United States Department of State

Washington, D.C. 20520

October 1, 2010

Dear Colleagues,

Welcome to the Offices of Language Services. I would like to thank you for the professionalism, dedication and ingenuity that you have demonstrated in your work for the Office of Language Services this past year. You have been an essential part of our success.

This office is constantly working to make readily available all the information you need to work with our office Most of that information can be found on our internet site, LSWeb. We will be highlighting timely issues and posting information throughout the year. From time to time, we will e-mail you to let you know that we have added new information or guidelines that will have been posted on our website. We recognize the enormous potential for streamlining our business practices, which include our communications with you. I encourage you to visit the site frequently and make it your news source of who/what/where from Language Services in Washington. In addition, you'll also find a page for Contractor Resources, which has valuable information on this website. Visit our office at LSWeb: http://languageservices.state.gov/.

As a reminder, all Language Services contractors are required to register with CCR (Central Contractor Register). No salary or travel vouchers can be processed until this is done. The DUNS number will also serve as the entry point for registration with the Central Contractor Register (CCR). Registrations with the CCR can be done at www.ccr.gov. All contractors must register into this system in order to conduct any business with a federal agency.

One of your responsibilities as a Language Services contractor is the requirement to submit a security clearance package when requested, either directly by our office or Diplomatic Security. You must complete the SF-85-p and SF 85-p-s for Public Trust Positions, using the Office of Personnel Management's electronic Questionnaires for Investigations Processing (E-QIP). E-QIP is a secure website that can be accessed from any computer system that has an Internet connection. If you do not have access to the internet and a printer at home, you will need to find another venue from which you can use E-QIP, such as an internet café, a public library or copy center.

Please note that failure to return the appropriate forms within the 30 days of receipt may necessitate the cancellation of the Basic Ordering Agreement. If you have any questions on this, please contact your assigning officer for additional information.

One of our priorities going into the new fiscal year includes improving our administrative support to you. We will continue to focus on travel arrangements and the vouchering process. Please note that all vouchers must be submitted electronically to the appropriate voucher mail box. You'll find additional information on this on our website.

Recruiting also remains a priority, as we are always interested in qualified candidates in any language. Please refer potential interpreters or translators to our website: http://languageservices.state.gov/.

Finally, we continue leveraging technology as we move further into the 21st century. We are increasing our use of Computer Assisted Translation (CAT) tools; actively increasing our desk top publishing (DTP) capability and revamping our internal IT architecture. There will be many positive changes in the coming year, and you will see the fruits of this labor in the near future.

Our office appreciates the work you do and how it helps to shape our future as an organization. At the heart of everything we do, is our core mission, diplomatic interpreting and translating organization in the United States. Our success rests on our reputation, not only for the quality of interpretation or translation, but on how we deliver our services.

On behalf of the Secretary, our client agencies and the American people, please accept my appreciation for your excellent professional work and your dedication to duty.

Sincerely,

Thomas F. Hufford
Acting Director
Office of Language Services