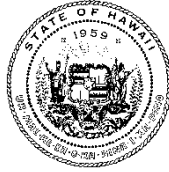


JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



BONNIE KAHAKUI
ADMINISTRATOR

DAYNA OMIYA
ASSISTANT ADMINISTRATOR

STATE OF HAWAII | KA MOKU'ĀINA O 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>

July 13, 2026

TO: Executive Departments/Agencies
Department of Education
School Facilities Authority
Hawaii Health Systems Corporation
Office of Hawaiian Affairs
University of Hawaii
Public Charter School Commission and Schools
House of Representatives
Senate
Judiciary

City and County of Honolulu
Honolulu City Council
Honolulu Board of Water Supply
Honolulu Authority for Rapid Transportation
County of Hawaii
Hawaii County Council
County of Hawaii-Department of Water Supply
County of Maui
Maui County Council
County of Maui-Department of Water Supply
County of Kauai
Kauai County Council
County of Kauai – Department of Water

FROM: Bonnie Kahakui, Administrator

A handwritten signature in blue ink that reads "Bonnie A. Kahakui".

SUBJECT: **Change No. 1**
SPO Price List Contract No. 26-19
On-Demand Interpretation and Translation Services - Statewide
RFP No. 26002
Expires: May 31, 2027

The following change has been made to the price list contract:

- The point of contact for Visual Language Professionals LLC has been updated.

The current price list contract incorporating Change No. 1 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 Stacey Kauleinamoku-Murakami at (808) 586-0571 or stacey.l.kauleinamoku@hawaii.gov.

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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Price List Contract No. 26-19
Includes Change No. 1
Effective: 07/13/2026

THIS SPO PRICE LIST CONTRACT IS FOR AUTHORIZED BUSINESS USE ONLY

On-Demand Interpretation and Translation Services - Statewide
(RFP No. 26002)
June 1, 2026 to May 31, 2027

PARTICIPATING JURISDICTIONS listed below have signed a cooperative agreement and/or a memorandum of agreement with the SPO and are authorized to utilize this price list contract.

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 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

The participating jurisdictions are not required but may purchase from this price 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 is 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	Stacey Kauleinamoku-Murakami	(808)586-0571	(808)586-0570	stacey.l.kauleinamoku@hawaii.gov
DOE	Procurement Staff	(808)675-0130	(808)675-0133	G-OFS-DOE-Procurement@k12.hi.us
SFA	Gaudencia "Cindy" Watarida	(808)430-5531	N/A	Cindy.watarida@k12.hi.us
Public Charter School Commission and Schools	Danny Vasconcellos	(808)586-3775	(808)586-3776	danny.vasconcellos@spcsc.hawaii.gov
HHSC	Nancy Delima	(808)359-0994	N/A	ndelima@hhsc.org
OHA	Christopher Stanley	(808)594-1833	(808)594-1865	psp@oha.org
OHA	Gary Garo	(808)582-0526	(808)594-1865	travelservices@oha.org
UH	Karlee Hisashima	(808)956-8687	N/A	opm@hawaii.edu
House	Brian Takeshita	(808)586-6423	(808)586-6401	takeshita@capitol.hawaii.gov
Senate	Carol Taniguchi	(808)586-6720	(808)586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Tritia Cruz	(808)538-5805	(808)538-5802	tritia.l.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	(808)768-5535	(808)768-3299	bfs purchasing@honolulu.gov
Honolulu City Council	Kendall Amazaki, Jr.	(808)768-5084	(808)768-5011	kamazaki@honolulu.gov
Honolulu City Council	Nanette Saito	(808)768-5085	(808)768-5011	nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	(808)748-5071	N/A	fn_procurement@hbws.org
HART	Dean Matro	(808)768-6246	N/A	dean.matro@honolulu.gov
County of Hawaii	Diane Nakagawa	(808)961-8440	N/A	diane.nakagawa@hawaiicounty.gov
Hawaii County Council	Diane Nakagawa	(808)961-8440	N/A	diane.nakagawa@hawaiicounty.gov
County of Hawaii-Department of Water Supply	Ka'iulani Matsumoto	(808)961-8050 ext. 224	(808)961-8657	kmatsumoto@hawaiidws.org
County of Maui	Jared Masuda	(808)463-3816	N/A	jared.masuda@co.maui.hi.us
Maui County Council	Marlene Rebugio	(808)270-7838	N/A	marlene.rebugio@mauicounty.us
County of Maui-Department of Water Supply	Ashley Decastro	(808)270-7838	N/A	ashley.decastro@co.maui.hi.us
County of Kauai	Ernest Barreira	(808)241-4295	(808)241-6297	ebarreira@kauai.gov
Kauai County Council	Codie Tabalba	(808)241-4193	(808)241-6349	ctabalba@kauai.gov
County of Kauai-Department of Water	Christine Erorita	(808)245-5409	(808)245-5813	cerorita@kauaiwater.org

USE OF PRICE & VENDOR LIST CONTRACTS 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 & 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 a SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor, i.e., participation must be mutually agreed upon. A Contractor may choose to deny participation by a nonprofit. Provided, 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 a SPO price or vendor list Contractor(s).

CONTRACTORS. The following Contractors are authorized to provide On-Demand Interpretation and Translation Services to the State of Hawaii under SPO PL Contract No. 26-19.

Bromberg & Associates, L.L.C.
Effectiff, LLC
Hanna Interpreting Services, LLC
Visual Language Professionals, 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. 26-19. 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, SFA, 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 charge its customers a transaction fee for the usage.

SPO PRICE LIST CONTRACT NO. 26-19 shall be typed on purchase orders and pCard transaction document, as applicable.

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 contract to make payment. Payments may also be made via pCard.

STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE shall not exceed the following rates if seller elects to pass on the charges to its customers.

COUNTY	COUNTY SURCHARGE TAX RATE	STATE GET	MAX PASS-ON TAX RATE	EXPIRATION DATE 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 and Lanai)	0.50%	4.0%	4.7120%	12/31/2030
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 is 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>.

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, for the purpose of addressing concerns on this price list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on Forms on the home page.

PRICE LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: <http://spo.hawaii.gov>. Click on Price & Vendor List Contracts on the home page.

CONTRACT INFORMATION

Contractors shall provide 1) statewide onsite in-person interpreting service 365-days a year/7-days a week; 2) 365-days a year/7-days a week/24-hours a day On-Demand Remote Interpreting (OPI and VRI), **and/or** Document Translation services on an “as needed” basis for Limited English Proficient (LEP) clients needing immediate interpreter or translation assistance. The top fourteen (14) languages spoken by individuals with LEP in the State of Hawaii are Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.

The below are interpreter and translator 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.
8. The translator shall provide accurate (reflect the meaning correctly), effective (provide the intended effect on the reader), and culturally competent written translation services.
9. The written translation will maintain the meaning, style, and tone of the source document.
10. The translator will use Desktop Publishing to reproduce the formatting and layout of the original document into the target language.
11. The translator will provide written translations with proper spelling, grammar, word choice (such as industry-specific terminologies), and language structure.
12. The translator will ensure graphic, titles, headers, images, and fonts meet project requirements, if applicable.
13. The translator will proofread already-translated documents for accuracy, quality, consistency, tone, and style.

The contractor must provide toll-free access to interpreter services from Hawaii, 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.

For remote interpreter service, 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.

For translation service, the contractor must only invoice for the time that the translation service is provided. The time required for establishing the language service needed and/or connection time to the appropriate translator will not be chargeable. Document translation turn-around time begins upon the contractor's electronic confirmation of document receipt and ends when the completed document(s) is returned to the Purchasing Entity.

For onsite in-person interpreter service, the contractor must only invoice for the time that interpreter service is provided and is based on the actual duration of the interpreting assignment versus the minimum booking hours based on the assignment's location.

COMMONLY INTERPRETED AND TRANSLATED LANGUAGES

Below is a list of commonly interpreted and translated languages (other than the top fourteen (14) languages: Ilocano, Japanese, Tagalog, Korean, Chinese (Mandarin & Cantonese), Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai).

- | | | |
|---|--------------------|-------------------------|
| ○ Toishanese (Toishan, Toisanese) (Yue) | ○ Danish | ○ Kunama |
| ○ Fuzhou (Min) | ○ Dari | ○ Kurdish |
| ○ Shanghainese (Wu) | ○ Dinka | ○ Laotian |
| ○ Hunanese | ○ Dutch | ○ Liberian |
| ○ Foochow (Min) | ○ Edo | ○ Lingala |
| ○ Abron | ○ Ethiopian | ○ Lithuanian |
| ○ Acholi | ○ Ewe | ○ Luganda |
| ○ Afghan | ○ Fanti | ○ Luo (Dhuluo) |
| ○ Afrikaans | ○ Fijian | ○ Maay Somali |
| ○ Akan | ○ Finnish | ○ Maaymaay |
| ○ Akateco/Akateko | ○ Fon | ○ Macedonian |
| ○ Albanian | ○ French | ○ Indonesian (Malay) |
| ○ Amharic | ○ French Creole | ○ Malay (Bahasa Melayu) |
| ○ Armenian | ○ French-Canadian | ○ Malayalam |
| ○ Ashanti | ○ Fukienese | ○ Malinke |
| ○ Assyrian | ○ Fulani (Fula) | ○ Mam |
| ○ Azerbaijani | ○ Ga | ○ Mandinka (Mandingo) |
| ○ Bahasa/Brunei | ○ Ganda | ○ Marathi |
| ○ Bambara | ○ Georgian | ○ Mien |
| ○ Bari | ○ German | ○ Mixteco |
| ○ Basaa (Bantu Language) | ○ Greek | ○ Moldavian |
| ○ Belorussian | ○ Gujarati | ○ Mongolian |
| ○ Bengali | ○ Haitian Creole | ○ Montenegrin |
| ○ Bhutanese/Dzongkha | ○ Hausa | ○ Moroccan |
| ○ Bosnian | ○ Hebrew | ○ Navajo |
| ○ Bulgarian | ○ Hindi | ○ Neapolitan |
| ○ Burmese | ○ Hindustani | ○ Nepali |
| ○ Cambodian | ○ Hmong | ○ Newari |
| ○ Canjobal | ○ Hungarian | ○ Nigerian Pidgin |
| ○ Cape Verde Creole | ○ Ibo (Igbo) | ○ Norwegian |
| ○ Catalan | ○ Italian | ○ Nuer |
| ○ Chaldean | ○ Jakartanese | ○ Oromo (Oromifa) |
| ○ Cham | ○ Javanese (Ngoko) | ○ Palauan |
| ○ Chamorro | ○ Julia | ○ Pashto |
| ○ Hahka/Hakha (Chin) | ○ Kachin | ○ Pohnpei |
| ○ Chin-Zo | ○ Kanjobal | ○ Polish |
| ○ Chin-Mizo | ○ Kannada | ○ Portuguese |
| ○ Chin-Tedim | ○ Kaqchikel | ○ Portuguese Creole |
| ○ Falam Chin | ○ Karen | ○ Portuguese Brazilian |
| ○ Chin | ○ Karenni | ○ Pulaar |
| ○ Chin-Zomi | ○ Khmer | ○ Punjabi |
| ○ Hakka Chin | ○ Kikuyu (Gikuyu) | ○ Q'anjob'al |
| ○ Chin-Zophei | ○ Kinyamulenge | ○ Quechua |
| ○ Chukchi | ○ Kinyarwanda | ○ Quiche |
| ○ Cora | ○ Kirundi (Rundi) | ○ Rohingya/Rohinya |
| ○ Creole | ○ Kiswahili | ○ Romanian |
| ○ Croatian | ○ Kongo | ○ Rwanda |
| ○ Czech | ○ Kosraean | ○ Sango |
| | ○ Krahn | |
| | ○ Krio | |

- Serbian
- Serbo-Croatian
- Sicilian
- Sindhi
- Sinhalese
- Slovak
- Slovenian
- Soninke
- Soninke (Maraka)
- Soninke (Sarahuleh)
- Soninke (Sarakole)
- Sudanese
- Sundanese
- Susu

- Swedish
- Sylheti
- Tadjik
- Taishanese
- Taiwanese
- Tajik
- Tajiki
- Tamil
- Telugu
- Teochew
- Thonga
- Tibetan
- Tigre
- Tojolabal

- Tongan
- Toucouleur
- Triqui
- Turkish
- TWI
- Ukrainian/Ukrainian
- Urdu
- Uzbek
- Wolof
- Yoruba
- Yugoslavian
- Zarma

AGENCY INSTRUCTIONS

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	Category 1: Over the Phone Interpreting (OPI)	Category 2: Video Remote Interpreting (VRI)	Category 3: Document Translation for Non- Pacific Islanders' Languages	Category 4: Document Translation for Pacific Islanders' Languages	Category 5: Combined Telephone & Video	Category 6: Onsite In- Person Interpreting
Bromberg & Associates, L.L.C	✓	✓	✓	✓	✓	
Effectiff LLC	✓	✓	✓	✓	✓	✓
Hanna Interpreting Services LLC	✓	✓	✓	✓	✓	✓
Visual Language Professionals LLC	✓	✓			✓	

Category 1: OVER THE PHONE INTERPRETING (OPI)

Over the Phone Interpreting (OPI) means off-site interpreting services provided via telephone. 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 fourteen frequently used languages by the LEP population of the State of Hawaii.

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 Hawaii 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. In the event interpretation service for Cantonese, Mandarin, Ilocano, Tagalog, Japanese, Korean Spanish, or Vietnamese 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 Cantonese, Mandarin, Ilocano, Tagalog, Japanese, Korean Spanish, or Vietnamese 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.

Category 2: VIDEO REMOTE INTERPRETING (VRI)

Video Remote Interpreting (VRI) means off-site interpreting services provided through videoconferencing technology equipment and a high-speed internet connection with sufficient bandwidth. 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. 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. In the event interpretation service for Cantonese, Mandarin, Ilocano, Tagalog, Japanese, Korean Spanish, or Vietnamese 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 Cantonese, Mandarin, Ilocano, Tagalog, Japanese, Korean Spanish, or Vietnamese 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.

B. 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.
4. Adequate training to users of the technology and other involved individuals so that they may quickly and efficiently set up and operate the VRI.

Categories 3 and 4: DOCUMENT TRANSLATION

Document Translation means rendering a written communication from one language to another for any known language. Contractor must provide accurate and culturally competent written translation services by maintaining original meaning, style, and tone. Use Desktop Publishing to reproduce the formatting and layout of the original document into the target language. languages. Provide written translations with proper spelling, grammar, word choice, and language structure. Proofread already-translated documents for accuracy, quality, consistency, tone, and style.

For document translation between English and the Pacific Islanders’ languages such as Chuukese, Hawaiian, Kosraean, Marshallese, Samoan, Tongan, and the etc.), Contractor must hire experienced translators who have lived or worked in Hawaii to provide accurate and culturally competent written translation services.

Contractor must manage document translations electronically and must receive source language documents by e-mail or other electronic means (i.e. PDF or flat files, standard word processing languages, etc.), U.S. postal service or courier delivery. The typical delivery is expected to be by e-mail or other electronic means. Contractor shall provide electronic confirmation upon document receipt within one business day.

Completed orders must be returned electronically, preferably by email, to the address specified in the request. If the resulting document is too large to be transmitted via email or in a compressed format and the Purchasing Entity does not want the file broken up and sent via multiple emails, documents will be accepted on a Read/Write CD or DVD, or a flash drive. Rarely, a printed copy may be requested by mail or overnight courier. Overnight courier charges will be reimbursed by Purchasing Entity only when preapproved and as a result of the request.

Translators must translate the written word accurately and in the same spirit and style as it appears in the original text. Translators must ensure accuracy of nuances, subject matter detail and retain fluency.

Contractor must supply at least two qualified linguists for each translation project, one serving as a translator and the other as an editor.

Category 3: Document Translation for Non-Pacific Islanders' Languages (such as Ilocano, Japanese, Tagalog, Korean, Chinese, Spanish, Vietnamese, Cebuano, Thai and other frequently used languages as identified in the specification)

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

Category 4: Document Translation for Pacific Islanders' Languages (such as Chuukese, Hawaiian, Kosraean, Marshallese, Samoan, Tongan, and the etc.)

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	7 days
1,001-2,500 Words	14 days
2,501- 7,500 Words	21 days
More than 7,500 Words	21 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	4 days
1,001-2,500 Words	10 days
2,501- 7,500 Words	14 days
More than 7,500 Words	14 days plus 2 additional days for each additional 1,000 words

Category 5: Combined OPI and VRI Combined OPI and VRI services provide on-demand, remote language translation. The on-demand, remote interpreting service does not require pre-scheduling. The Connection and Equipment requirements are the same as Categories 1 and 2 above.

Category 6: ONSITE IN-PERSON INTERPRETING

Onsite in-person interpreting means a professional interpreter is physically in the same room with the participants to translate spoken words in real time. The clients shall schedule the interpreting service ahead of time, and provide information such as time, location, duration, language, mode of interpreting, topic of the meeting and other logistic information.

A. Travel

1. Contractor may be required to travel to neighbor islands in performance of assignments issued under this contract.
2. Contractor shall be reimbursed actual cost of all travel conducted while providing the services in accordance with this RFP and respective Purchasing Entities' regulations. Allowable travel and State per diem charges will be agreed upon at the time work is requested. Thus, all travel shall be pre-approved. The Contractor shall provide the Purchasing Entities with all necessary paperwork for reimbursement such as but not limited to travel receipts, airline itinerary, etc.
3. The Contractor shall perform all travel necessary to accomplish the services in accordance with this RFP. All travel requirements shall be approved in advance by the Purchasing Entity. The Contractor shall be responsible for making all travel arrangements.
4. Costs for transportation may be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs shall be considered reasonable and allowable only to the extent they do not exceed, on a daily basis, the maximum State per diem rates in effect at the time of the travel.
5. If the additional expenses are not justified and approved by the Participating Agency, Contractor will be responsible for paying the difference.



BROMBERG & ASSOCIATES, L.L.C.

Contractor: Bromberg & Associates L.L.C.
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Phone: (313) 831-7651
Fax: (888) 225-1912
E-mail: Jessica@BrombergTranslations.com
Website: <https://www.brombergtranslations.com/>
Remittance Address: 32910 W. Thirteen Mile Road. Suite E-504, Farmington Hills, MI 48334
***Vendor Code:** 377700-00

1) Over-the-Phone Interpretation

Category No.	Description	Unit Price	Rate Unit
1a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.95	Per min.
1b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.15	Per min.

2) Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
2a.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.95	Per min.
2b.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$2.35	Per min.

3) Document Translation Services for Non-Pacific Islander' Languages

Category No.	Description	Unit Price	Rate Unit
3a.	Standard Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.29	Per word
3b.	Expedited Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.33	Per word
3c.	Desktop Publishing (DTP)	\$45.00	Per hour
3d.	Minimum Charge	\$55.00	Flat rate

4) Document Translation Services for Pacific Islanders' Languages

Category No.	Description	Unit Price	Rate Unit
4a.	Standard Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.21	Per word
4b.	Expedited Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.24	Per word
4c.	Desktop Publishing (DTP)	\$45.00	Per hour
4d.	Minimum Charge	\$55.00	Flat rate

5) Combined Services for Over-the Phone and Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
5a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.95	Per min.
5b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.15	Per min.
5c.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.95	Per min.
5d.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$2.35	Per min.

6) Optional Pricing Model

Item No.	Description	Tiered Pricing	Discount
6a.	Tiered Volume for Spanish		
	Over 75,000 words per project	Translation	\$0.12 per word
	Over 12,000 minutes per month	VRI	\$0.95 per minute

*Executive Branch Jurisdiction Vendor Code. For other jurisdictions, see Vendor Codes section above.



EFFECTIFF LLC

Contractor: Effectiff LLC
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Correspondence & Remittance Address: 1212 Broadway Plaza, Suite 2100 Walnut Creek, CA, 94596
*Vendor Code: 377701-00

1) Over-the-Phone Interpretation

Category No.	Description	Unit Price	Rate Unit
1a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.60	Per min.
1b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.65	Per min.

2) Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
2a.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.71	Per min.
2b.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.74	Per min.

3) Document Translation Services for Non-Pacific Islanders' Languages

Category No.	Description	Unit Price	Rate Unit
3a.	Standard Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.18	Per word
3b.	Expedited Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.18	Per word
3c.	Desktop Publishing (DTP)	\$35.00	Per hour
3d.	Minimum Charge	\$55.00	≤150 words

4) Document Translation Services for Pacific Islanders' Languages

Category No.	Description	Unit Price	Rate Unit
4a.	Standard Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.13	Per word
4b.	Expedited Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.15	Per word
4c.	Desktop Publishing (DTP)	\$35.00	Per hour
4d.	Minimum Charge	\$55.00	≤150 words

5) Combined Services for Over-the Phone and Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
5a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.61	Per min.
5b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.65	Per min.
5c.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.71	Per min.
5d.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.74	Per min.

6) Onsite In-Person Interpretation Services

Category No.	Description	Unit Price	Rate Unit
6a.	Onsite In-Person Interpretation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$100.00	Per hour
6b.	Onsite In-Person Interpretation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$120.00	Per hour

7) Optional Pricing Model

Item No.	Optional Pricing Models	Tiered Pricing	Discount
7a.	Tiered Volume for Spanish		
	Remote Interpretation: 40,000 minutes or more	Per Month	-5%
	Translation: 55,000 words or more per project	Per Project	-5%
7b.	Tiered Volume for All Other Languages		
	Remote Interpretation: 40,000 minutes or more	Per Month	-5%
	Translation: 55,000 words or more per project	Per Project	-5%

8) Optional Pricing Model Equipment

Item No.	Optional Pricing Models	Equipment Available	Discount
8.	Dual Handset Phones	40 Items	\$20.00 Per month per item
	Simultaneous Interpreting Spanish		\$135.00 Per hour
	Simultaneous Interpreting Other Languages		\$155.00 Per hour
	Simultaneous Equipment	300 Items	\$15.00 Per item per day
	Simultaneous Interpreting Spanish		\$135.00 Per hour

*Executive Branch Jurisdiction Vendor Code. For other jurisdictions, see Vendor Codes section above.



HANNA INTERPRETING SERVICES LLC

Contractor: Hanna Interpreting Services LLC
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Remittance Address: P.O. Box 51604, Los Angeles, CA 90051
 *Vendor Code: 377702-00

1) Over-the-Phone Interpretation

Category No.	Description	Unit Price	Rate Unit
1a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.79	Per min
1b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.79	Per min

2) Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
2a.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.79	Per min.
2b.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.79	Per min.

3) Document Translation Services for Non-Pacific Islanders' Languages

Category No.	Description	Unit Price	Rate Unit
3a.	Standard Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.19	Per word
3b.	Expedited Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.19	Per word
3c.	Desktop Publishing (DTP)	\$40.00	Per hour
3d.	Minimum Charge	\$150.00	

4) Document Translation Services for Pacific Islanders' Languages

Category No.	Description	Unit Price	Rate Unit
4a.	Standard Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.19	Per word
4b.	Expedited Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.19	Per word
4c.	Desktop Publishing (DTP)	\$40.00	Per hour
4d.	Minimum Charge	\$150.00	

5) Combined Services for Over-the Phone and Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
5a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.79	Per min.
5b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.79	Per min.
5c.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.79	Per min.
5d.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.79	Per min.

6) Onsite In-Person Interpretation Services

Category No.	Description	Unit Price	Rate Unit
6a.	Onsite In-Person Interpretation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$150.00	Per hour
6b.	Onsite In-Person Interpretation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$150.00	Per hour

7) Optional Pricing Model

Item No.	Optional Pricing Models	Tiered Pricing	Discount
7a.	Tiered Volume for Spanish		
	Onsite hourly rate reduced to \$100/hour if billed in two-hour minimum (billed in 15-minute increments thereafter)	\$150.00 Per hour	\$100.00 Per hour
7b.	Tiered Volume for All Other Languages		
	Onsite hourly rate reduced to \$100/hour if billed in two-hour minimum (billed in 15-minute increments thereafter)	\$150.00 Per hour	\$100.00 Per hour

	increments thereafter)		
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8) Optional Pricing Model Equipment

Item No.	Optional Pricing Models	Equipment Available	Discount
8.	Dual Handset Phones	40 Items	\$20.00 Per month per item
	Transmitter		\$150.00
	Headset		\$10.00

*Executive Branch Jurisdiction Vendor Code. For other jurisdictions, see Vendor Codes section above.



VISUAL LANGUAGE PROFESSIONALS LLC

Contractor: Visual Language Professionals LLC
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Correspondence & Remittance Address: 957 Nasa Parkway #914 Houston, TX 7705
 *Vendor Code: 377703-00

1) Over-the-Phone Interpretation

Category No.	Description	Unit Price	Rate Unit
1a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.05	Per min.
1b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.05	Per min.

2) Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
2a.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.05	Per min.
2b.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.05	Per min.

3) Combined Services for Over-the Phone and Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
5a.	Over-the Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.05	Per min.
5b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.05	Per min
5c.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.05	Per min
5d.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.05	Per min

*Executive Branch Jurisdiction Vendor Code. For other jurisdictions, see Vendor Codes section above.