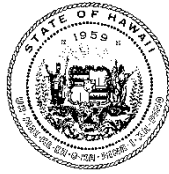


DAVID Y. IGE  
GOVERNOR



BONNIE KAHAKUI  
ACTING ADMINISTRATOR

**STATE OF HAWAII**  
**STATE PROCUREMENT OFFICE**

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Honolulu, Hawaii 96810-0119  
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Twitter: [@hawaiispo](https://twitter.com/hawaiispo)

October 21, 2021

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: Bonnie Kahakui, Acting Administrator *Bonnie A. Kahakui*

SUBJECT: **Change No. 4**  
SPO Price List Contract No. 20-17  
**NASPO VALUEPOINT ON-DEMAND REMOTE INTERPRETING (OPI AND VRI) AND  
DOCUMENT TRANSLATION - STATEWIDE**  
90-000-18-00003  
**Expires: November 3, 2022**

The following changes are made to this Price List Contract:

1. The information for pricing is updated on each vendor's information page.
2. Linguistica International Inc is removed from the price list contract. Linguistica International Inc will be reinstated when returning to compliant status.

The current price list contract incorporating Change No. 4 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 Matthew Chow at (808) 586-0577 or [matthew.m.chow@hawaii.gov](mailto:matthew.m.chow@hawaii.gov).

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**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Price List Contract No. 20-17  
Replaces SPO Price List Contract 16-05  
Includes Change No. 4  
Effective: 10/21/2021**

***THIS SPO PRICE LIST CONTRACT IS FOR AUTHORIZED BUSINESS USE ONLY***

**NASPO VALUEPOINT  
ON-DEMAND REMOTE INTERPRETING (OPI AND VRI)  
AND  
DOCUMENT TRANSLATION**

(NASPO ValuePoint Contract No. 90-000-18-00003)  
**May 1, 2020 to November 3, 2022**

**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 Transcription Services contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization, LLC, and contracts were awarded to seven (7) qualified vendors. The State of Hawaii has signed a Participating Addendum with three (3) Contractors.

The purpose of this contract is to provide On-Demand Over the Phone Interpreting (OPI) and Video Remote Interpreting (VRI) language interpreter services and Document Translation for agencies and their clients who need immediate interpreter assistance. These services are required to assist Limited English Proficiency (LEP) clients uncomfortable speaking English, or whose 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

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/>.



**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                   |
| 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<br>and Schools | 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         |

The participating jurisdictions are not required but may purchase from this vendor list contract, and requests for exceptions 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(s).

Procurement questions or concerns may be directed as follows:

| Jurisdiction                                 | Name                | Phone    | Fax      | E-mail   |
|--|---------------------|----------|----------|--|
| Executive                                    | Matthew Chow        | 586-0577 | 586-0570 | <a href="mailto:matthew.m.chow@hawaii.gov">matthew.m.chow@hawaii.gov</a>                     |
| DOE  | Procurement Staff   | 675-0130 | 675-0133 | <a href="mailto:G-OFS-DOE-Procurement@k12.hi.us">G-OFS-DOE-Procurement@k12.hi.us</a>         |
| HHSC   | Nancy Delima        | 359-0994 |          | <a href="mailto:ndelima@hhsc.org">ndelima@hhsc.org</a>                                       |
| OHA  | Christopher Stanley | 594-1833 | 594-1865 | <a href="mailto:chriss@oha.org">chriss@oha.org</a>   |
| UH   | Karlee Hisashima    | 956-8687 | 956-2093 | <a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a>                                     |
| Public Charter School Commission and Schools | Danny Vasconcellos  | 586-3775 | 586-3776 | <a href="mailto:danny.vasconcellos@spcsc.hawaii.gov">danny.vasconcellos@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                         | Kendall Amazaki, Jr.<br>Nanette Saito | 768-5084             |                      | <a href="mailto:kamazaki@honolulu.gov">kamazaki@honolulu.gov</a><br><a href="mailto:nsaito@honolulu.gov">nsaito@honolulu.gov</a>                       |
| Honolulu Board of Water Supply                | Procurement Office                    | 748-5074             |                      | <a href="mailto:fnprocurement@hbws.org">fnprocurement@hbws.org</a>   |
| HART  | Dean Matro                            | 768-6246             |                      | <a href="mailto:dean.matro@honolulu.gov">dean.matro@honolulu.gov</a>   |
| County of Hawaii                              | Diane Nakagawa                        | 961-8440             |                      | <a href="mailto:diane.nakagawa@hawaiicounty.gov">diane.nakagawa@hawaiicounty.gov</a>   |
| County of Hawaii                              | Diane Nakagawa                        | 961-8440             |                      | <a href="mailto:diane.nakagawa@hawaiicounty.gov">diane.nakagawa@hawaiicounty.gov</a>   |
| County of Hawaii – Department of Water Supply | Ka'iulani Matsumoto                   | 961-8050<br>ext. 224 | 961-8657             | <a href="mailto:kmatsumoto@hawaiidws.org">kmatsumoto@hawaiidws.org</a>   |
| County of Maui                                | Jared Masuda                          | 463-3816             |                      | <a href="mailto:jared.masuda@co.maui.hi.us">jared.masuda@co.maui.hi.us</a>   |
| Maui County Council                           | Marlene Rebugio                       | 270-7838             |                      | <a href="mailto:marlene.rebugio@mauicounty.us">marlene.rebugio@mauicounty.us</a>   |
| County of Maui – Department of Water Supply   | Kenneth L. Bissen<br>Holly Perdido    | 270-7684<br>270-7684 | 270-7136<br>270-7136 | <a href="mailto:ken.bissen@co.maui.hi.us">ken.bissen@co.maui.hi.us</a><br><a href="mailto:holly.perdido@co.maui.hi.us">holly.perdido@co.maui.hi.us</a> |
| County of Kauai                               | Ernest Barreira                       | 241-4295             | 241-6297             | <a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a>   |
| Kauai County Council                          | Codie Tabalba<br>Scott Sato           | 241-4193<br>241-4810 | 241-6349<br>241-6349 | <a href="mailto:ctabalba@kauai.gov">ctabalba@kauai.gov</a><br><a href="mailto:ssato@kauai.gov">ssato@kauai.gov</a>                                     |
| County of Kauai – Department of Water         | Marcelino Soliz                       | 245-5470             | 245-5813             | <a href="mailto:msoliz@kauaiwater.org">msoliz@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 wish 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).

**AUTHORIZED CONTRACTORS.** The authorized vendors are listed below. They have signed a Master Agreement with the State of New Mexico and a Participating Addendum with the Hawaii State Procurement Office.

Corporate Translations 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 Price List Contract No. 20-17. *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 PRICE LIST CONTRACT NO. 20-17 AND NASPO VALUEPOINT MASTER AGREEMENT NO.'S** shall be typed on purchase orders and pCard purchases issued against this price list contract. Please input the following Master Agreement Numbers for the following Contractors:

90-000-18-00003AB – Corporate Translation Services, Inc. dba Language Link  
90-000-18-00003AG – Voiance Language Services, LLC

**STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE** shall not exceed the following rates if the seller elects to pass on the charges to its customers. The GET is not applied to shipping or delivery charges.

| County  | County Surcharge Tax Rate | State GET | Max Pass-On Tax Rate | Expiration of Surcharge Tax Rate |
|---|---------------------------|-----------|----------------------|----------------------------------|
| C&C of Honolulu                               | 0.50%                     | 4.0%      | 4.7120%              | 12/31/2030                       |
| Hawaii  | 0.50%                     | 4.0%      | 4.7120%              | 12/31/2030                       |
| County of Maui<br>(including Molokai & Lanai) | 0.0%                      | 4.0%      | 4.1666%              | No county surcharge              |
| Kauai   | 0.50%                     | 4.0%      | 4.7120%              | 12/31/2030                       |

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on State General Excise (GE) tax or Use Tax may be visibly passed on but are not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation's website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

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

**VENDOR AND PRODUCT EVALUATION.** Form SPO-012, Evaluation: Vendor or Product, to address 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.

## General Information

Contractors shall provide 365-days a year, 7-days a week, 24-hours a day On-Demand Over the Phone Interpreting (OPI), Video Remote Interpreting (VRI), and Document Translation services on an “as needed” basis for Limited English Proficient (LEP) clients needing an immediate interpreter or translation assistance.

The below are interpreter operational requirements:

1. The interpreter shall remain neutral in the conversation unless prompted by the customer with additional instructions.
2. The interpreter shall speak in the first (1<sup>st</sup>) person.
3. The interpreter shall use the utmost courtesy when conversing with the customer and/or the client.
4. The interpreter shall respect the cultural differences of the client.
5. The interpreter shall refrain from entering into a disagreement with the customer and/or the client.
6. The interpreter shall accurately interpret the client’s statements and relay the message in its entirety with the meaning preserved throughout the conversation. Information will not be edited or deleted which may erroneously change the meaning of the client’s statements.
7. All conversations, interpretations, or translations will remain confidential and shall not be shared with individuals unrelated to the call or translation. Calls must only be recorded for Quality Assurance and training purposes. Call recording may be further restricted in other state’s Participating Addendums.
8. The translator shall provide accurate (reflect the meaning correctly), effective (provide the intended effect on the reader), and impartial (unbiased) services.

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. The contractor must have all the necessary equipment, installed and functioning, to provide the services required in the contract.

The interpreters must have a telephone terminal equipment with expansion capabilities to accommodate an increase in call volume, as needed.

The contractor must only invoice for the time that interpreter service is provided. The time required for establishing the language service needed and/or connection time to the appropriate interpreter will not be chargeable. Billing of the interpretation period starts when the interpreter answers and begins interpreting. The interpretation period is ended when the interpreter has been disconnected from both the customer and the client.



## Commonly Interpreted and Translated Languages

Below is a list of commonly interpreted and translated languages other than the top ten languages: Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, Korean, or Farsi.

|   |                    |                 |                  |
|---|--------------------|-----------------|------------------|
| Cantonese (Yue)                           | Bhutanese/Dzongkha | Croatian        | Hausa            |
| Toishanese (Toishan, Toisanese) (Yue)     | Bosnian            | Czech           | Hebrew           |
| Fuzhou (Min)                              | Bulgarian          | Danish          | Hindi            |
| Shanghainese (Wu)                         | Burmese            | Dari            | Hindustani       |
| Hunanese                                  | Cambodian          | Dinka           | Hmong            |
| Foochow (Min)                             | Canjobal           | Dutch           | Hungarian        |
| Abron                                     | Cape Verde Creole  | Edo             | Ibo (Igbo)       |
| Acholi                                    | Catalan            | Ethiopian       | Ilocano          |
| Afghan                                    | Cebuano            | Ewe             | Italian          |
| Afrikaans                                 | Chaldean           | Fanti           | Jakartanese      |
| Akan                                      | Cham               | Fijian          | Japanese         |
| Akateco/Akateko                           | Chamorro           | Finnish         | Javanese (Ngoko) |
| Albanian                                  | Hahka/Hakha (Chin) | Fon             | Jula             |
| American Sign Language (ASL) via VRI only | Chin-Zo            | French          | Kachin           |
| Amharic                                   | Chin-Mizo          | French Creole   | Kanjobal         |
| Armenian                                  | Chin-Tedim         | French-Canadian | Kannada          |
| Ashanti                                   | Falam Chin         | Fukienese       | Kaqchikel        |
| Assyrian                                  | Chin               | Fulani (Fula)   | Karen            |
| Azerbaijani                               | Chin-Zomi          | Ga              | Karenni          |
| Bahasa/Brunei                             | Hakka Chin         | Ganda           | Khmer            |
| Bambara                                   | Chin-Zophei        | Georgian        | Kikuyu (Gikuyu)  |
| Bari                                      | Chukchi            | German          | Kinyamulenge     |
| Basaa (Bantu Language)                    | Chuukese (Trukese) | Greek           | Kinyarwanda      |
| Belorussian                               | Cora               | Gujarati        | Kirundi (Rundi)  |
| Bengali                                   | Creole             | Haitian Creole  | Kiswahili        |
| Kongo                                     | Moldavian          | Romanian        | Tajiki           |
| Kosraean                                  | Mongolian          | Rwanda          | Tamil            |
| Krahn                                     | Montenegrin        | Samoan          | Telugu           |

|                       |                      |                     |                    |
|-----------------------|----------------------|---------------------|--------------------|
| Krio                  | Moroccan             | Sango               | Teochew            |
| Kunama                | Navajo               | Serbian             | Thai               |
| Kurdish               | Neapolitan           | Serbo-Croatian      | Thonga             |
| Laotian               | Nepali               | Sicilian            | Tibetan            |
| Liberian              | Newari               | Sindhi              | Tigre              |
| Lingala               | Nigerian Pidgin      | Sinhalese           | Tojolabal          |
| Lithuanian            | Norwegian            | Slovak              | Tongan             |
| Luganda               | Nuer                 | Slovenian           | Toucouleur         |
| Luo (Dhuluo)          | Oromo (Oromifa)      | Soninke             | Triqui             |
| Maay Somali           | Palauan              | Soninke (Maraka)    | Turkish            |
| Maaymaay              | Pashto               | Soninke (Sarahuleh) | TWI                |
| Macedonian            | Pohnpei              | Soninke (Sarakole)  | Ukrainian/Ukranian |
| Indonesian (Malay)    | Polish               | Sudanese            | Urdu               |
| Malay (Bahasa Melayu) | Portuguese           | Sundanese           | Uzbek              |
| Malayalam             | Portuguese Creole    | Susu                | Wolof              |
| Malinke               | Portuguese-Brazilian | Swedish             | Yoruba             |
| Mam                   | Pulaar               | Sylheti             | Yugoslavian        |
| Mandinka (Mandingo)   | Punjabi              | Tadzhik             | Zarma              |
| Marathi               | Q'anjob'al           | Tagalog/Filipino    |                    |
| Marshallese           | Quechua              | Taishanese          |                    |
| Mien                  | Quiche               | Taiwanese           |                    |
| Mixteco               | Rohingya/Rohinya     | Tajik               |                    |

## How To Use This Price List Contract

Contact a Contractor for a quote and chose the option that works best for your agency's situation. All quotes shall be kept in the procurement file.

The table below indicates the service each Contractor provides.

| Contractor                                    | Over the Phone Interpreting | Video Remote Interpreting | Document Translation |
|---|-----------------------------|---------------------------|----------------------|
| Corporate Translation, Inc. dba Language Link | ✓                           | ✓                         | ✓                    |
| Voiance Language Services, LLC                | ✓                           | ✓                         | ✓                    |

## On-Demand Remote Over the Phone Interpreting (OPI)

Interpreter services for the most frequently\* used languages must be performed within the United States from a professional facility and not a home-based office. Interpreter services for the least frequently used languages may be performed outside of the United States and/or from a home-based office.

\*Most frequently used languages” means the top ten frequently used languages.

### A. Prohibition of Interpretation on a Wireless Device in a Moving Vehicle and Noisy Areas

1. The contractor agrees no interpretation work by wireless communication device shall take place in a moving vehicle if the interpreter is the driver. This strict prohibition is intended to avoid driver distractions, accidents, risks to others, and lack of interpreter focus on the interpretation work itself.
2. Background noise such as traffic, barking dogs, crying babies, wind, and other people carrying on nearby conversations is a distraction to others on the phone and interpretation work should not proceed when any participant cannot hear due to the background noise and requests the interpreter to relocate to a quiet area.
3. Any interpretation conducted on a wireless device, whether texting or oral, is **prohibited** under this contract if conducted in a moving vehicle when the interpreter is the driver. To be clear, this prohibition shall also apply in states with laws addressing cell phone use and/or texting while driving and applies to all drivers involved with manually or orally typing; or entering multiple letters, numbers, symbols or other text in a wireless communication device; or sending or reading data in the device, for the purpose of oral or non-voice interpersonal communication, including texting, emailing, and instant messaging. Vehicles equipped with Bluetooth devices and dash-mounted phones are not an exception to this prohibition. Interpreters must not be driving in a moving vehicle when conducting interpretations.

### B. Connection

1. On average per month, the Contractor must answer at least 95% of all incoming calls within five (5) 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 per month, the 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. If in a given month the language mix of Spanish to all other languages is below 75%, the percentage of calls that must meet the 30 second response time will be adjusted as follows:

| <b>If the percentage of Spanish is:</b> | <b>Connective time will be:</b>   |
|---|---|
| Less than 60%                           | 80% of all calls will be responded to within 30 seconds, after the client's language being identified |
| 60-70%                                  | 85% of all calls will be responded to within 30 seconds, after the client's language being identified |
| 70-80%                                  | 90% of all calls will be responded to within 30 seconds, after the client's language being identified |

4. In the event interpretation service for Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, Korean or Farsi does not begin within 60 seconds of the client's language is 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 Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, 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.

The above penalties will be assessed monthly by the Contractor and must be itemized and deducted from the appropriate monthly invoice total.

## **On-Demand Video Remote Interpreting (VRI)**

VRI must provide real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication.

VRI must be a sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of body position. [VRI must also provide] a clear, audible transmission of voices.

### **A. Equipment**

1. Real-time, full-motion video, and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication.
2. A sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of his or her body position.
3. Clear, audible transmission of voices.

## Document Translation

For all source documents requiring translation from one language to another, standard document translations shall be completed within the following turnaround time set in business days:

| Standard Translation   | Turnaround Time (Business Days)                            |
|------------------------|--|
| Fewer than 1,000 Words | 2 days   |
| 1,001 - 2,500 Words    | 5 days   |
| 2,501 - 7,500 Words    | 7 days   |
| More than 7,500 Words  | 7 days plus 1 additional day for each additional 500 words |

If a contractor offers expedited services, the translation shall be completed within the following turnaround time set in business days

| Expedited Translation  | Turnaround Time (Business Days)                              |
|------------------------|--|
| Fewer than 1,000 Words | 1 day  |
| 1,001 - 2,500 Words    | 2 days   |
| 2,501 - 7,500 Words    | 4 days   |
| More than 7,500 Words  | 4 days plus 1 additional day for each additional 1,000 words |

# **CONTRACTOR INFORMATION**



|   |  |  |  |
|---|--|--|--|
| <b>Contractor:</b>                              | Corporate Translation Services, Inc. dba Language Link                                     |  |  |
| <b>Contact Information:</b>                     | Name:  | George Schoeck, Government Account Executive                 |  |
|   | Phone:   | 360-433-0401   |  |
|   | Fax:   | 360-433-0401   |  |
|   | E-mail:  | <a href="mailto:naspo@language.link">naspo@language.link</a> |  |
| <b>Website:</b>                                 | <a href="http://www.language.link/naspo-valuepoint">www.language.link/naspo-valuepoint</a> |  |  |
| <b>Correspondence &amp; Remittance Address:</b> | 701 NE 136 <sup>th</sup> Ave., Suite 200<br>Vancouver, WA 98684                            |  |  |

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|---|--|--|--|
| <b>Contractor:</b>                              | Voiance Language Services, LLC                       |  |  |
| <b>Contact Information:</b>                     | Name:  | Bill Martin  |  |
|   | Phone:   | 520-573-2367   |  |
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| <b>Website:</b>                                 | <a href="http://www.voiance.com">www.voiance.com</a> |  |  |
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