Instructions to set up and request
Translation and Interpreter Services
R09-9514 Multnomah County Translation and Interpreter Services

Here is how the process works:

1. Go to Multnomah County's Language Services web site -
https://commons.multco.us/purchasing/contracting/translation-and-language-services

   There are 10 County Wide Contracts to choose from. Some offer services in ALL four service categories some three or less.

2. ==Determine what type== of Language Service you need

   - **Translation (Written) translation**
   - **Interpreter (Face to Face) translation**
   - **Remote Electronic (Telephone) translation**
   - **Sign Language (ASL) translation**

3. **Open: ==The Pricing and Contact List==- link:** This is where any County Employee who needs to coordinate Language Services can find a listing of County Wide Contracts. There you will find a list of all the providers, the service categories they provide and their contact information. Please use the tabs at the bottom of the page to view pricing by category and provider. They all have a Current County Wide Contract. Chose the provider with service category you need.

4. ==Select a provider== from the County Wide Contracts list to provide Language Services.

   a. **Recommended provider: Telelanguage Inc.**

5. **==Contact the provider==: *NOTE* If this is the first time your department contacted a provider for service, a new account has to be opened. Once this account is set up, they will issue you an access code.** This part is important for billing your department for services rendered. ==The Provider will give you an access number to complete the transaction; this number will be referenced on your bill.== From this point the service provider will coordinate your service provider or the language service delivery method you ordered. I.e. Face to Face Interpreter or Remote Electronic (Telephone) as scheduled.

6. ==Billing:== After the services are complete you will receive a invoice with detail about your Dates, times and amounts**.** The invoice will be emailed or mailed to the billing address you provided.