under a variety of laws (e.g., Privacy Act).

INFORMATION TECHNOLOGY SECURITY TRAINING AND OVERSIGHT

In accordance with Office of the Chief Information Officer (OCIO) requirements and provisions, all contractor employees accessing Department IT systems or processing DHS sensitive data via an IT system will require an ICE issued/provisioned Personal Identity Verification (PIV) card. Additionally, Cybersecurity Awareness Training (CSAT) will be required upon initial access and annually thereafter. CSAT training will be provided by the appropriate component agency of DHS.

Contractor employees, who are involved with management, use, or operation of any IT systems that handle sensitive information within or under the supervision of the Department, shall receive periodic training at least annually in security awareness and accepted security practices, systems rules of behavior, to include Unauthorized Disclosure Training, available on the ICE Training System (ITS) or by contacting [REDACTED]. Contractor employees with significant security responsibilities shall receive specialized training specific to their security responsibilities annually. The level of training shall be commensurate with the individual's duties and responsibilities and is intended to promote a consistent understanding of the principles and concepts of telecommunications and IT systems security.

All personnel who access Department information systems will be continually evaluated while performing these duties. System Administrators should be aware of any unusual or inappropriate behavior by personnel accessing systems. Any unauthorized access, sharing of passwords, or other questionable security procedures should be reported to the local Security Office or Information System Security Officer (ISSO).

10.0 PERIOD OF PERFORMANCE

The contract's anticipated period of performance, when awarded, will include a base period of one (1) year and four (4) one-year option periods. Included in the base period will be a 60-day transition period.

11.0 PLACE OF PERFORMANCE

In-person services may be required at any location within the United States and its territories as ICE has facilities in almost every state and territory.

The contractor shall provide language services remotely (telephonically or through email) to agency staff at any location domestically or internationally; however, as specified, linguists providing telephonic or electronic language services must be located within the continental United States and its territories (i.e., Puerto Rico, Guam, etc.).

12.0 TRAVEL

In the case of onsite (in-person) interpretation, travel may be required to any location within the United States and its territories. Travel costs shall not be charged unless specifically authorized by the COR. Travel may only be billed at cost in accordance with General Services Administration (GSA) Federal Travel Regulations (FTR). No contractor profit/fee or mark-ups (such as material handling fee or general and administrative costs) may be billed to the government).

13.0 CONTRACT TYPE

This is a Time and Materials (T&M) contract.

14.0 REPORTING REQUIREMENTS

The contractor shall provide all TO specific reports in electronic format with read/write capability using applications that are compatible with ICE workstations (i.e., Windows 7™ or later and Microsoft Office™ Applications). The TO reports listed below shall be submitted via email to the ICE TO COR and other agency officials designated post award.

15.0 MONTHLY PROGRESS REPORT

The contractor shall submit a monthly report using Microsoft Excel format and data values. The report shall include the following data elements: 1) requesting directorate 2) Service Type (i.e., interpretation/translation/transcription) 3) language requested 4) total requests 5) total hours per request by language 6) total cost for each (and accumulative amount for the given base or option year) 7) number of answered, abandoned, and missed calls by the contractor 8) Connection time to linguist 9) Amount of time ICE employees wait in queue to speak with a contractor operator. Upon award, the contractor and ICE will agree upon a standard format to report this information.

Separately, within the monthly progress report, the average time for an ICE employee to be connected with an interpreter upon calling the contractor's custom number for ICE personnel and contract staff shall be provided.

16.0 QUALITY CONTROL REPORT

The monthly quality control report shall include the contractor's methodology used to monitor the quality of the work for this TO to ensure compliance with the TO's requirements including the Performance Standards set forth in section 23.0. The report shall include all incidents or services (identified either by the contractor or the Government) which were considered to be non-conforming, and the corrective action taken to correct performance to meet the TO requirements.

The report shall include any changes made to the contractor's QCP and its methodology to ensure continued compliance with the TO requirements.

17.0 ORGANIZATIONAL CONFLICT OF INTEREST

The contractor warrants that, to the best of its knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest, as defined in FAR Subpart 9.5, or that the contractor has disclosed all such relevant information in writing to the CO.

The contractor agrees that if an actual or potential organizational conflict of interest is discovered after award, the contractor shall make a full disclosure in writing to the COR and CO no later than three working days after discovery of the conflict. This disclosure shall include a description of actions that The contractor has taken or proposes to take, after consultation with the CO, to avoid, mitigate or neutralize the actual or potential conflict.

ICE may cancel this TO for convenience, in whole or in part, if it deems such termination necessary to avoid an organizational conflict of interest. If the contractor was aware or should have been aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose or misrepresented relevant information to the Contracting Officer, the Government may terminate the contract for default, debar the contractor from Government contracting, or pursue such other remedies as may be permitted by law or this TO.

The contractor further agrees to insert provisions, which shall conform substantially to the language of this section, in any subcontract or consultant TO hereunder.

Any information made available to the contractor or its employees by the Government shall be used only for the purpose of carrying out the provisions of this TO. The contractor and its employees shall not divulge, or release data or information developed or obtained in performance of this effort, except to the authorized Government personnel or upon written approval of the Contracting Officer. The contractor and its employees shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort.

18.0 DATA RIGHTS

Under the provisions of the Rights in Data General Clause (FAR 52.227-14), the Government reserves all rights, including copyrights, distribution rights, and other rights for all documents, data or software developed in the performance of this TO.

19.0 POST TO AWARD KICK-OFF MEETING

The contractor shall attend a post award kick-off meeting with the TO CO, COR, and other appointed representatives no later than 14calendar days after contract award. The purpose of the post-award kick-off meeting is to aid both Government and contractor personnel to achieve a clear and mutual understanding of all contracts, management, and technical requirements and to identify and resolve potential problems.

The post-award Conference will be held via Microsoft Teams

20.0 SECTION 508 COMPLIANCE

Pursuant to Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) as amended by P.L. 105-220 under Title IV (Rehabilitation Act Amendments of 1998) all Electronic and Information Technology (EIT) developed, procured, maintained and/or used under this contract shall be in compliance with the “Electronic and Information Technology Accessibility Standards” set forth by the Architectural and Transportation Barriers Compliance Board (also referred to as the “Access Board”) in 36 CFR Part 1194. The complete text of Section 508 Standards can be accessed at <http://www.access-board.gov/> or at <http://www.section508.gov>.

21.0 CONTRACTOR FURNISHED PROPERTY

The contractor shall furnish all facilities, materials, equipment and services necessary to fulfill the requirements of this TO.

22.0 DELIVERABLES

The contractor shall submit electronic copies of TO deliverables listed in Table 1 to the ICE COR for this TO in the format specified. All document deliverables for the TO shall be made by close of business (COB) 5:00 pm ET Monday through Friday, unless stated otherwise. All deliverables submitted in electronic format shall be free of any known computer virus or defects. If a virus or defect is found, the deliverable will not be accepted. The replacement file shall be provided within two (2) business days after notification of the presence of a virus. All deliverables at the TO level shall be delivered in accordance with the rights set forth in FAR 52.227-17.

Table 1: TO Deliverable Schedule

DELIVERABLE	FREQUENCY OF DELIVERY	ACCEPTABLE FORMATS	REFERENCED SECTION OF SOW
Quality Control Plan	Within 15 days of TO award	Word/PDF	7
Vendor POCs list	Within 3 days of TO award	Word/PDF	2
Quality Control Report	Monthly Due: 10 th day of each month	Word/PDF	7, 16
Monthly Progress Report	Monthly Due: 10 th day of each month	Excel	7, 15

23.0 PERFORMANCE STANDARDS

The contractor shall be responsible for meeting the standards of performance required by ICE. The performance standards that apply to this TO that the contractor shall achieve are outlined in the tables below:

Table 2: Performance Standards

Performance Standard	Definition	Type of Services	Minimum Acceptable Level	Method of Monitoring
Confidentiality Compliance	Percentage of compliance to DHS's confidential requirements by contractor	All	100%	Non-disclosure agreements [DHS Form 11000-6 (08-04)] signed by linguist
Certification Compliance	Percentage of compliance to DHS's certification requirements by contractor	All	100%	100% inspection of documents
Certification of the Quality of Translated Documents	Percentage of documents being certified as accurate and reliable per DHS's requirements	All (if required)	100%	100% inspection of documents
Compliant with applicable Professional Code of Conduct and Ethics (impartiality, etc.)	Percentage of customers receives service from personnel who follow applicable professional code of conduct	All	100%	Feedback from customers
Number of Complaints	Numbers of complaints received by the COR	All	No more than 5 complaints (overall) per month	Feedback from customers
Timely Delivery including timely delivery of rush requests	Percentage of deliverables that are delivered on time	All	98%	Feedback from customers, monthly reports, submission dates
Responsiveness to ICE Request(s)	Percentage of timely (w/in 3 hours) responses made by contractor in answering ICE's email requests	All	95%	Feedback from customers, monthly reports, periodic surveillance, submission dates
Overall Customer Satisfaction	Percentage of contractor performance meeting or surpassing ICE's contract metrics	All	95%	Feedback from customers, Review and inspection of works and deliverables

Speed of Connects & Call Answers	Amount of time that calls to contractor are connected and answered by live operators	Telephonic	Callers shall reach contractor staff (not IVR system) within 1 minute or less of connecting to the contractor and being placed in queue.	1. Random sampling; 2. Test calls; 3. Monthly reports; Validated customer or agency complaints; 5. Periodic monitoring; 6. Submission dates; 7. Monthly status reviews
Reporting (On Time and Accuracy)	Percentage of regular or ad- hoc reports that are submitted on time	All	95%	Feedback from COR or other designated contract representatives
Provision of Remedies	Percentage of corrections that are made less than 8 hours and accurately after being notified	All	98%	Feedback from customers, submission dates, review and inspection of works and deliverables
Abandonment Rate	Percentage of calls that are not answered or abandoned without reaching a successful conclusion	Telephonic	Not to exceed 5% of monthly total call volume	1. Random sampling; 2. Test calls; 3. Monthly reports; 4. Validated customer or agency complaints; 5. Periodic monitoring; 6. Submission dates
Accommodation Rate	Percentage of orders that are filled on time with a qualified linguist	All	95% for Tier 1 and Tier 2 languages	Feedback from ICE employees and the Monthly Report.
Contractor shall submit security packets for each of its/their interpreters that are complete to ensure compliance with security requirements.	Contractor shall submit accurate and complete security packets such that no more than five (5) security packages are incomplete each month	All	100%	Review of incident reports (100%).

Table 3: Telephonic Interpreter Performance Standards

SSPA-I- Reporting to the Government				
Selected Service Performance Areas	Standard	Performance Requirement	Method of Surveillance	Performance Calculation
1.1 For all calls, gather the required information from callers, including ICE personnel name, ICE directorate or program office of Employee and location, contractor interpreter ID, and language for each call.	Required information shall be collected for each call.	Less than 2% of total monthly calls shall have this data omitted.	1. Random sampling 2. Test calls 3. Monthly reports 4. Periodic monitoring 5. Management reports 6. Status reviews Period: Monthly	Deduct 2% from monthly invoice if 5%-10% of monthly calls do not meet requirements. Deduct 5% from monthly invoice if 11%-49% of monthly calls do not meet requirements. Deduct 25% from monthly invoice if 50% or greater of monthly calls do not meet requirements.

SSPA-2 - Maintain constant availability to Systems				
Selected Service Performance Areas	Standard	Performance Requirement	Method of Surveillance	Performance Calculation
2.1 Maintain constant availability to systems. [Defined: Systems are defined as all telephone, IT and other platforms or connectivity necessary for ICE staff to reach an interpreter as well as real-time reporting tool for designated officials].	Systems are available to ICE 24 hours a day, 7 days a week, and 365 days a year (24/7/365).	Systems shall be available to ICE at all times.	1. Random sampling 2. Test calls 3. Contractor reports Period: Monthly	5% deduction from monthly invoice for any occurrence that is not resolved within 4 hours and results in IHSC being unable to reach an interpreter.

SSPA-3 – Customer Service				
Selected Service Performance Areas	Standard	Performance Requirement	Method of Surveillance	Performance Calculation
3.1 Customer Service	<p>Customers receive professional and polite service from contractor.</p> <p>Contractors shall only interpret word for word.</p>	No more than 5 complaints may be received during the month.	<p>1. Random sampling</p> <p>2. Test calls</p> <p>3. Monthly reports</p> <p>4. Validated customer or agency complaints</p> <p>Period: Monthly</p>	1% deduction from monthly invoice for each occurrence greater than 3.

SSPA-4 –Speed of Connects				
Selected Service Performance Areas	Standard	Performance Requirement	Method of Surveillance	Performance Calculation
<p>4.1- Speed of connects</p> <p>[Defined: Speed of connect time is calculated from when the language is determined (by the IVR, coordinator, operator, etc.) until the call reaches the interpreter</p>	<p>Calls shall be answered by an interpreter in the specified monthly aggregate time frames for the following languages:</p> <p><u>Tier 1 language</u> (see Appendix A for tiers) Average connect time within 60 seconds</p> <p><u>Tier 2 languages</u> Average connect time within 3 minutes.</p> <p><u>Tier</u></p>	<p><u>Tier 1 language</u> Monthly average connect time for calls must be <u>30 seconds or less.</u></p> <p><u>Tier 2 languages</u> The monthly average connect time for all Tier 2 calls must be <u>3 minutes or less.</u></p> <p><u>Tier 3/Indigenous languages</u> Monthly average connect time for all other languages must be <u>5 minutes or less.</u></p>	<p>1. Random sampling</p> <p>2. Test calls</p> <p>3. Monthly Progress Report</p> <p>4. Validated customer or agency complaints</p> <p>Period: Monthly</p>	<p><u>Tier 1 language</u> Deduct 5% from the total monthly cost of Tier 1 calls if monthly average connect time is greater than 30 seconds but less than 40 seconds.</p> <p>Deduct 15% from the total monthly cost of Tier 1 calls if monthly average connect time is 40 seconds or greater.</p> <p><u>Tier 2 languages</u> Deduct 5% from total monthly cost</p>

	<p><u>3/Indigenous languages</u></p> <p>Average connect time within 5 minutes for all other languages.</p> <p>For italicized languages, 12 hours is acceptable. Notification must be given to requestor when linguist will be available.</p>			<p>of Tier 2 calls if monthly average connect time is greater than 45 seconds and less than 50 seconds.</p> <p>Deduct 15% from total monthly cost of Tier 2 calls if monthly average connect time is 50 seconds or greater.</p> <p>*Government must have more than 6 calls for the 15% deduction to be valid. Otherwise, 5% will be deducted.</p> <p><u>Tier 3 languages</u></p> <p>Deduct 2% from total monthly cost of Tier 3 calls if monthly average connect time is greater than 60 seconds and less than 65 seconds.</p> <p>Deduct 5% from total monthly cost of Tier 3 calls</p>
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				<p>if monthly average connect time is 65 seconds or greater.</p> <p>*Government must have more than 4 calls for the 5% deduction to be valid. Otherwise 2% will be deducted.</p>
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SSPA 5 – Translation Turnaround				
Selected Service Performance Areas	Standard	Performance Requirement	Method of Surveillance	Performance Calculation
<p>5.1- Translation Turnaround</p> <p>[Defined: Translation turnaround time is calculated from when the translation request is received by the contractor (coordinator, designated mailbox, etc.) until the translated written document or audio recording (see 3.2 Foreign Language Translation for full listing of documents/recordings) is received by ICE.</p>	<p>Translations shall be received by an interpreter in the specified monthly aggregate time frames for the following number of pages:</p> <p>>5 pages Within 3 business days</p> <p>5-10 pages Within 7 business days</p> <p>10-15 pages Within 10 business days</p> <p>15-20 pages Within 14 business days</p> <p>20-25 pages Within 17 business days</p> <p>25+ pages Vendor and ICE will mutually agree upon an</p>	<p>>5 pages Within 3 business days</p> <p>5-10 pages Within 7 business days</p> <p>10-15 pages Within 10 business days</p> <p>15-20 pages Within 14 business days</p> <p>20-25 pages Within 17 business days</p> <p>25+ pages Vendor and ICE will mutually agree upon an</p>	<p>1. Random sampling 2. Monthly Progress Report 3. Validated customer or agency complaints</p> <p>Period: Monthly</p>	<p>1% deduction from monthly invoice for each occurrence greater than 3.</p>

	<p><u>15-20 pages</u> Within 14 business days</p> <p><u>20-25 pages</u> Within 17 business days</p> <p><u>25+ pages</u> Vendor and ICE will mutually agree upon an established timeframe not to exceed 45 business days.</p>	established timeframe not to exceed 45 business days.		
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SSPA 6 – Contractor personnel are properly adjudicated				
Selected Service Performance Areas	Standard	Performance Requirement	Method of Surveillance	Performance Calculation
6.1 All personnel interpreting data shall be successfully adjudicated and e-QIP cleared for Public Trust Positions at an MBI level.	All calls shall be interpreted by personnel cleared by ICE for public trust positions (MBI).	No calls shall be answered by an interpreter without being vetted (fingerprinted/e-QIP).	Random sampling of call activity Monthly/ Daily reports.	<p>Deduct 10% from monthly invoice for each occurrence of non-vetted contractor personnel taking calls or providing interpreter services.</p> <p>This is grounds for Termination for Cause.</p>

SSPA 7 – Access with minimal in queue times				
Selected Service Performance	Standard	Performance Requirement	Method of Surveillance	Performance Calculation

Areas				
<p>7.1 Callers shall have access to language interpreters 24 /7 /365 with minimal time in queue.</p> <p>[Defined: Queue is the time prior to language identification by the contractor]</p>	Callers shall be in queue less than 60 seconds.	Callers shall reach contractor personnel (not IVR system) within 1 minute or less of connecting to the contractor's phone system and being placed in queue.	<p>1. Test calls</p> <p>2. Validated customer or agency complaints</p> <p>3. Periodic monitoring</p> <p>Monthly Progress Reports</p>	<p>If 5-10% of any month's calls do not reach an interpreter deduct 5% from invoice.</p> <p>If 11-20% of any month's calls do not reach an interpreter deduct 10% from invoice.</p> <p>If 21% or more of any month's calls do not reach an interpreter, deduct 15% from invoice. Issue a CDR and consider Termination for Default.</p>

SSPA 8 – All ICE calls shall reach language interpreter on a continuous basis.				
Selected Service Performance Areas	Standard	Performance Requirement	Method of Surveillance	Performance Calculation
8.1 All ICE callers shall reach a language interpreter on a continuous 24/7/365 basis and within the connect time specified in the language Tier requirements regardless of time of day, weekend or	All callers shall reach a linguist. Defined: Calls that do not reach an interpreter include but are not limited to: calls that are deflected receive busy signals or high call volume messages, are placed on hold for longer than	Calls that do not reach an interpreter shall be less than 3% of monthly total call volume.	<p>1. Test calls</p> <p>2. Validated customer or agency complaint</p> <p>3. Periodic surveillance</p> <p>Monthly Progress Reports</p>	If more than 5% of calls do not reach an interpreter due to a contractor issue, a corrective action plan must be created.

holiday.	the language Tier connect time, and calls during which the caller hangs up or does not reach an interpreter.			
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Note: if it becomes necessary for the Government to take deductions from the contractor's invoice, the deductions will be capped at 25% per invoice regardless of the number of performance issues. If the contractor's performance is so egregious in one area or across all areas, that the actual or anticipated harm to the Government will exceed the amount the Government is expected to receive from the 25% deduction then a deduction equal to the damaged amount will be executed. In this instance, the deduction amount may exceed 25%.

24. OCIO/ Data Management Unit (DMU) - Data Ownership Contract Requirements Language

1. Accessibility of Government-owned Data

All stored program data associated with this acquisition shall be owned by the Government. As such, it shall be made accessible to the Government in accordance with the Minimum Data Access Capability described below. This accessibility is required to allow full data transparency, flexibility in performing data analytics, and integration with data from other government programs.

In addition to the Minimum Data Access Capability, the Government prefers, but does not require, that program data be accessible via Enhanced Access Capabilities as described below.

Definition of “**program data**”: Program Data refers to any data resulting from ICE and DHS organizational activity. Examples of such data include but are not limited to administrative data resulting from human resource, management, and financial actions, as well as operational data resulting from performance of the ICE mission.

Definition of “**associated with this acquisition**”: Program Data is associated with an acquisition if it is created by DHS organizational activity that is facilitated by the contractor. Examples of how a contractor might facilitate organizational activity follow:

- Program data is stored by contractor personnel
- Program data is stored by software that is managed, developed, or used by the contractor
- Program data is stored in a repository that is managed, developed, or used by the contractor

2. Minimum Data Access Capability

- The current version of all Program Data is accessible to the Government within 24 hours of request, as well as on any pre-defined schedule as required by the Government.

Data access can occur by various means, provided that Government security requirements are met, and data is accessible in a format that is acceptable to the Government. Examples

include but are not limited to APIs that are consumable by the Government, files made available for Government download (e.g., Excel Spreadsheets), or direct database query by federal or contractor personnel.

- The contractor shall format program data accessed by the Government to anticipate the maximum file size of any data to be accessed. File size shall be small enough to assure rapid processing by government applications.
- The contractor shall provide the means for the Government to interpret accessible Program Data as follows:
 - Data elements and groupings of data elements shall be clearly identifiable by labels embedded in the data itself, or by a separate schema or file layout which allows such elements and groupings to be identified.
In the case of a relational database schema defined through Data Definition Language (DDL), data elements would be represented as columns, and groupings of data would be represented as tables. In addition, relationships between tables would be described as foreign key relations.
 - Labels or names used to identify data elements and groupings of data elements shall be approved by the Government. In addition, each label or name shall be associated with a government approved definition which describes the content of data held therein.
 - Program data delivered to the Government shall conform to the Government approved definition for each data element and grouping of data elements.
 - All data accessible by the Government shall be both machine readable and human-readable in plain text.
 - All reference data associated with Program Data also needs to be accessible to the Government. Such reference data is required to provide complete understanding of a record.

Reference Data Example: Program data may include a city code which uniquely identifies a city. Reference data associated with a city code may include its name, geographic boundaries, population, median income, etc. This example is provided for clarification of the meaning of reference data and may or may not apply to this specific acquisition. Examples of other reference data codes would include codes representing eye color, gender, country of origin, etc.

3. Enhanced Access Capabilities

The Government prefers that sharing of program data take place via an Application Programming Interface (API) or multiple APIs. APIs allow the Government to efficiently consume data via a widely recognized standard where the data has been completely abstracted from the technology platform that produces it.

In addition, the Government prefers that sharing of program data take place using techniques that enhance efficiency, such as Change Data Capture (CDC). CDC enhances efficiency of data transfer by providing only incremental updates to program data as opposed to providing all program data each time data is shared.

Appendix A

List of Languages Previously Encountered - Interpretation, Translation & Transcription
Legend (*Tiers below are defined in SSPA-4 –Speed of Connects*)

Tier 1	Tier 2	Tier 3	Indigenous/ Rare
Language	Language	Language	
Afrikaans	<i>Ibo</i>	Russian	
Albanian (incl. Cham dialect)	Icelandic	Samoan	
Amharic	Igbo	<i>Sango</i>	
Arabic	Ilocano	Sanskrit	
Armenian	Indonesian	Serbian	
<i>Assamese</i>	Iraqi	Serbo	
Assyrian	Italian	Serbo Croatian	
Azeri/Azerbaijani	Japanese	Shan	
Bahasa	Javanese	Shona	
Balochi/Baluchi	Kachin	Sindhalese	
Basque	Kackchiquel	Sindhi	
<i>Bassa</i>	Kanjobal (see Q'anjob'al)	Sinhala	
Belorussian	Kannada	Sinhala/Sinhalese	
Bengali	Karen	Slovak	
Berber dialects	Kashmiri	Slovenian/Slovene	
Bosnian	Kazakh	Somali	
Bosnian-Croatian	Khirghiz	<i>Soninke/Sarahule</i>	
Bulgarian	Khmer	Sotho	
Burmese	Kiknogo/Kingiona	Spanish	
Byelorussian	Kinyarwanda	Spanish, Castilian	
Cambodian	Kirundi	Suriname Tongo	
Cantonese	Korean	Swahili	
Catalan	Krio	Swedish	
Cebuano/Visayan	Kurdish	<i>Syriac</i>	
Chadic	<i>Kurdish Sorani</i>	Tadjik/Tadzhik	
Chaldeen	Kurmanci	Tagalog	
Chamorro	Kyrgyz	Taiwanese	
Chao-Chow	Lao/Laotian	Tajik	
Chichewa	Lapp	Taki-Taki	
Chimora	Latvian	Tamil	
Chinese (Simplified)	Liberian	Tatar	
Chinese (Traditional)	Lingala	Tausug	
Creole	Lithuanian	Telugu	
Creole Patois	Luxembourgisch	Thai	
Croatian	Macedonian	Tibetan	
Czech	Malagasy	<i>Tigre</i>	
Danish	Malay	Tigrinya	

<i>Dari</i>	Malayalam	Tigrinya/Eritrean
Daril/Tajiki	Malaya-Polynesian	Toishanese
<i>Dhivehi / Maldivian</i>	Malaysian	Tongan
<i>Dhundhari</i>	Maltese	Toucouleur
Dinka	<i>Mam</i>	<i>Tsongo</i>
<i>Divehi</i>	Mandalay	Turkic
Dominican Republic Native	Mandarin	Turkish
<i>Duala</i>	<i>Mandingo</i>	Turkmen/Turkmenian
Dutch	Marathi	Twi/Akan/Fante
<i>Ebonic</i>	<i>Masai</i>	Ukrainian
English	<i>Mayan</i>	Urdu
Estonian	Minbei (Fuzhou)	<i>Uyghur</i>
Ewe	Minnan (Hokkien-Taiwanese)	Uzbek
<i>Ewondo</i>	<i>Miskito</i>	Vietnamese (incl. Cochinchinese)
Farsi	Moldovan	Welsh
Fijian	Mon	Wenzhou
Filipino/Tagalog/Pilipino/Philippine	Mongolian/Khalkha Mongolian	Wolof
Finnish	Mon-Khmer	Wu (Shanghainese)
Flemish	Moshi-Dagomba	Xhosa
<i>Fon</i>	<i>Navajo</i>	Xiang
French	<i>Ndebele</i>	Yiddish
French Patois	Nepali/Nepalese	Yoruba
French, Canadian	Nigerian languages	Yugoslavian
<i>Fulani/Hasua/Ibo/Yoruba</i>	Norwegian	Yunnanese
Fuzhou	<i>Nuer</i>	Zulu
Ga	Oromo	Other
<i>Gaelic</i>	<i>Palauan</i>	Quechua
Georgian	Papiamentto	<i>Bantu</i>
German	Pashai	Awakateco
<i>Grebo</i>	Pashtu/Pashto	<i>Hassaniya</i>
Greek	Patois	<i>Jula/Dyula</i>
<i>Guarani</i>	Persian	<i>Garifuna</i>
Gujarati	Polish	<i>Kiswahili</i>
Guyanese	Portuguese	<i>Malinke</i>
Haitian Creole/Haitian/Kreyol	Portuguese, Continental	<i>Mina</i>
Hakka	Potwa (Jamaican Patois)	Achi
Hausa	Punjabi	Chuj
Hebrew	Q'anjob'al/Kanjobal	Ixil
Hindi	Quiche/K'iche	Popti
Hmong	Romani	Q'eqchi' (Kekchi)
Hungarian	Romanian	Mixoteco

Appendix B

Examples of Uncommon and Rare Languages and Dialects

Indigenous Languages in Mexico	
Language	Region (variants)
Amuzgo	Guerrero & Oaxaca, Mexico variants
Chatino	Oaxaca, Mexico variants
Chontal	Tabasco, Mexico variants
Chontal	Oaxaca, Mexico variants
Chichimeca jonaz	Guanajuato, Mexico variant
Chinanteco	Oaxaca, Mexico variants
Ch'ol	Chiapas, Mexico variant
Cuicateco	Oaxaca, Mexico variant
Diidxazá	Oaxaca, Mexico variant
Guarijío	Chihuahua & Sonora, Mexico variants
Huastec	Veracruz & San Luís Potosí, Mexico variants
Huave	Oaxaca, Mexico Variants
Huichol	Nayarit, Jalisco, Zacatecas, and Durango, Mexico variants
Kumiai	Baja California, Mexico variant
Lacandón	Chiapas, Mexico variant
Maaya T'aan	Yucatan Peninsula, Mexico variant
Matlatzinca	State of Mexico variant
Mayo	Sonora & Sinaloa, Mexico variant
Mazateco	Oaxaca, Mexico variant
Mazahua	State of Mexico variant
Mixe	Oaxaca, Mexico variants
Mixteco	Mexico: Oaxaca & Guerrero, Mexico (multiple variants / provide pueblo name to match the variant)
Náhuatl	Puebla, Mexico variant
Ocuilteco	State of Mexico variant
Otomi	Mexico: Hidalgo, Edomex, Querétaro, Puebla, Veracruz, San Luis Potosí, Guanajuato, Tlaxcala, Michoacán variants
Popoloca	Puebla, Mexico variant
Popoluca	Veracruz & Oaxaca, Mexico variant
Purépecha	Michoacán, México variant
Sayultec / Sayula Popoluca	Veracruz, Mexico variant
Seri	Sonora, Mexico variant
Tarahumara / P'urhépecha	Mexico: Chihuahua, Durango, Sonora variants
Tepehuano	Mexico: Chihuahua, Durango variants
Texistepequeño	Mexico
Tlapaneco / Me'phaa	Guerrero, Mexico variants
Tojolab'al	Chiapas, Mexico variant
Totonac	Mexico: Veracruz, Puebla, & Hidalgo variants
Triqui Baja / Shnoj Unj	Oaxaca, Mexico variant

Triqui	Oaxaca, Mexico variant
Tzeltal Maya	Chiapas, Mexico variant
Tzotzil Maya	Chiapas, Mexico variant
Yaqui	Mexico: Sonora, Chihuahua and Durango variants
Yucatec Maya	Yucatan Peninsula, Mexico
Yucatec Maya	Maya from Kimbila
Zapotec	Mexico: Oaxaca, Veracruz, Guerrero (provide pueblo name to match the variant)
Zoque	Mexico: Chiapas, Oaxaca, Tabasco variants
Indigenous Languages in Central American	
Language	Region
Garifuna	Honduras & Guatemala
Achi	Baja Verapaz, Guatemala variant
Akateko	Huehuetenango, Guatemala variants
Aguacateco / Awakateco	Aguacatán, Guatemala variant
Chalchiteko	Huehuetenango, Guatemala variant
Chuj	Huehuetenango variant
Ixil	Guatemala: San Juan Cotzal; Nebaj; Quiche variants
Kaqchikel	Guatemala: Solola; Chimaltenango; Suchitepequez variants
Ixil	Guatemala: San Juan Cotzal; Nebaj; Quiche variants
Kaqchikel	Guatemala: Solola; Chimaltenango; Suchitepequez variants
K'iche'	Guatemala: Huehuetenango, Quetzaltenango, Quiché, Retalhuleu, Sololá, Suchitepéquez, Totonicapán
Mam	Guatemala: San Marcos, Huehuetenango (Todos Santos Cuchumatán), Retalhuleu, Quetzaltenango variants
Popti'	Huehuetenango variant
Poqomchi'	Alta Verapaz & Baja Verapaz variants
Q'eqchi' / Kekchi	Guatemala: Alta Verapaz ; Izabal ; Peten ; Quiche variants
Q'anjob'al / Kanjobal	Huehuetenango, Guatemala variants
Sakapultek	Quiche
Sipakapa	San Marcos
Tektitek	Huehuetenango
Tz'utujil	Solola; Suchitepequez, Guatemala
Uspanteko	Quiche
Indigenous Languages in South America	
Language	Region
Aymara	Bolivia / Peru / Chile
Kichwa Kichwa	Ecuador
Quechua	Peru

*Appendix B is not inclusive of all uncommon and rare languages that ICE may need to acquire for operation

Appendix C

Over the Phone Interpretation (OPI) Data for FY 2021 – FY 2023

FY21 ICE-Wide Interpretation Calls Placed to Lionbridge Language Line				
Language	Sum of Total Calls Placed	Percent of Total Calls Placed	Total Minutes of Labor	Percent of Total Minutes of Labor
Spanish	59779	65.60%	937027	68.76%
Portuguese	9214	10.11%	112709	8.27%
Creole	7829	8.59%	121823	8.94%
Mandarin	2524	2.77%	39374	2.89%
French	1811	1.99%	22618	1.66%
Russian	1446	1.59%	22402	1.64%
Romanian	1286	1.41%	17568	1.29%
Bengali	810	0.89%	16516	1.21%
Turkish	761	0.84%	5664	0.42%
Arabic	715	0.78%	11331	0.83%
Punjabi	675	0.74%	9580	0.70%
Vietnamese	395	0.43%	3764	0.28%
Hindi	353	0.39%	5036	0.37%
Tamil	304	0.33%	4798	0.35%
Nepali	272	0.30%	2729	0.20%
Lingala	272	0.30%	4622	0.34%
Korean	238	0.26%	1818	0.13%
Wolof	220	0.24%	579	0.04%
Armenian	193	0.21%	2431	0.18%
Gujarati	185	0.20%	2452	0.18%
Tigrinya	146	0.16%	1265	0.09%
Cantonese	134	0.15%	1825	0.13%
Urdu	120	0.13%	3011	0.22%
Burmese	94	0.10%	993	0.07%
Somali	90	0.10%	860	0.06%
Iranian Farsi / Persian	81	0.09%	1441	0.11%
Quiche	76	0.08%	537	0.04%
Uzbek	74	0.08%	403	0.03%
Mam	62	0.07%	359	0.03%
Farsi - Afghani - Dari	62	0.07%	381	0.03%
Georgian	58	0.06%	447	0.03%
Swahili	47	0.05%	509	0.04%
Kekchi	44	0.05%	301	0.02%
Karen Segaw	41	0.04%	0	0.00%
Twi	39	0.04%	148	0.01%

Ukrainian	37	0.04%	525	0.04%
Amharic	33	0.04%	317	0.02%
Japanese	32	0.04%	1002	0.07%
Quichua, Canar Highland	32	0.04%	277	0.02%
Tagalog	31	0.03%	248	0.02%
Fulani	29	0.03%	0	0.00%
Hausa	28	0.03%	0	0.00%
Pashto	28	0.03%	701	0.05%
Italian	27	0.03%	86	0.01%
Albanian	27	0.03%	151	0.01%
Polish	25	0.03%	282	0.02%
Quechua	24	0.03%	121	0.01%
Thai	22	0.02%	475	0.03%
Pulaar	18	0.02%	0	0.00%
Soninke	17	0.02%	0	0.00%
Pushtu	14	0.02%	138	0.01%
Kinyarwanda	13	0.01%	425	0.03%
Hungarian	12	0.01%	0	0.00%
Q`anjob`al	11	0.01%	68	0.00%
Bambara	11	0.01%	0	0.00%
Haryanvi	10	0.01%	0	0.00%
Croatian	10	0.01%	0	0.00%
Yoruba	9	0.01%	28	0.00%
Telugu	9	0.01%	49	0.00%
German	9	0.01%	10	0.00%
Ixil	8	0.01%	56	0.00%
Mongolian	8	0.01%	98	0.01%
Kurdish	8	0.01%	0	0.00%
Hmong	7	0.01%	24	0.00%
Mixtec	7	0.01%	0	0.00%
Foo Chow	6	0.01%	10	0.00%
Akan	6	0.01%	30	0.00%
Chuukese	6	0.01%	0	0.00%
Quichua, Chimborazo Highland	6	0.01%	56	0.00%

Total number of calls placed in FY21: 91,131

Total number of OPI minutes in FY21: 1,362,716 (22,711.9 hours)

FY22 ICE-Wide Interpretation Calls Placed to Lionbridge Language Line				
Language	Sum of Total Calls Placed	Percent of Total Calls Placed	Total Minutes of Labor	Percent of Total Minutes

				of Labor
Spanish	138912	64.30%	3269132	71.12%
Portuguese	14131	6.54%	267323	5.82%
Russian	12145	5.62%	199351	4.34%
Turkish	9614	4.45%	165611	3.60%
Creole	8951	4.14%	193698	4.21%
Mandarin	4700	2.18%	78141	1.70%
Punjabi	3498	1.62%	63192	1.37%
French	3235	1.50%	59619	1.30%
Hindi	2766	1.28%	44772	0.97%
Georgian	2156	1.00%	25252	0.55%
Wolof	2109	0.98%	28715	0.62%
Bengali	1702	0.79%	37970	0.83%
Armenian	1566	0.72%	27793	0.60%
Arabic	1248	0.58%	20220	0.44%
Romanian	1163	0.54%	17900	0.39%
Uzbek	1034	0.48%	8036	0.17%
Nepali	1030	0.48%	13823	0.30%
Gujarati	561	0.26%	10678	0.23%
Somali	541	0.25%	7360	0.16%
Vietnamese	479	0.22%	4205	0.09%
Korean	458	0.21%	4040	0.09%
Tigrinya	374	0.17%	4825	0.10%
Iranian Farsi / Persian	316	0.15%	7741	0.17%
Tamil	269	0.12%	5400	0.12%
Cantonese	255	0.12%	3171	0.07%
Urdu	241	0.11%	4758	0.10%
Farsi - Afghani - Dari	236	0.11%	3720	0.08%
Pashto	219	0.10%	4423	0.10%
Albanian	157	0.07%	982	0.02%
Lingala	139	0.06%	3255	0.07%
Dari/Farsi	113	0.05%	1660	0.04%
Ukrainian	111	0.05%	1588	0.03%
Twi	107	0.05%	944	0.02%
Quiche	105	0.05%	909	0.02%
Mam	88	0.04%	596	0.01%
Hausa	86	0.04%	0	0.00%
Quichua, Canar Highland	74	0.03%	469	0.01%
Burmese	71	0.03%	904	0.02%
Kekchi	71	0.03%	291	0.01%
Quechua	66	0.03%	78	0.00%
Japanese	61	0.03%	758	0.02%

Swahili	54	0.02%	807	0.02%
Misquito/Miskito	53	0.02%	25	0.00%
Karen Segaw	46	0.02%	0	0.00%
Hungarian	45	0.02%	31	0.00%
Chuukese	44	0.02%	0	0.00%
Italian	39	0.02%	309	0.01%
Q`anjob`al	36	0.02%	192	0.00%
Haryanvi	35	0.02%	146	0.00%
Fulani	33	0.02%	13	0.00%
Amharic	25	0.01%	396	0.01%
Kurdish	25	0.01%	0	0.00%
Soninke	24	0.01%	0	0.00%
Pulaar	23	0.01%	0	0.00%
Akan	20	0.01%	157	0.00%
Tajiki	18	0.01%	58	0.00%
Bambara	16	0.01%	0	0.00%
Thai	16	0.01%	95	0.00%
Chuj, San Sebastián Coatán	13	0.01%	0	0.00%
Marshallese	13	0.01%	4	0.00%
Telugu	13	0.01%	0	0.00%
Croatian	13	0.01%	0	0.00%
Tagalog	12	0.01%	5	0.00%
Polish	12	0.01%	120	0.00%
Yoruba	12	0.01%	8	0.00%
Taiwanese	11	0.01%	275	0.01%
German	10	0.00%	0	0.00%
Serbian	9	0.00%	11	0.00%
Mongolian	8	0.00%	47	0.00%
Greek	8	0.00%	0	0.00%
Azerbaijani	8	0.00%	0	0.00%
Tibetan	7	0.00%	24	0.00%
Quichua, Chimborazo Highland	7	0.00%	18	0.00%
Cambodian/Khmer	7	0.00%	27	0.00%
Kinyarwanda	7	0.00%	65	0.00%
Lao	6	0.00%	18	0.00%

Total number of calls placed in FY22: 216,036

Total number of OPI minutes in FY22: 4,596,749 (76,612.5 hours)

FY 2023 (Oct. 2022 - May 2023)				
ICE-Wide Interpretation Calls Placed to Lionbridge Language Line				
Language	Sum of Total Calls Placed	Percent Total Calls Placed	Total Minutes of Labor	Percent of Total Minutes of Labor
Spanish	139698	69.62%	2494448	75.94%
Russian	10133	5.05%	138282	4.21%
Mandarin	9885	4.93%	133403	4.06%
Turkish	8111	4.04%	114981	3.50%
Portuguese	6316	3.15%	79643	2.42%
Punjabi	2758	1.37%	34659	1.06%
Arabic	2700	1.35%	38667	1.18%
Creole	2256	1.12%	31221	0.95%
French	2177	1.08%	26721	0.81%
Hindi	2155	1.07%	29744	0.91%
Georgian	1505	0.75%	18319	0.56%
Uzbek	1316	0.66%	14715	0.45%
Romanian	942	0.47%	14075	0.43%
Armenian	935	0.47%	12614	0.38%
Somali	906	0.45%	6264	0.19%
Bengali	876	0.44%	12995	0.40%
Wolof	841	0.42%	10197	0.31%
Vietnamese	775	0.39%	7101	0.22%
Iranian Farsi / Persian	527	0.26%	8217	0.25%
Gujarati	498	0.25%	6420	0.20%
Tamil	481	0.24%	5608	0.17%
Farsi - Afghani - Dari	463	0.23%	6592	0.20%
Nepali	455	0.23%	4786	0.15%
Dari/Farsi	453	0.23%	6388	0.19%
Tigrinya	447	0.22%	5100	0.16%
Lingala	350	0.17%	3373	0.10%
Urdu	270	0.13%	4882	0.15%
Pashto	265	0.13%	3688	0.11%
Cantonese	241	0.12%	1944	0.06%
Albanian	213	0.11%	764	0.02%
Korean	189	0.09%	974	0.03%
Quichua, Canar Highland	125	0.06%	1231	0.04%
Quiche	113	0.06%	591	0.02%
Quechua	111	0.06%	390	0.01%
Mam	75	0.04%	666	0.02%
Ukrainian	69	0.03%	624	0.02%
Burmese	58	0.03%	441	0.01%
Kekchi	53	0.03%	183	0.01%

Haryanvi	52	0.03%	62	0.00%
Swahili	48	0.02%	191	0.01%
Amharic	44	0.02%	383	0.01%
Hausa	41	0.02%	0	0.00%
Italian	40	0.02%	550	0.02%
Kurdish	39	0.02%	14	0.00%
Soninke	34	0.02%	0	0.00%
Twi	33	0.02%	305	0.01%
Tajiki	30	0.01%	96	0.00%
Japanese	29	0.01%	255	0.01%
Karen Segaw	26	0.01%	78	0.00%
Thai	24	0.01%	247	0.01%
Oromo	23	0.01%	0	0.00%
Igbo	22	0.01%	150	0.00%
Tagalog	22	0.01%	16	0.00%
Pulaar	22	0.01%	0	0.00%
German	22	0.01%	40	0.00%
Misquito/Miskito	21	0.01%	73	0.00%
Polish	19	0.01%	38	0.00%
Hungarian	19	0.01%	0	0.00%
Q`anjob`al	18	0.01%	70	0.00%
Bambara	17	0.01%	0	0.00%
Telugu	16	0.01%	0	0.00%
Bosnian	16	0.01%	0	0.00%
Chuukese	15	0.01%	0	0.00%
Fulani	13	0.01%	29	0.00%
Cambodian/Khmer	13	0.01%	235	0.01%
Sinhalese	13	0.01%	0	0.00%
Acateco	12	0.01%	61	0.00%
Quichua, Chimborazo Highland	11	0.01%	147	0.00%
Kinyarwanda	9	0.00%	37	0.00%
Mongolian	8	0.00%	193	0.01%
Akan	7	0.00%	15	0.00%
Mixtec	7	0.00%	11	0.00%
Quichua, Salasaca Highland	6	0.00%	23	0.00%

Total number of calls placed in FY23 (Oct 2022 – May 2023): 210,670

Total number of OPI minutes in FY23: 6,569,126 (109,485.4 hours)

Appendix D

Translation Data for FY 2021 – FY 2023

FY21 Translation Requests Made to Lionbridge (ERO)				
Language	Sum of Total Translation Requests	Percent of Total Translation Requests	Total Words	Percent of Total Words
Spanish	186	32.52%	246,906	30.26%
Vietnamese	108	18.88%	138,908	17.02%
Portuguese	41	7.17%	48,734	5.97%
Chinese	35	6.12%	40,582	4.97%
Russian	31	5.42%	31,472	3.86%
French	28	4.90%	40,587	4.97%
Punjabi	24	4.20%	37,374	4.58%
Romanian	22	3.85%	41,269	5.06%
Creole	19	3.32%	12,485	1.53%
Haitian Creole	13	2.27%	31,159	3.82%
Arabic	10	1.75%	22,308	2.73%
Ukrainian	9	1.57%	1,921	0.24%
Hindi	7	1.22%	23,884	2.93%
Simplified Chinese	7	1.22%	2,703	0.33%
Polish	5	0.87%	13,294	1.63%
Bengali	5	0.87%	22,003	2.70%
Somali	3	0.52%	874	0.11%
Tigrinya	2	0.35%	2,590	0.32%
Turkish	2	0.35%	22,519	2.76%
Uzbek	2	0.35%	2,411	0.30%
Thai	2	0.35%	2,249	0.28%
Bosnian	2	0.35%	654	0.08%
Burmese	1	0.17%	212	0.03%
Ukranian	1	0.17%	233	0.03%
Italian	1	0.17%	307	0.04%
Hatian Creole	1	0.17%	50	0.01%
Urdu	1	0.17%	915	0.11%
Korean	1	0.17%	2,071	0.25%
Tajiki	1	0.17%	6,642	0.81%
Lingala	1	0.17%	98	0.01%
Portuguese	1	0.17%	18,559	2.27%
Grand Total	572	100.00%	815,973	100.00%

FY21 translation data is only for ERO (ERO accounted for 76% of all translation requests)

FY22 Translation Requests Made to Lionbridge (ERO)				
Language	Sum of Total Translation Requests	Percent of Total Translation Requests	Total Words	Percent of Total Words
Spanish	194	38.04%	264,838	48.28%
Vietnamese	51	10.00%	98,731	18.00%
Portuguese	40	7.84%	30,058	5.48%
French	33	6.47%	32,750	5.97%
Haitian Creole	33	6.47%	34,203	6.24%
Russian	20	3.92%	9,578	1.75%
Hindi	18	3.53%	6,275	1.14%
Turkish	17	3.33%	10,103	1.84%
Arabic	12	2.35%	3,699	0.67%
Bengali	11	2.16%	3,375	0.62%
Punjabi	11	2.16%	13,244	2.41%
Romanian	11	2.16%	4,068	0.74%
Chinese	9	1.76%	1,259	0.23%
Simplified Chinese	8	1.57%	4,444	0.81%
Polish	7	1.37%	6,991	1.27%
Uzbek	4	0.78%	623	0.11%
Vienamese	4	0.78%	3,433	0.63%
Ukrainian	3	0.59%	1,307	0.24%
Georgian	2	0.39%	2,085	0.38%
Gujarati	2	0.39%	147	0.03%
Korean	2	0.39%	1,244	0.23%
Japanese	1	0.20%	401	0.07%
Hindi?	1	0.20%	87	0.02%
Tajiki	1	0.20%	2,245	0.41%
Nepali	1	0.20%	873	0.16%
Ukranian	1	0.20%	2,056	0.37%
Farsi	1	0.20%	318	0.06%
Kurdish	1	0.20%	180	0.03%
Belorussian	1	0.20%	143	0.03%
Tamil	1	0.20%	23	0.00%
Creole	1	0.20%	269	0.05%
Italian	1	0.20%	2,056	0.37%
Dari	1	0.20%	430	0.08%
Urdu	1	0.20%	3,400	0.62%
Dutch	1	0.20%	2,056	0.37%
Albanian	1	0.20%	369	0.07%
Hatian Creole	1	0.20%	542	0.10%
Moldovan	1	0.20%	560	0.10%
English	1	0.20%	28	0.01%
Grand Total	510	100.00%	548,491	100.00%

FY22 translation data is only for ERO (ERO accounted for 68% of all translation requests agency-wide)

FY23 Translation Requests Made to Lionbridge (ERO & IHSC)				
Language	Sum of Total Translation Requests	Percent of Total Translation Requests	Total Words	Percent of Total Words
Spanish	493	53.18%	609,378	57.10%
Vietnamese	92	9.92%	133,365	12.50%
Portuguese	67	7.23%	67,560	6.33%
Russian	40	4.31%	45,817	4.29%
Chinese	32	3.45%	17,569	1.65%
Haitian Creole	28	3.02%	22,411	2.10%
Turkish	27	2.91%	45,349	4.25%
French	25	2.70%	12,516	1.17%
Hindi	24	2.59%	37,042	3.47%
Arabic	24	2.59%	15,527	1.45%
Romanian	15	1.62%	18,306	1.72%
Punjabi	9	0.97%	5,690	0.53%
Bengali	7	0.76%	2,683	0.25%
Polish	6	0.65%	7,257	0.68%
Simplified Chinese	5	0.54%	2,087	0.20%
Creole	4	0.43%	1,138	0.11%
Georgian	4	0.43%	1,087	0.10%
Farsi (Iran)	2	0.22%	1,597	0.15%
Simplfied Chinese	2	0.22%	459	0.04%
Armenian	2	0.22%	288	0.03%
Dari	2	0.22%	339	0.03%
Cantonese	2	0.22%	757	0.07%
Farsi	2	0.22%	2,721	0.25%
Uzbek	2	0.22%	220	0.02%
Tajiki	1	0.11%	578	0.05%
Sinhalese	1	0.11%	1,213	0.11%
Mandarin	1	0.11%	276	0.03%
German	1	0.11%	1,241	0.12%
Amharic	1	0.11%	907	0.08%
Serbo-Croatian	1	0.11%	401	0.04%
Pidgin	1	0.11%	2,871	0.27%
Lao	1	0.11%	246	0.02%
Albanian	1	0.11%	1,438	0.13%
Hungarian	1	0.11%	3,765	0.35%
Korean	1	0.11%	3,194	0.30%
Grand Total	927	100.00%	1,067,293	100.00%

FY23 translation data is only for ERO & IHSC (ERO & IHSC accounted for 64% of all translation requests)