



American Alliance of Professional Translators and Interpreters

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AAPTI'S OPINION ON THE REQUEST FOR PROPOSALS FROM THE JUDICIAL COUNCIL OF CALIFORNIA FOR THE CONTRACTING OF LIMITED TELEPHONIC AND REMOTE INTERPRETER SERVICES:

It goes without saying that technology significantly facilitates the provision of numerous services at all levels. Nonetheless, it is important to seriously consider that in the case of court interpreting, said services have major implications on the rights of Californians.

With respect to the public bidding process (RFP) for contracting limited telephonic and remote interpreter services, AAPTI expresses its concern and interest over the following:

- Contains loopholes due to technicalities that will jeopardize the quality of language access and the contracting processes.
- Lacks accountability standards for the quality of services on the part of each of the stakeholders (interpreters, language services agencies, and employers).
- Overly vague regarding the criteria to determine what qualified interpreters are and what certification credentials they will need to so demonstrate.
- Does not define sufficient mechanisms to monitor compliance with the obligations and responsibilities of each party, including, but not limited to certification and quality, tools, technology, and encryption for information protection. A body should be established to fulfill this function.
- Does not define processes to ensure confidentiality and protection of user information.

Given the above implications on language access, AAPTI is convening a summit to discuss this issue. Some points to address could be:

1. Define “qualified” interpreters.
2. Differentiate between bilingual customer service personnel and interpreters. We are interpreters.
3. Create processes to ensure compliance with the rights of users of interpretation services in California.
4. Equal enforcement of compliance for all interpreters who provide interpreting services to California users.
5. Fair and lawful treatment for interpreters in California with respect to requirements and compensation.

Given the deadline for submission of proposals, it is of the utmost importance to have a dialogue to protect and defend not only interpreters but also to protect the rights of the people of California. AAPTI will make an open Meeting Call to bring stakeholders together!