



STATE OF HAWAII
STATE PROCUREMENT OFFICE

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Aug 17, 2023

TO: Executive Departments/Agencies City and County of Honolulu
 Department of Education Honolulu City Council
 School Facilities Authority 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
 Kauai County Council
 County of Kauai – Department of Water

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

SUBJECT: **Change No. 7**
 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, 2023

The following changes are made to this Price List Contract:

- School Facilities Authority (SFA) is added to Participating Jurisdictions on Page 4.
- Executive Branch, SFA, and County of Kauai – Department of Water points of contact are updated on Page 4.
- The “Use of this List Contract by Nonprofit Organizations” is updated on Page 5.
- Master Agreement Numbers are added to Contractors on Page 6.
- Note is added to Purchasing Card (pCard) on Page 6.
- Language Link contractor information is updated on Page 16.

The current price list contract incorporating Change No. 7 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 Alan Yeh at (808) 586-0567 or alan.a.yeh@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. 7
Effective: 08/17/2023

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, 2023

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 (DOE)	Honolulu City Council
School Facilities Authority (SFA)	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
Public Charter School Commission and Schools	County of Hawaii – Department of Water Supply
House of Representatives (House)	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

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	Alan Yeh	586-0567	586-0570	alan.a.yeh@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	G-OFS-DOE-Procurement@k12.hi.us
SFA	Gaudencia “Cindy” Watarida	430-5531		cindy.watarida@k12.hi.us
HHSC	Nancy Delima	359-0994		ndelima@hhsc.org
OHA	Christopher Stanley	594-1833	594-1865	chriss@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

Jurisdiction	Name	Phone	Fax	E-mail
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
Honolulu City Council	Kendall Amazaki, Jr. Nanette Saito	768-5084 768-5085	768-5011	kamazaki@honolulu.gov nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	748-5071		fn_procurement@hbws.org
HART	Dean Matro	768-6246		dean.matro@honolulu.gov
County of Hawaii	Diane Nakagawa	961-8440		diane.nakagawa@hawaiicounty.gov
Hawaii County Council	Diane Nakagawa	961-8440		diane.nakagawa@hawaiicounty.gov
County of Hawaii – Department of Water Supply	Ka’iulani L. Matsumoto	961-8050 ext. 224	961-8657	kmatsumoto@hawaiidws.org
County of Maui	Jared Masuda	463-3816		jared.masuda@co.maui.hi.us
Maui County Council	Marlene Rebugio	270-7838		marlene.rebugio@mauicounty.us
County of Maui – Department of Water Supply	Kenneth L. Bissen	270-7684	270-7136	ken.bissen@co.maui.hi.us
County of Kauai	Ernest Barreira	241-4295	241-6297	ebarreira@kauai.gov
Kauai County Council	Codie Tabalba	241-4193	241-6349	ctabalba@kauai.gov
County of Kauai – Department of Water	Christine Erorita	245-5409	245-5813	cerorita@kauaiwater.org

USE OF THIS PRICE 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 or vendor list Contractor(s).

CONTRACTORS. The following contractors 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.

<u>Contractor</u>	<u>Master Agreement Number</u>
Corporate Translations Services, Inc. dba Language Link	90-000-18-00003AB
Voiance Language Services, LLC	90-000-18-00003AG

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.

Note: Vendors may impose a transaction fee, not to exceed 4%, for pCard transactions.

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. 20-17 AND APPLICABLE MASTER AGREEMENT NUMBER shall be typed on purchase orders issued against this price list contract. For pCard purchases, the SPO PL Contract No. 20-17 and Master Agreement Numbers shall be notated on the appropriate transaction document. **(90-000-18-00003AB - Corporate Translations 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 (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.

COMPLIANCE PURSUANT TO HRS §103-53. All state and county contracting officers or agents shall withhold final payment of a contract until the receipt of tax clearances from the director of taxation and the Internal Revenue Service. This section does not apply to contracts of less than \$25,000.

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 (1st) 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:

If the percentage of Spanish is:	Connective time will be:
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



Contractor:	Corporate Translation Services, Inc. dba Language Link		
Contact Information:	Name:	Joseph Guido: Government Interpretation Sales Executive Brian LeVene: Government Translation Sales Executive	
	Phone:	Joseph Guido: 203-889-5477	
		Brian Levene: 360-433-0413	
	Fax:	360-433-0401	
	E-mail:	naspo@language.link	
Website:	www.language.link/naspo-valuepoint		
Correspondence & Remittance Address:	1417 SE Rasmussen Blvd., Suite 101 Battle Ground, WA 98604		

For Pricing, please go to <https://www.naspo.valuepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/corporate-translation-services-dba-language-link/>



Contractor:	Voiance Language Services, LLC		
Contact Information:	Name:	Bill Martin	
	Phone:	520-573-2367	
	E-mail:	bmartin@voiance.com	
Website:	www.voiance.com		
Correspondence & Remittance Address:	2650 E Elvira Road, Suite 132 Tucson, AZ 85756		

For Pricing, please go to <https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/voiance-language-services/>