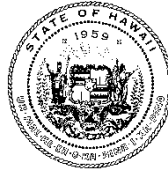


DAVID Y. IGE
GOVERNOR



SARAH ALLEN
ADMINISTRATOR
BONNIE KAHAKUI
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
<http://spo.hawaii.gov>
Twitter: [@hawaiispo](https://twitter.com/hawaiispo)

February 27, 2019

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 *Bonnie A. Kahaku*

SUBJECT: **Change No. 7**
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, 2020

The following changes are made to the price list contract:

1. The contract term is extended to March 4, 2020.
2. Linguistica International, Inc. is removed from the contract.
3. The point of contact information for the UH, Public Charter School Commission and Schools, Honolulu City Council and County of Kauai- Department of Water is updated.

The current price list contract incorporating Change No. 7 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.

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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. 7
Effective: 2/27/2019

**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. 50-000-14-00002AC-Voiance Language Services, LLC)
September 14, 2015 to March 4, 2020

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.



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 | County of Hawaii – Department of Water Supply |
| and Schools | County of Maui |
| House of Representatives | Maui County Council |
| Senate | County of Maui – Department of Water Supply |
| Judiciary | County of Kauai |
| City and County of Honolulu | 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 | lori.m.cervantes@hawaii.gov |
| DOE | Procurement Staff | 675-0130 | 675-0133 | DOEProcure@notes.k12.hi.us |
| HHSC (includes the Hospitals) | Jeff Dansdill | 657-3721 | | jedansdill@hhsc.org |
| OHA | Phyllis Ono-Evangelista | 594-1833 | 594-1865 | phylliso@oha.org |
| UH | Karlee Hisashima | 956-8687 | 956-2093 | karlee@hawaii.edu |
| Public Charter School Commission and Schools | Danny Vasconcellos | 586-3775 | 586-3776 | danny.vasconcellos@spcsc.hawaii.gov |
| 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 |

| Jurisdiction | Name | Phone | Fax | E-mail |
|---|------------------------------------|----------------------|----------------------|--|
| C&C of Honolulu | Procurement Specialist | 768-5535 | 768-3299 | bfspurchasing@honolulu.gov |
| Honolulu City Council | Kimberly Ribellia Nanette Saito | 768-5045 768-5085 | 768-5011 | kribellia@honolulu.gov nsaito@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 | Steve Wilhelm Sebastian Calaway | 961-8440 | 961-8248 | purchasing@hawaiicounty.gov |
| Hawaii County Council | Steve Wilhelm Sebastian Calaway | 961-8440 | 961-8248 | purchasing@hawaiicounty.gov |
| County of Hawaii – Department of Water Supply | Ka'iulani Matsumoto | 961-8050 ext.224 | 961-8657 | kmatsumoto@hawaiidws.org |
| County of Maui | Greg King | 249-2403 | 249-0839 | greg.king@co.maui.hi.us |
| Maui County Council | Greg Garneau | 270-7664 | 270-7686 | greg.garneau@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 | Ernest W. Barreira | 241-4295 | 241-6297 | ebarreira@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 | Marcelino Soliz | 245-5470 | 245-5813 | msoliz@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).

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
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, and 14.
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

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 naspo.language.link 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 3rd 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, 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: _____ **Attention:** _____

Email to 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



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

REMITTANCE ADDRESS

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

accountsreceivable@voiance.com

MAILING ADDRESS

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

PRICING

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

Please contact the above for all sales or contract inquiries.