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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

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September 22, 2016

TO: Executive Departments/Agencies City and County of Honolulu
Department of Education Honolulu City Council
(Excludes Charter Schools) Honolulu Board of Water Supply
Hawaii Health Systems Corporation Honolulu Authority for Rapid Transportation
Office of Hawaiian Affairs County of Hawaii
University of Hawaii Hawaii County Council
House of Representatives 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

FROM: Sarah Allen, Administrator *Mara Smith*

SUBJECT: **Change No. 2**
SPO Vendor List Contract No. 16-05
NASPO Telephone Based Interpreter Services
RFP 50-000-14-00002: 50-000-14-00002AB
Expires: March 4, 2017

The following change is made to the vendor list contract:

1. CTS LanguageLink remittance address is:
701 NE 136 Ave.
Suite 200
Vancouver, WA 98684

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

If you have any questions, please contact Lori Cervantes at (808) 587-3355 or email lori.m.cervantes@hawaii.gov.

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Vendor List Contract No. 16-05
Replaces SPO VL Contract No. 10-10
Effective: 09/22/2016

**NASPO VALUEPOINT
TELEPHONE BASED INTERPRETER SERVICES**

(NASPO Contract No. 50-000-14-0002AA-
Corporate Translation Services, Inc. dba CTS LanguageLink
NASPO Contract No. 50-000-14-00002AB- Linguistica International, Inc.)
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 two Contractors.

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	Lori Cervantes	586-0563	586-0570	lori.m.cervantes@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	bfspurchasing@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	vkitajima@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
Linguistica International, Inc.

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) OR MASTER AGREEMENT NO. 50-000-14-00002AB (LINGUISTICA INTERNATIONAL) 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) OR Master Agreement No. 50-000-14-00002AB (LINGUISTICA INTERNATIONAL, INC.) 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 a contractor for quote. Contractor contact information is located on page 8 and 15.
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 place 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:

George Schoeck,
NASPO Government Account Executive
Phone: (360) 433-0401
Email: George.schoeck@ctslanguagelink.com

Remittance Address:

701 NE 136 Ave.
Suite 200
Vancouver, WA 98684

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

Optional Equipment:	1.	Dual Handset Phone	\$150.00
	2.	Lease Dual Handset Phone	\$15.00/month
	3.	Purchase of Y connector and extra handset	\$35.00

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.

CONTRACTOR INFORMATION.

Linguistica International, Inc.

Primary Contact Person:

Wilson Ostojic
Director of Account Management
Phone: (801) 262-4550
Email: wilson@linguisticainternational.com

Secondary Contact Person:

Sabrina Morales
Chief Executive Officer
Phone: (801) 262-4550
Email: admin@linguisticainternational.com

Remittance Address:

8819 South Redwood Road Suite D
West Jordan, UT 84088

Contract Pricing: **\$0.57/min.** for all languages

Optional Equipment:	1.	Dual Handset Phone	\$90.00
	2.	Dual Handset DECT set	\$55.00
	3.	Tri handset DECT	\$69.99

In order to set up an account with Linguistica International, Inc., contact the Account Management Department at (866) 908-5744.

Agencies may also complete the account set up form and send via email (attached). Once the form is received, an account manager will contact the agency with an account number.