USDA TARGET Center
Acquire Sign Language Interpreting Services

**Step 1:** Identify Agency Processes, End Users & Requirements
- **Agency:** Determine Agency Roles in the Reasonable Accommodation Process for Acquiring Interpreting Services.
- **Agency:** Identify USDA Reasonable Accommodation Process, End-User Community, Responsibilities of Procurement Office.
- **Agency:** Identify the Sign Language Interpreting Requirements (Specific Types of Services, Location, Frequency of Use, Total Annual Estimated Hours).
- **Agency:** Delegate (POC) Responsibilities to Move Forward in the Process.

**Step 2:** Plan Procurement at Agency Level
- **Is a Task Order Appropriate (i.e., Frequent Need, or Cost Exceeds $3,000)?**
- **No:**
  - **Agency:** Identify the Purchase Card Holder(s) for the Deaf or Hard of Hearing Employee.
  - **Purchase Card Holder:** Initiate Order for Interpreting Services with the Vendor, In Accordance with contract Ordering Procedures.
- **Yes:**
  - **ISO COTR:** Collaborate with Vendor on Processes for Scheduling Interpreting Services.
  - **Agency Procurement:** Solicit the Requirements (If Cost Exceeds $5,000) to all IDIQ Vendors.
  - **Agency Delegates:** Evaluate Offeror Quote.

**Step 3:** Award Task Order
- **Agency:** Using Requirements from Step 1, Tailor the IDIQ “Task Order Performance Work Statement” Template to Address the Employee’s Specific Need.
- **Agency Procurement:** Award Task Order(s), Fund Task Order for Requirements as Define.
- **Agency Procurement:** Schedule Interpreting Requests with Vendor.
- **Agency Delegates:** Provides Interpreting Services.

**Step 4:** Request Services
- **ISO COTR:** Collaborate with Vendor on Processes for Scheduling Interpreting Services.
- **Vendor:** Provides Interpreting Services.
- **Agency POC:** Schedule Interpreting Requests with Vendor.

**Step 5:** Administrate Task Order
- **Vendor:** Bills for Services Performed Monthly Against the Task Order.
- **Agency CO:** Pay Invoices According to Established Processes.
- **Agency POC:** Provide Feedback on Quality to:
  - Vendor
  - Agency POC/CO -TARGET Center
- **All Stakeholders:** Participate in Periodic IDIQ Contract Administration Reviews.

**TARGET Center Training Offered**
- **Best Practices Requirements Development**
- **IDIQ Ordering Using the Purchase Card**
- **IDIQ Ordering for Task Orders - Fair Opportunity - Evaluation**
- **Scheduling Best Practices Quality Assurance at Task Order Level**
- **Issue Resolution Quality Assurance at IDIQ Level**