

DAVID Y. IGE
GOVERNOR



SARAH ALLEN
ADMINISTRATOR
PAULA A. YOUNGLING
ASSISTANT ADMINISTRATOR

STATE OF HAWAII
STATE PROCUREMENT OFFICE
P.O. Box 119
Honolulu, Hawaii 96810-0119
Tel: (808) 587-4700
email: state.procurement.office@hawaii.gov
<http://spo.hawaii.gov>

September 14, 2015

TO: Executive Departments/Agencies
Department of Education
(Excludes Charter Schools)
Hawaii Health Systems Corporation
Office of Hawaiian Affairs
University of Hawaii
House of Representatives
Senate
Judiciary

City and County of Honolulu
Honolulu City Council
Honolulu Board of Water Supply
Honolulu Authority for Rapid Transportation
County of Hawaii
Hawaii County Council
County of Hawaii – Department of Water Supply
County of Maui
Maui County Council
County of Maui – Department of Water Supply
County of Kauai
Kauai County Council
County of Kauai – Department of Water

FROM: Sarah Allen, Administrator 

SUBJECT: **New Vendor List Contract**
SPO Vendor List Contract No. 16-05
NASPO Telephone Based Interpreter Services
Expires: March 4, 2017
RFP 50-000-14-00002

This is a new State Procurement Office Vendor List Contract for NASPO ValuePoint Telephone Based Interpreter Services effective September 14, 2015. This vendor list contract replaces Vendor List Contract Number 10-10.

This contract lists one authorized Contractor, Corporate Translation Services, Inc. dba CTS LanguageLink. Additional contractors may be added at a later date. Instructions on how to utilize this contract are listed on page 5.

This contract is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor Lists Contracts* at the home page.

If you have any questions, please contact Donn Tsuruda-Kashiwabara at (808) 586-0565 or donna.tsuruda-kashiwabara@hawaii.gov.

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Vendor List Contract No. 16-05
Replaces SPO VL Contract No. 10-10
Effective: 09/14/2015

**NASPO VALUEPOINT
TELEPHONE BASED INTERPRETER SERVICES**

(NASPO Contract No. 50-000-14-0002AA –
Corporate Translation Services, Inc. dba CTS LanguageLink)
September 14, 2015 to March 4, 2017

INFORMATION ON NASPO VALUEPOINT

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. The NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of New Mexico is the current lead agency and contract administrator for the NASPO ValuePoint Telephone Based Interpreter Services contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization, LLC and contracts were awarded to three qualified Contractors. The State of Hawaii has signed a Participating Addendum with one (1) Contractor.

The Telephone Based Interpreter Services contract provides “as needed” Telephone Based Interpreter Services. The Contractor(s) will provide over-the-phone language interpreter services for customers and their clients who need immediate interpreter assistance. These services are required to assist Limited English Proficiency (LEP) clients uncomfortable speaking English, or who English is not clearly understood. Immediate Telephone Based Interpreter Services will facilitate communication between clients and customers at a service provider facility when an on-site interpreter is not available or is cost prohibitive.

For additional information on this contract, visit the NASPO ValuePoint website at www.naspovaluepoint.com.



PARTICIPATING JURISDICTIONS listed below have signed a cooperative agreement and/or a memorandum of agreement with the SPO and are authorized to utilize this vendor list contract.

Executive Departments/Agencies	City and County of Honolulu (C&C Honolulu)
Department of Education (DOE)	Honolulu City Council
(Excludes Charter Schools)	Honolulu Board of Water Supply
Hawaii Health Systems Corporation (HHSC)	Honolulu Authority for Rapid Transportation (HART)
Office of Hawaiian Affairs (OHA)	County of Hawaii
University of Hawaii (UH)	Hawaii County Council
House of Representatives (House)	County of Hawaii – Department of Water Supply
Senate	County of Maui
Judiciary	Maui County Council
	County of Maui – Department of Water Supply
	County of Kauai
	Kauai County Council
	County of Kauai – Department of Water

The participating jurisdictions are not required, but may purchase from this vendor list contract, and requests for exception from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors, however, HRS chapter 103D and the procurement rules apply to purchases using the applicable procurement method and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the participating jurisdiction.

POINTS OF CONTACT. Questions regarding the products listed, ordering, pricing, and status should be directed to the Contractor.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	FAX	E-mail
Executive	Donn Tsuruda-Kashiwabara	586-0565	586-0570	donna.tsuruda-kashiwabara@hawaii.gov
DOE (Excludes Charter Schools)	Procurement Staff	675-0130	675-0133	DOEProcure@notes.k12.hi.us
HHSC	Joe Evanoff	733-4168	733-4460	jevanoff@hhsc.org
OHA	Phyllis Ono-Evangelista	594-1833	594-1865	phylliso@oha.org
UH	Matthew Chow (Primary) Karlee Hisashima	956-2765 956-8687	956-2096 956-2093	chowmatt@hawaii.edu karlee@hawaii.edu
House	Brian Takeshita	586-6423	586-6401	takeshita@capitol.hawaii.gov
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Tritia Cruz	538-5805	538-5802	tritia.l.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfs purchasing@honolulu.gov

Jurisdiction	Name	Phone	FAX	E-mail
Honolulu City Council	Clayton Wong	768-5084	768-5011	cwong@honolulu.gov
Honolulu Board of Water Supply	Vicki Kitajima	748-5151	550-9193	ykitajima@hbws.org
HART	Nicole Chapman	768-6135	768-5110	nchapman@honolulu.gov
County of Hawaii	Jeffrey Dansdill	961-8440	961-8248	jdansdill@co.hawaii.hi.us
Hawaii County Council	Jeffrey Dansdill	961-8440	961-8248	jdansdill@co.hawaii.hi.us
County of Hawaii – Department of Water Supply	Ka’iulani Matsumoto	961-8050 ext.224	961-8657	kmatsumoto@hawaiiidws.org
County of Maui	Greg King	249-2403	249-0839	greg.king@co.maui.hi.us
Maui County Council	Ross Izumigawa	270-7661	270-7686	ross.izumigawa@mauicounty.us
County of Maui – Department of Water Supply	Kenneth L. Bissen Holly Perdido	270-7684 270-7684	270-7136 270-7136	ken.bissen@co.maui.hi.us holly.perdido@co.maui.hi.us
County of Kauai	Florence Kakuda	241-4294	241-6297	fkakuda@kauai.gov
Kauai County Council	Lisa Ishibashi Scott Sato	241-4820 241-4810	241-6349 241-6349	lishibashi@kauai.gov ssato@kauai.gov
County of Kauai – Department of Water	Fay Tateishi	245-5423	245-5813	ftateishi@kauaiwater.org

USE OF THIS LIST CONTRACT BY NONPROFIT ORGANIZATIONS. Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price and vendor list contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wishes to purchase from an SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor (participation must be mutually agreed upon, for example). A Contractor may choose to deny participation by a nonprofit. However, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than an SPO price list contract vendor(s).

VENDORS. The following vendors are authorized to provide Telephone Based Interpreter Services. They have signed a Master Agreement with the State of New Mexico and a Participating Addendum with the Hawaii State Procurement Office.

Corporate Translation Services, Inc. dba CTS LanguageLink

VENDOR CODES for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

COMPLIANCE PURSUANT TO HRS §103D-310(c). Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Vendor List Contract No. 16-05, but the SPO shall not monitor compliance throughout the term of performance. Therefore, purchasing agencies are required to verify compliance prior to issuing a contract, purchase order or pCard payment when utilizing this contract.

PURCHASING CARD (pCard). The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive department/agencies, excluding the DOE, HHSC, OHA, and UH, for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

PURCHASE ORDERS may be issued for purchases of \$2,500 or more and for vendors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or who charge its customers a transaction fee for the usage.

SPO VL Contract No. 16-05 AND MASTER AGREEMENT NO. 50-000-14-00002AA (CORPORATE TRANSLATION SERVICES, INC. dba CTS LANGUAGELINK) will be typed on purchase orders issued against this vendor list contract. For pCard purchases, the SPO VL Contract No. 16-05 and Master Agreement No. 50-000-14-00002AA (CORPORATE TRANSLATION SERVICES, INC. dba CTS LANGUAGELINK) shall be notated on the appropriate transaction document.

PAYMENTS are to be made to the remittance address of the Contractor(s). HRS §103-10, HRS, provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment.

VENDOR AND PRODUCT EVALUATION. Form SPO-012, Evaluation: Vendor or Product, for the purpose of addressing concerns on this vendor list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

CHANGES FROM THE PREVIOUS CONTRACT(S):

Services and technical requirements remain the same, but the following change is made to the Equipment and Facility requirements:

1. Interpreter services for the **most frequently used languages*** must be performed within the United States from a professional facility or a professional home-based office with limited background noise and no interruption.
2. Interpreter services for the **least frequently used languages** may be performed outside the United States and/or from a professional home-based office with limited background noise and no interruption only in cases where an interpreter from the United States or a professional facility is available.

"Most frequently used languages" means the top ten frequently used languages as noted by asterisk () in the chart below.*

HOW TO USE THIS VENDOR LIST CONTRACT:

1. Contact vendor for quote. Vendor contact information is located on page 7.
2. Choose the option that works best for your agency's situation.
3. Keep quotes in the procurement file.

WHAT IS INCLUDED IN THIS VENDOR LIST CONTRACT:

1. Contractors shall provide 365-days a year/7-days a week/24-hours a day Telephone Based Interpreter Services on an "as needed" basis for Limited English Proficiency (LEP) clients needing immediate interpreter assistance and will provide the necessary equipment from a professional facility and not from the interpreter's home or other non-professional setting.
2. At a minimum, the following languages/dialects are available:

Akan	Dutch	Inupiaq	Mongolian	Spanish*
Albanian	Estonian	Iraqi Arabic	Moroccan Arabic	Sudanese Arabic
Amharic	Ewe	Italian	Nepali	Swahili
Apache	Farsi	Japanese*	Norwegian	Swedish
Arabic	Finnish	Karen	Nuer	Tagalog*
Armenian	Flemish	Kashmiri	Oromo	Taishanese
Assyrian	French	Khmer	Pashto	Taiwanese
Bambara	French Canadian	Kirundi	Patois	Tamil
Behdini	Fukienese	Korean*	Persian	Tewa
Bengali	Fulani	Krio	Polish	Thai
Bosnian	Fuzhou	Kunama	Portuguese	Tibetan
Bulgarian	Georgian	Kurdish	Portuguese Creole	Tigrinya
Burmese	German	Laotian	Punjabi	Tiwa

Cambodian	Greek	Latvian	Romanian	Tongan
Cantonese*	Gujarati	Lithuanian	Russian	Towa
Catalan	Haitian Creole	Maay	Samoan	Turkish
Chin	Hausa	Macedonian	Serbian	Ukrainian
Chiu-Chow	Hebrew	Malay	Serbo Croatian	Urdu
Chuukese*	Hindi	Malayalam	Sicilian	Uzbek
Croatian	Hmong	Mandarin*	Sinhalese	Vietnamese*
Czech	Hungarian	Marshallese*	Slovak	Wolof
Danish	Ibo	Mien	Somali	Yoruba
Dari	Ilocano*	Mixteco	Sorani	Yupik
Dinka	Indonesian			

**most frequently used languages*

WHAT IS EXCLUDED IN THIS VENDOR LIST CONTRACT:

1. The contract does not include VRI (video relay interpreting), in-person interpreting, sign language interpreting or document translation services.

CONNECTION

1. On average, Contractor must answer at least 95% of all incoming calls within five seconds of the call starting to ring at the Contractor's facility. The call may be answered by an automated attendant but the customer must be given an option, either by voice prompt or keypad selection, to speak with a live operator/customer service representative. If the customer opts for a live operator/customer service representative, connection must occur within ten seconds of the customer's selection.
2. On average, Contractor must respond to calls at a rate of 95% or greater within 30 seconds of the client's language being identified. Once interpretation begins, the call cannot be placed on hold or put into a queue of any kind.
3. In the event interpretation service for Spanish, Russian, Somali, Vietnamese, Tagalog, Korean or Farsi does not begin within 60 seconds of the client's language being identified, the customer shall not be charged for any interpretation services provided for the duration of the call. In the event any interpretation service request for Spanish, Russian, Somali, Vietnamese, Tagalog, Korean or Farsi results in a customer being told "no interpreter is available," the Contractor will be subject to a self-assessed penalty equal to the cost of the customer's average interpreter call for the month in which the "no interpreter available" event occurs. These penalties will be assessed monthly and will be itemized and deducted from the appropriate monthly invoice total.
4. Contractor must provide toll-free access to interpreter services from anywhere in the United States, 365-days a year, 7-days a week, 24-hours a day.

PENALTIES

1. If interpreting services for Spanish, Russian, Somali, Vietnamese, Tagalog, Korean or Farsi do not begin within 60 seconds of the client's language being identified, the customer shall not be charged for any interpretation services provided for the duration of the call.
2. If any interpretation service request for Spanish, Russian, Somali, Vietnamese, Tagalog, Korean or Farsi results in a customer being told "**no interpreter is available**," the Contractor will be subject to **a self-assessed penalty** equal to the cost of the customer's average interpreter call for the month in which the "no interpreter available" event occurs. These penalties will be assessed monthly and will be itemized and deducted from the appropriate monthly invoice total.

CONTRACTOR INFORMATION.

Corporate Translation Services, Inc. dba CTS LanguageLink

Contact Person for Account Set Up: George Schoeck,
NASPO Government Account Executive

Phone: (360) 433-0401

Email: George.schoeck@ctslanguagelink.com

Payment Address:

911 Main Street, Ste. 10
Vancouver, WA 98660

Contract Pricing: **\$0.62/min.** for all languages

Optional Equipment:	1.	Dual Handset Phone	\$150.00
	2.	Lease Dual Handset Phone	\$15/month
	3.	Purchase of Y connector and extra handset	\$35

Instructional Material may be accessed at <http://naspo.ctslanguagelink.com/>. After signing up, each account will receive a welcome e-mail with detailed instructions on how to access the services as well as materials which can be printed.

Account Application – Agencies may go to <http://naspo.ctslanguagelink.com/> to sign up or fill out an agreement (attached).

Agencies who have signed “interim” agreements with Corporate Translation Services, Inc. dba CTS LanguageLink shall sign a new account application to receive the contract rate of \$0.62/minute. Your account number will remain the same.



NASPO Account Application

Please go to naspo.ctslanguagelink.com to submit your account application on-line

Company Name: _____

Company Contact: _____ E-mail Address: _____

Phone Number: _____ Fax Number: _____

Address: _____ City: _____ State: _____ ZIP: _____

Billing Contact Name: _____ Billing Contact E-mail: _____

Billing Contact Phone: _____ Billing Contact Fax: _____

Billing Address (if different): _____ City: _____ State: _____ ZIP: _____

ACCOUNT SET-UP AGREEMENT

Please list top languages serviced: _____

Hours and days of Operation: _____

Type of Business (i.e. medical, social, legal): _____

Additional data collection:

We offer two numeric data fields to be gathered at the time of the call (i.e.: employee id, employee extension, case number, location code, department number, etc.). This information will be included on your monthly invoice and call detail records on our client portal. Default invoices will contain the following information for each call record: CTS Job Number, Date of the Call, Time of the Call, Language Requested, Interpreter ID, Duration of the Call, and Cost of the Call. If you do not require additional numeric data, please indicate below.

Please check here if you do not require any additional data collection (otherwise indicate below): _____

Numeric data field 1: _____

Numeric data field 2: _____

Please note, CTS LanguageLink is unable to gather additional details after the call has been completed.



PAYMENT AGREEMENT

I _____ authorize CTS LanguageLink to bill (Company Name) _____
_____ for the charges generated by on demand telephonic interpretation services at \$0.62 cents
per minute. Each call has a one minute minimum billed in six second increments. Setup of the account includes toll-free
number, access code, additional data collection (if applicable), and web portal access to retrieve electronic invoices.

I _____ in the name of (Company Name) _____
_____ agree to pay in full and within thirty (30) calendar days of the billing date the amount generated for the
interpretation services.

Terms & Conditions

CTS LanguageLink will bill for charges generated for telephonic interpreting per Master Pricing Agreement #50-000-14-00002 AA and your State PA.

Additional services not covered in the Master Pricing Agreement such as Translation, Localization, Transcription, Video Remote Interpreting, 3rd party international calls, hard copy invoicing and reporting, and pre-scheduled Telephonic are gladly offered under separate agreements or quotes. Please feel free to contact our sales department if you are interested in adding any of these services.

Please fax the completed application to: 1-360-433-0401 Attention: George Schoeck

Email to George.schoeck@ctslanguagelink.com

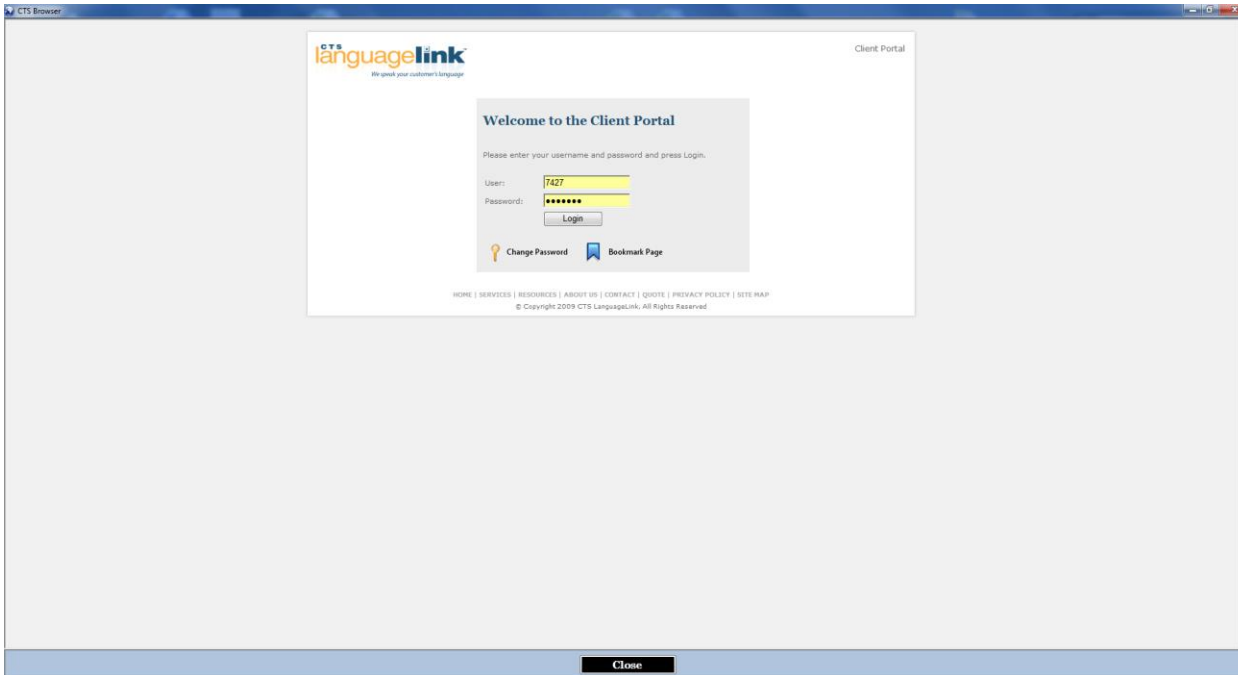
Authorized Signature _____

Date _____

Account Managers: George Schoeck and Sarah Gamble

Client Portal Instructions

Step 1: Please access our website at www.ctslanguageink.com, then find the **“Login”** tab on the right-hand corner. Under **“Interpretation Portals,”** select **“Client Portal.”** You should see the screen pictured below:



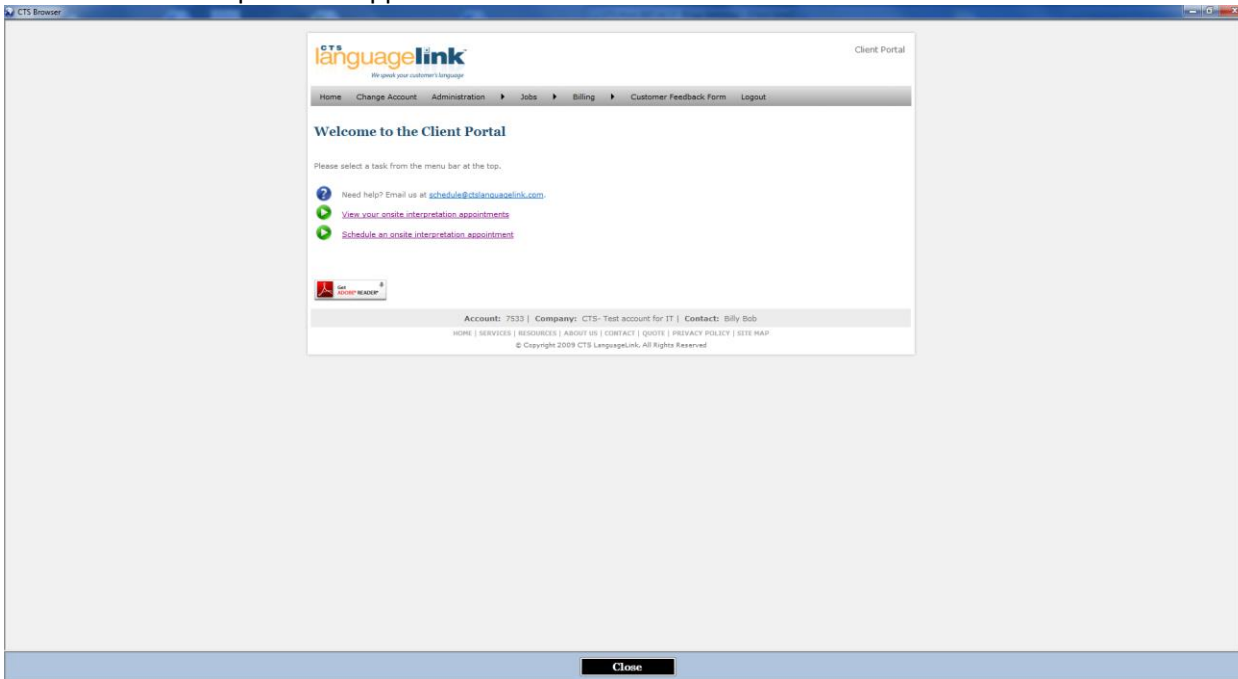
Step 2: The usernames and passwords are unique to each account number you have established, so please let us know if you need assistance determining these. You may write them in the blanks below for easy reference.

Username: _____
Password: _____

- If you do not know or have forgotten your password click on **“Change Password”**. You will be prompted to input your email address. You will then receive an email containing a link that will allow you to change your password. Please note, the email address used to change passwords, must match the email address listed our client records.

Once you have entered this information, you will see the “Home” page for the Client Portal:

- For convenience, you may use the links on this page to go directly to your onsite jobs list or to schedule an onsite interpretation appointment.



Step 3: Choose task from the Navigation Payne:

1. **HOME:** Selecting will take you back to the “Home” page shown above
2. **CHANGE ACCOUNT:** This feature is for “Parent” accounts only. It will allow you to view the activity under your “sub-account”
 - To change accounts, find the sub account on the list, and click on “Select”
3. **ADMINISTRATION:** This feature is available to account administrators only. Individual users do not have the administration capabilities
 - Job Locations: allows you to add/edit/or delete onsite job locations
 - Contacts: allows you to add, edit or delete individual users
4. **JOBS:** allows you to input and/or view jobs
 - Onsite: this feature is available for accounts with onsite interpretation capabilities
 - *Import Jobs:* allows you to import onsite jobs
 - *New Onsite Job:* allows you to create a new onsite job
 - *Onsite Jobs List:* allows you to view your onsite jobs list for any given date range
 - *Schedule Confirmation:* allows you to view your customer schedule confirmation
 - Telephonic: this feature is available for accounts with telephonic interpretation capabilities

- *Completed Telephonic Jobs*: allows you to view your completed telephonic jobs for any given date range
- *Preschedule Jobs*: allows you to view your prescheduled telephonic jobs for any given date range
- Video Remote Interpreting: this feature is available for accounts with video remote interpretation capabilities
 - *Completed VRI Jobs*: allows you to view your completed VRI (video remote interpretation) jobs for any given date range
- 5. **BILLING**: This feature is available to account administrators only. Individual users will not have access to billing functions.
- Onsite Interpretation reports: this feature is available for accounts with onsite interpretation capabilities.
 - *Onsite Billing History*: allows you to view your onsite billing history for any given date range
- Telephonic Interpretation reports: this feature is available for accounts with telephonic interpretation capabilities.
 - *Invoice List w/ Telephonic Totals*: allows you to view your invoice list with telephonic totals for any given date range
 - *Telephonic Billing History*: allows you to view your telephonic billing history for any given date range
 - *Telephonic Details by Requesting Client*: (parent account feature) allows you to view the telephonic billing details based on sub account and invoice number
 - *Telephonic Language Report*: allows you to view your telephonic language report for any given date range. Includes the number of minutes used for each language.
- Export Invoice: this feature allows you to export any invoice in an Excel spreadsheet.
- Invoices: this feature allows you to view, print or download any invoice.
- 6. **CUSTOMER FEEDBACK FORM**: allows you to submit any feedback regarding your interpretation services electronically
- 7. **LOGOUT**: allows you to log out of the client portal

We truly hope that you find our Client Portal to be useful and convenient; we encourage you to explore the site and welcome any further suggestions on implementing or improving our online features. You may contact Client Relations at ClientRelations@ctslanguagelink.com; we are always happy to assist you.

How to Use Interactive Voice Response (IVR)

- Step 1:** Call the 800 number associated with your account
- Step 2:** Enter Your Account Number, followed by # sign
- Step 3:** Select 1 to be connected directly to your Spanish interpreter, *or*
Select 2 to be connected directly to your Russian Interpreter, *or*
Select 3 to be connected directly to your Vietnamese interpreter, *or*
Select 4 to be connected directly to your Somali Interpreter, *or*
Select 9 for all other languages

***If you require a 3rd party call, press 9 to reach a Customer Service Representative**

IVR FAQs:

What if I do not know my Account number?

You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

What is IVR?

IVR stands for Interactive Voice Response. CTS LanguageLink's IVR system allows a customer to quickly select the language desired for interpretation and be connected immediately to an interpreter without interaction with a live attendant. The benefit of this is an even faster connect time to your interpreter and better service to your limited English proficient (LEP) client.

What is a third party call?

A third party call is when you need CTS LanguageLink to call the LEP client and then bridge the call together with you and the interpreter.

How do I make a third party call with CTS LanguageLink?

If you need a third party call, **press 9 (even for Spanish)** to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our ***interpreters are not able to make the third party call*** directly.

I need another language other than the ones listed. How do I get my interpreter on the line?

Press 9 for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

Please contact our Client Relations Team if you have any further questions:

Email: clientrelations@ctslanguagelink.com

Toll Free: 1 (855) 579-2704