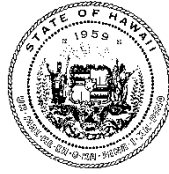


DAVID Y. IGE  
GOVERNOR



SARAH ALLEN  
ADMINISTRATOR  
MARA SMITH  
ASSISTANT ADMINISTRATOR

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

P.O. Box 119  
Honolulu, Hawaii 96810-0119  
Tel: (808) 586-0554  
email: [state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov)  
<http://spo.hawaii.gov>  
Twitter: [@hawaiispo](https://twitter.com/hawaiispo)

March 1, 2018

TO: Executive Departments/Agencies City and County of Honolulu  
Department of Education Honolulu City Council  
Hawaii Health Systems Corporation Honolulu Board of Water Supply  
Office of Hawaiian Affairs Honolulu Authority for Rapid Transportation  
University of Hawaii County of Hawaii  
Public Charter School Commission Hawaii County Council  
and Schools County of Hawaii – Department of Water Supply  
House of Representatives County of Maui  
Senate Maui County Council  
Judiciary County of Maui – Department of Water Supply  
County of Kauai  
Kauai County Council  
County of Kauai – Department of Water

FROM: For Sarah Allen, Administrator

SUBJECT: **Change No. 6**  
SPO Price List Contract No. 16-05  
**NASPO Telephone Based Interpreter Services**  
RFP 50-000-14-00002; 50-000-14-00002AB; 50-000-14-0002AC  
**Expires: March 4, 2019**

The following changes are made to the price list contract:

1. The contract term is extended to March 4, 2019.
2. Linguistica International, Inc. vendor information page is updated.
3. CTS Language Link has changed its name to Corporate Translation Services, Inc. dba Language Link.
4. The point of contact information for the HHSC, Public Charter School Commission and Schools, County of Hawaii, Hawaii County Council, and Maui County Council is updated.

The current price list contract incorporating Change No. 6 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 [lori.m.cervantes@hawaii.gov](mailto:lori.m.cervantes@hawaii.gov).

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**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Price List Contract No. 16-05**  
Replaces SPO VL Contract No. 10-10  
Includes Change No. 6  
Effective: 03/01/2018

**NASPO VALUEPOINT  
TELEPHONE BASED INTERPRETER SERVICES**

(NASPO ValuePoint Contract No. 50-000-14-0002AA-Corporate Translation Services, Inc.dba Language Link)  
(NASPO Value Point Contract No. 50-000-14-00002AB-Linguistica International, Inc.)  
NASPO Value Point Contract No. 50-000-14-00002AC-Voiance Language Services, LLC)  
**September 14, 2015 to March 4, 2019**

**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 (3) qualified Contractors. The State of Hawaii has signed a Participating Addendum with three (3) 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](http://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	Honolulu City Council
Department of Education	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
Public Charter School Commission and Schools	County of Hawaii – Department of Water Supply
House of Representatives	County of Maui
Senate	Maui County Council
Judiciary	County of Maui – Department of Water Supply
City and County of Honolulu	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	587-3355	586-0570	<a href="mailto:lori.m.cervantes@hawaii.gov">lori.m.cervantes@hawaii.gov</a>
DOE	Procurement Staff	675-0130	675-0133	<a href="mailto:DOEProcure@notes.k12.hi.us">DOEProcure@notes.k12.hi.us</a>
HHSC (includes the Hospitals)	Jeff Dansdill	657-3721		<a href="mailto:jedansdill@hhsc.org">jedansdill@hhsc.org</a>
OHA	Phyllis Ono-Evangelista	594-1833	594-1865	<a href="mailto:phylliso@oha.org">phylliso@oha.org</a>
UH	Matthew Chow (Primary) Karlee Hisashima	956-2765 956-8687	956-2096 956-2093	<a href="mailto:chowmatt@hawaii.edu">chowmatt@hawaii.edu</a> <a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a>
Public Charter School Commission and Schools	Jessica Tanaka	586-3783	586-3776	<a href="mailto:jessica.tanaka@spcsc.hawaii.gov">jessica.tanaka@spcsc.hawaii.gov</a>
House	Brian Takeshita	586-6423	586-6401	<a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a>
Senate	Carol Taniguchi	586-6720	586-6719	<a href="mailto:c.taniguchi@capitol.hawaii.gov">c.taniguchi@capitol.hawaii.gov</a>

Jurisdiction	Name	Phone	Fax	E-mail
Judiciary	Tritia Cruz	538-5805	538-5802	<a href="mailto:tritia.l.cruz@courts.hawaii.gov">tritia.l.cruz@courts.hawaii.gov</a>
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfspurchasing@honolulu.gov">bfspurchasing@honolulu.gov</a>
Honolulu City Council	Heather Murakami	768-5084	768-1363	<a href="mailto:hmurakami@honolulu.gov">hmurakami@honolulu.gov</a>
Honolulu Board of Water Supply	Vicki Kitajima	748-5151	550-9193	<a href="mailto:vkitajima@hbws.org">vkitajima@hbws.org</a>
HART	Nicole Chapman	768-6135	768-5110	<a href="mailto:nchapman@honolulu.gov">nchapman@honolulu.gov</a>
County of Hawaii	Steve Wilhelm Sebastian Callaway	961-8440	961-8248	<a href="mailto:purchasing@hawaiicounty.gov">purchasing@hawaiicounty.gov</a>
Hawaii County Council	Steve Wilhelm Sebastian Callaway	961-8440	961-8248	<a href="mailto:purchasing@hawaiicounty.gov">purchasing@hawaiicounty.gov</a>
County of Hawaii – Department of Water Supply	Ka'iulani Matsumoto	961-8050 ext.224	961-8657	<a href="mailto:kmatsumoto@hawaiidws.org">kmatsumoto@hawaiidws.org</a>
County of Maui	Greg King	249-2403	249-0839	<a href="mailto:greg.king@co.maui.hi.us">greg.king@co.maui.hi.us</a>
Maui County Council	Greg Garneau	270-7664	270-7686	<a href="mailto:greg.garneau@mauicounty.us">greg.garneau@mauicounty.us</a>
County of Maui – Department of Water Supply	Kenneth L. Bissen Holly Perdido	270-7684 270-7684	270-7136 270-7136	<a href="mailto:ken.bissen@co.maui.hi.us">ken.bissen@co.maui.hi.us</a> <a href="mailto:holly.perdido@co.maui.hi.us">holly.perdido@co.maui.hi.us</a>
County of Kauai	Ernest W. Barreira	241-4295	241-6297	<a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a>
Kauai County Council	Lisa Ishibashi Scott Sato	241-4820 241-4810	241-6349 241-6349	<a href="mailto:lishibashi@kauai.gov">lishibashi@kauai.gov</a> <a href="mailto:ssato@kauai.gov">ssato@kauai.gov</a>
County of Kauai – Department of Water	Fay Tateishi	245-5423	245-5813	<a href="mailto:ftateishi@kauaiwater.org">ftateishi@kauaiwater.org</a>

**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).

**CONTRACTORS.** The following contractors 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.

Company Name

Corporate Translation Services, Inc. dba Language Link  
Linguistica International, Inc.  
Voiance Language Services, LLC

**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. *No further compliance verification is required 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 PL CONTRACT NO. 16-05 & NASPO VALUEPOINT MASTER AGREEMENT NUMBER** (notated on the vendor information page) shall be typed on purchase orders issued against this price list contract. For pCard purchases, the SPO PL Contract No. 16-05 and NASPO ValuePoint Master Agreement No 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 the 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 homepage.

### **HOW TO USE THIS PRICE LIST CONTRACT:**

1. Contact a contractor for a quote. Contractor contact information is located on pages 10, 14, and 17.
2. Choose the option that works best for your agency's situation.
3. Keep quotes in the procurement file.

### **WHAT IS EXCLUDED IN THIS PRICE LIST CONTRACT:**

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

### **WHAT IS INCLUDED IN THIS PRICE 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. 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.
3. 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 an asterisk (\*) in the chart below.*

### **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, the connection must occur within ten seconds of the customer's selection.
2. 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, the connection must occur within ten seconds of the customer's selection.

3. 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.
4. 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.
5. The 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.



## **AVAILABLE LANGUAGES**

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

***\*most frequently used languages***



**REMITTANCE ADDRESS**

Language Link  
701 NE 136 Ave.  
Suite 200  
Vancouver, WA 98684

**CONTACT INFORMATION**

*Primary:* Mo Tabbakh  
*Phone:* (360) 823-2287  
*Email:* [Mo.Tabbakh@language.link](mailto:Mo.Tabbakh@language.link)

**PRICING**

Contract pricing **\$0.62/min.** for all languages

Optional Equipment:	1. Dual Headset 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 <https://www.language.link/>. 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 <https://www.language.link/> to sign up or fill out an agreement (attached).

Agencies who have signed “interim” agreements with Language Link 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 <a href="http://naspo.language.link">naspo.language.link</a> to submit your account application on-line		
Company Name	Company Contact	
Phone Number	Fax Number	Email Address
Address	City, State	Zip Code
Billing Contact	Email Address	
Phone	Fax	
Billing Address (If different)	City, State	Zip Code

General Account Information
Please list the top languages serviced: _____
Hours and days of operation: _____
Type of Business: _____

Sample NASPO Account Access Instructions

- Step 1:** Call dedicated NASPO line
- Step 2:** Enter Assigned 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 3<sup>rd</sup> party call, press 9 to reach a Customer Service Representative Optional Data Collection

- Step 4:** Enter Numeric Data Field, followed by # sign (optional)
- Step 5:** Enter Numeric Data Field, followed by # sign (optional)

\*see below for additional data collection options

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: Language Link 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, Language Link is unable to gather additional details after the call has been completed.

**PAYMENT AGREEMENT**

I \_\_\_\_\_ authorize Language Link 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**

Language Link will bill for charges generated for telephonic interpreting per Master Pricing Agreement #50-000-14-00002 AA and your state contract.

Additional services not covered in the Master Pricing Agreement such as Translation, Localization, Transcription, Video Remote Interpreting, 3<sup>rd</sup> 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:** \_\_\_\_\_ **Attention:** \_\_\_\_\_

**Email to [naspo@language.link](mailto:naspo@language.link)**

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

Name of Signature \_\_\_\_\_

TIPS AND ADVICE

*How to Work with a Telephone Interpreter*

**YOUR ROLE**

Telephone interpreters may receive several calls a day—each one requiring special attention in a specific field. When working with an interpreter over the phone, there are a few things you should keep in mind to ensure your call is handled quickly and successfully.

- Always speak in first person, just as you would in normal conversation. For example, say, “Do you have a fever?” rather than “Ask her if she has a fever, please.”
- Immediately introduce yourself to the limited-English proficient (LEP) client and explain your reason for calling.
- Telephone interpretation is “consecutive” interpretation. That means you will experience pauses when the interpreter repeats each statement in the respective language.
- After you speak one-two sentences or finish a thought, pause to give the interpreter enough time to interpret.
- Be prepared to explain some things in more detail for the telephone interpreter. Some terminology and concepts may not have an equivalent in the target language.
- Control the conversation. The telephone interpreter is only there to interpret. You are responsible for making sure the LEP client receives the same service as an English-speaking client.
- Ask the interpreter and the LEP client questions to ensure they understand what you want to communicate.
- Avoid asking the interpreter for his/her opinion about the situation being interpreted.
- We can accommodate three-way telephone interpretation calls. Tell the call center agent the name and phone number of the third party, and they will arrange the call for you. The interpreter cannot facilitate this for you. You must ask the call center agent at the beginning of the call.
- Follow up by providing us with feedback about your interpretation services.

**YOUR TELEPHONE INTERPRETER’S ROLE**

We expect our interpreters to meet high standards and want to know when they are meeting our expectations. To that end, your feedback is critical.

- Make sure your interpreter introduces himself/herself using a first name and ID number. They are not required to provide a last name.
- Your interpreter should not have a side conversation with you or the client. He or she must relay everything that is said back to you or your client. This includes any advice that the client may ask of the interpreter.
- Your interpreter should not discuss anything unrelated to the telephone interpretation assignment.

More questions about interpretation? Contact us at 1-855-579-2704 or [ClientRelations@Language.Link](mailto:ClientRelations@Language.Link)



**REMITTANCE ADDRESS**

Linguistica International  
8819 South Redwood Road  
Suite D  
West Jordan, UT 84088

**MAILING ADDRESS**

Linguistica International  
P.O. Box 95010  
South Jordan, UT 84095-9998

**CONTACT INFORMATION**

*Primary:* Jordan Daines

*Secondary:* Sabrina Morales  
Chief Executive Officer

*Phone:* (801) 618-1454

*Phone:* (801) 262-4550

*Email:* [accounts@linguisticainternational.com](mailto:accounts@linguisticainternational.com)

*Email:* [admin@linguisticainternational.com](mailto:admin@linguisticainternational.com)

**PRICING**

Contract pricing **\$0.56/min.** for all languages

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

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.

**WSCA - NASPO Purchasing Program  
Account Set Up/Contact Information Form**



**Institution/Company:** WSCA –NASPO Cooperative Purchasing Organization  
**Contract No:** 50-000-14-00002AB      **Contract Status:** Active  
**Service Description:** Over the Phone Interpretation Service  
 **Option A / All Languages \$0.57 per minute**



The WSCA – NASPO cooperative contract allows all participant units of government to use the Contract for over the phone interpreting services. In order to activate your account for service, please fill out all sections in this form and e-mail to back to your account manager: Wilson Ostojic at [wilson@linguisticainternational.com](mailto:wilson@linguisticainternational.com) .  
 If you have any questions feel free to call me directly at (801) 617-1958.

**Section I – Account Information - Billing Contact**

Account Name: \_\_\_\_\_  
 Agency Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Main Contact Name: \_\_\_\_\_  
 E-mail: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Alternate Contact:  
 Name: \_\_\_\_\_ Telephone: \_\_\_\_\_  
 E-mail: \_\_\_\_\_ Fax: \_\_\_\_\_

**Section II – Expected Volume**

- Please select the best option that describes your expected volume for Over the Phone (OTP) interpreting usage.
  1. 0 to 500 minutes per week
  2. 500 to 1,000 minutes per week
  3. 1,000 to 3,000 minutes per week
  4. 3,000 to 5,000 minutes per week
  5. over 5,000 minutes per week
  6. other: \_\_\_\_\_ minutes per week
- Linguistica International provides interpreting services in over 250 different languages. However, we would like to have a better idea of your top Languages. Please provide **IF POSSIBLE** a list of your top 10 languages starting with #1 as the most frequently used language.

1	6
2	7
3	8
4	9
5	10

**Section III – Additional Call Data Reporting Capabilities**

Your invoice will reflect the following standard fields for each call:

1. *Date of the call*
2. *Start time*
3. *End time*
4. *Total minutes*
5. *Language*
6. *Total charges*
7. *Interpreter's name*

Should you have the requirement, we can collect additional information at the time of the call such as first/last name of person requesting services, employee codes, location codes, and/or any other relevant information you are interested to capture for each call. This information will be reported on your invoice detail. Simply enter the field information below that you'd like us to collect:

1
2
3
4

**Section IV – Multiple Departments Set up**

You may establish multiple departments within the same account (with the same billing contact person) with this form. If additional space in needed, please e-mail separate attachment with a list of all departments to: [wilson@linguisticainternational.com](mailto:wilson@linguisticainternational.com).

1	6
2	7
3	8
4	9
5	10

**Section V – Authorization**

\* Your signature below acknowledges your authorization to utilize interpreting services via Linguistica International under the current WSCA- NASPO Cooperative Purchasing Organization - contract No **50-000-14-00002AB** for over the phone interpreting services.

\_\_\_\_\_  
Print Name of Authorizing Agent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

For any questions please contact Wilson Ostojic, Director of Account Services at 801-617-1958. Please scan and email the completed set up form to [wilson@linguisticainternational.com](mailto:wilson@linguisticainternational.com).





Master Agreement No. **50-000-14-00002AC**

**REMITTANCE ADDRESS**

**MAILING ADDRESS**

Voiance Language Services  
Accounts Receivable  
5780 N. Swan Road  
Tucson, AZ 85718

[accountsreceivable@voiance.com](mailto:accountsreceivable@voiance.com)

Voiance Language Services  
5780 N. Swan Road  
Tucson, AZ 85718

**CONTACT INFORMATION**

*Primary:* Joe Whittington

*Phone:* (866) 742-9080 Ext. 4467

*Email:* [jwhittington@voiance.com](mailto:jwhittington@voiance.com)

**PRICING**

Contract pricing **\$0.65/min.** for all languages

Please contact the above for all sales or contract inquiries.