



**State of New Mexico  
General Services Department  
State Purchasing Division**

**Master Agreement Amendment**

**Awarded Vendor:**  
**Piedmont Global, LLC**  
**1010 N. Glebe Rd, Suite 450**  
**Arlington, VA 22201**  
  
**Contact: Brooke Smith**  
**Email: bsmith@pgls.com**  
**Telephone No.: (703) 691-6180 x727**

Agreement Number: 40-00000-24-00076AI

Amendment No.: One

Term: July 29, 2025 - July 28, 2027

**Ship To:**  
**As requested at time of order**

Procurement Specialist: Susan Inman *SI*

Telephone No.: 505-795-5551

Email: susan.inman@gsd.nm.gov

**Invoice:**  
**Same as above**

**Title: Remote Interpreting and Translating Services**

**This amendment is to be attached to the respective Master Agreement and become a part thereof.**

**This amendment is issued to reflect the following effective immediately:**

- **Change Contractor name.**
- **Replace Master Agreement Page 2, Paragraph 1.**

**Except as modified by this amendment, the provisions of the Contract shall remain in full force and effect.**



**Master Agreement No. 40-00000-24-00076AI  
Amendment No.: One**

THIS AGREEMENT is made and entered into by and between the **State of New Mexico, General Services Department** (hereinafter the "Lead State" or a "Participating Entity" and **Piedmont Global, LLC**, hereinafter referred to as the "Contractor").

The purpose of this Amendment is to change the Contractor's name and replace Master Agreement Paragraph 1.

IT IS MUTUALLY AGREED BETWEEN THE PARTIES THAT THE FOLLOWING PROVISIONS OF THE ABOVE-REFERENCED CONTRACT ARE AMENDED AS FOLLOWS:

**1. Cover page (Page 1)**

- a. **Awarded Vendor:**  
**Piedmont Global, LLC**  
**1010 N. Glebe Rd, Suite 450**  
**Arlington, VA 22201**

- b. **Attachment B: Piedmont Global, LLC Pricing**

**Piedmont Global, LLC has been awarded the following service categories:**

**Over-the-Phone Interpreting (OPI)**  
**Video-Remote Interpreting (VRI)**

**2. Master Agreement Paragraph 1 (Page 2)**

- a. THIS AGREEMENT for Remote Interpreting and Translating Services is entered into by and between the **State of New Mexico, General Services Department** (hereinafter the "Lead State" or a "Participating Entity" and **Piedmont Global, LLC** (hereinafter the "Contractor").

**3. Contractor Information (Page 2)**

- a. **Company Name: Piedmont Global, LLC**  
**Contact: Brooke Smith**  
**Address: 1010 N. Glebe Rd, Suite 450**  
**Arlington, VA 22201**  
**E-mail: bsmith@pgls.com**  
**Phone: (703) 691-6180 x727**

4. **Attachment A Header(Page 25)**  
**See attached**

5. **Attachment B Header (Pages 38 – 41)**  
**See attached**

**All other Articles and Deliverables of the original contract remain the same.**

The remainder of this page intentionally left blank.

**Master Agreement No. 40-00000-24-00076AI  
Amendment No.: One**

IN WITNESS WHEREOF, the Parties hereby execute this Agreement, which will take effect on the last signature date of the required approval authorities below. Each of the signatories, below, may execute this Agreement by hard copy original, facsimile, digital or electronic signature, any of which shall be deemed to be a true and original signature hereunder.

By: *Brooke Smith* Date: 10/28/2025  
Brooke Smith, Director of Proposals & Growth Solutions  
Piedmont Global, LLC

The records of the Taxation and Revenue Department reflect that the Contractor is registered with the Taxation and Revenue Department of the State to pay gross receipts and compensating taxes:

BTIN: All services are provided out-of-state

**NOTE: Taxation and Revenue is only verifying the registration and will not confirm or deny taxability statements contained in this contract.**

By: *Ann Marie Lucero* Date: 10/29/2025  
Taxation & Revenue Department

This Agreement has been approved by the State Purchasing Agent:

By: *Dorothy Mendonca* Date: 10/29/2025  
Dorothy Mendonca  
State Purchasing Agent  
State of New Mexico

**Remote Interpreting and Translating Services  
Master Agreement 40-00000-24-00076AI  
Piedmont Global, LLC  
Attachment A  
Scope of Work**

**PLEASE NOTE:** Piedmont Global, LLC was awarded the **Over-the-Phone Interpretation** and **Video Remote Interpretation** service categories. Piedmont Global, LLC may **not** provide services under this Master Agreement for Document Translation.

**I. OVERVIEW AND DEFINITIONS**

**A. OVERVIEW**

Contractor shall provide 365 days a year/7-days a week/24-hours a day On-Demand Remote Interpreting, Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), and/or Document Translation services on an “as needed” basis for Limited English Proficient (LEP) clients needing an immediate interpreter or translation assistance and must meet or exceed the minimum requirements set forth in Section II “Technical Requirements.”

Services are anticipated to be utilized in a number of different government settings, including but not limited to, Education, Emergency, Holiday, Health, Medical, Legal, Human Services Departments, Higher Education, K-12, and Court Systems, to assist government entities in meeting the needs of LEP clients who are physically in the government office or call in by phone for assistance.

**B. DEFINITIONS**

1. **"Authorized Purchaser"** means an individual authorized by a Participating Entity to place orders against this Master Agreement.
2. **"Document Translation"** means the act of rendering a written communication from one language to another.
3. **"General Services"** , as it relates to OPI, VRI, and Document Translation pricing, includes but is not limited to Interpreting/Translating services that are not confined to any specific department or function and are applicable to an entire organization's needs. These could include services for different economic financial programs, childcare services, employment services, refugee resettlement services, etc. These could also include services for education, including but not limited to K-12, Higher Education classroom settings, study group settings, or conference meetings with parents, school administrators, and/or other educators.
4. **"Interpretation Services"** (**"Interpreter"** **"Interpreting"**) means the process of first fully understanding, analyzing, and processing a spoken or signed message and then faithfully rendering it into another spoken or signed language.
5. **"LEP – Limited English Proficient Clients"** means Clients who are unable to speak English, uncomfortable speaking English, or whose English is not clearly understood.

6. "Legal", as it relates to OPI, VRI, and Document Translation pricing, includes but is not limited to Interpreting/Translating for all branches of courts, law enforcement officers, hearings, or any additional legal services that require interpretation or translation needs at any level of the law. Interpreters/Translators must be able to break any language barriers to ensure accurate communication between court personnel and the citizen.
7. "**Mandatory**" – the terms "must," "shall," "will," "is required," or "are required," identify a mandatory item or factor. Failure to meet a mandatory item or factor will result in the rejection of the Offeror's Proposal as non-responsive to this Request for Proposals.
8. "Medical", as it relates to OPI, VRI, and Document Translation pricing, Interpreters/Translators must be able to handle specific encounters and issues related to medical translation. Interpreters/Translators must be able to break any language barriers to ensure accurate communication between medical professionals and patients. They must provide technical precision to not add, delete or substitute any information.
9. "**Most frequently used languages**" means Spanish, American Sign Language (ASL), The Top 12 languages on Attachment P, and frequently used languages within each Participating State to be identified on each State's Participating Addendum.
10. "**Over the Phone Interpreting**" or OPI means off-site interpreting services provided via telephone.
11. "**Participating Entity**" means a state, or another entity authorized to enter into a Participating Addendum, that executes a Participating Addendum with a Contractor.
12. "**Project**" means a temporary process undertaken to solve a well-defined goal or objective with clearly defined start and end times, a set of clearly defined tasks, and a budget. The project terminates once the project scope is achieved and project acceptance is given by the project executive sponsor.
13. "**Purchasing Entity (PE)**" means a state, or another entity authorized to use a Participating Addendum, that issues an Order under a Master Agreement resulting from this RFP through a Participating Entity's Participating Addendum.
14. "**Request for Proposals (RFP)**" means this request for Proposals, including all attachments and exhibits and any information posted by the Lead State to the RFP Website, as amended.
15. "**Staff**" means any individual who is a full-time, part-time, or an independently contracted employee with the Offerors' company.
16. "**Translation Services**" ("**Translator**" "**Translating**") means working with the written word, converting text from a source language into a target language. This is far more than replacing one word with another. The translator must also convey the style, tone, and intent of the text while taking into account differences of culture and dialect.
17. "**Video Remote Interpreting (VRI)**" means off-site interpreting services using videoconferencing technology and equipment through safe and secure platforms and a high-speed internet connection with sufficient bandwidth.

## II. TECHNICAL REQUIREMENTS

Contractor shall meet the following Technical Requirements for OPI, VRI, and/or Document Translation Services:

### A. EXPERIENCE OF THE CONTRACTOR

1. Contractor must have at least two years of experience in providing the services offered in its Proposal (OPI, VRI, and/or Document Translation Services) to state or local government entities on a 365-days a year, 7-days a week, 24 hours a day basis.
2. If the Proposal includes OPI, the Contractor must currently be providing an average of at least 100,000 minutes of OPI Service calls per month within the past year.
3. If the Proposal includes VRI, the Contractor must currently be providing an average of at least 10,000 minutes of VRI ASL Service calls per month within the past year.
4. If the Proposal includes Document Translation, Contractor must be able to provide quality, error-free document translation services on a large scale and have the ability to perform and/or fulfill multiple, high-volume simultaneous document translation requests for service from multiple States at one time.
5. If the Proposal includes VRI, Contractor must ensure the equipment utilized 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 equipment must produce 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 their body position. VRI must also provide a clear, audible transmission of voices. Virtual platform used should be commercially available (WebEx, Zoom, Microsoft Teams, Google Meet, etc.) and will be at no cost to the participating entity. Proprietary systems or platforms can be considered only if no additional terms and conditions are necessary and if there is no additional cost.

## **B. EQUIPMENT AND FACILITY**

1. Contractor must have all necessary equipment installed and functioning at the time of Offer submittal to provide the services required in the Master Agreement.
2. For OPI, Contractor must have telephone equipment with:
  - a. Expansion capabilities to accommodate an increase in call volume, as needed; and
  - b. A clear, audible transmission of voices.
3. For VRI, Contractor must have communication equipment with:
  - a. 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;
  - b. 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;
  - c. A clear, audible transmission of voices; and
  - d. Adequate training to users of the technology and other involved individuals so that they may quickly and efficiently set up and operate the VRI.

- e. Contractor's communication system and/or VRI equipment must be capable of collecting the detailed call traffic information needed to produce the reports and invoice details required by the Master Agreement.
4. Interpreter/Translator Location
- a. OPI and VRI services must be performed within the United States. Home-based offices are allowed for use only if the home-based office space which provides a professional, uninterrupted, quiet space from which the work will be conducted.
  - b. Document Translation services for Spanish, the Top 12 languages (Attachment P), and Tigrinya must be performed within the United States. Translators may be located at a home-based office.
5. Prohibition of Interpretation on a Wireless Device in a Moving Vehicle and in Noisy Areas

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. In addition, 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. Subject to Master Agreement cancelation and other penalties, any interpretation conducted on a wireless device, whether texting or oral, is prohibited under this Master Agreement 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.

### **III. MASTER AGREEMENT DELIVERABLES**

#### **A. LANGUAGES**

1. Contractors providing OPI, VRI, and Document Translation Services must be able to provide (at a minimum) all languages/dialects listed in Attachment P.
  - a. ASL is excluded from this requirement for OPI and Document Translation.
2. All interpreters and translators must provide quick, courteous responses with accurate interpretation/translation.
3. Interpreter/Translator Subject Matter Knowledge and Licensing/Certification Requirements

To the extent possible and in accordance with applicable licensing, certification, and specific Participating Entity requirements, the Interpreter/Translator should understand the subject matter for which they are providing services. Contractor must ensure that the

Interpreter or Translator provided is properly licensed and/or certified to perform the services requested, pursuant to Purchasing Entity requirements; including but not limited to medical and/or legal interpreting/translating.

At any time, a Purchasing Entity may request from a Contractor copies of applicable licenses and/or certifications held by the Contractor and/or Interpreter/Translator. The Contractor shall promptly provide all the requested documentation, including but not limited to prior to the service being rendered, within three (3) business days of the request, etc.

**B. CONNECTION for OPI (Category 1)**

1. Contractor shall be available to provide OPI Services from 7:00am to 7:00pm Local Time for the Purchasing Entity time zone.
2. On average per month, Contractor must answer at least 95% of all incoming calls within five seconds of the call starting to ring at the Contractor’s facility. The call may be answered by an automated attendant, but the customer must be given an option, either by voice prompt or keypad selection, to speak with a live operator/customer service representative. If the customer opts for a live operator/customer service representative, connection must occur within ten seconds of the customer’s selection.
3. On average per month, calls must be connected to an Interpreter at a rate of 95% or greater within 30 seconds of the client’s language being identified. Once interpretation begins, the call cannot be placed on hold or put into a queue of any kind.
4. 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 percentage of Spanish is:</b>	<b>Connective time will be:</b>
70-75%	90% of all calls must be connected to an Interpreter within 30 seconds, after the client’s language being identified
60-69%	85% of all calls must be connected to an Interpreter within 30 seconds, after the client’s language being identified
Less than 60%	80% of all calls must be connected to an Interpreter within 30 seconds, after the client’s language being identified

5. In the event interpretation service for Spanish, the Top 12 languages (Attachment P), and Tigrinya does not begin within 60 seconds of the client’s language being identified, the customer shall not be charged for any interpretation services provided for the duration of the call.

In the event any interpretation service request for Spanish, the Top 12 languages (Attachment P), and Tigrinya results in a customer being told “no interpreter is available,” the Contractor will provide the Participating Entity with a credit equal to the

cost of the customer’s average interpreter call for the month in which the “no interpreter available” event occurs.

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

- 6. 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.
- 7. Contractor must comply with all current or future FCC regulations. Link provided <https://www.fcc.gov/vrs>

**C. CONNECTION for VRI (Category 2)**

- 1. Contractor must provide VRI services using videoconferencing technology and equipment through safe and secure platforms and a high-speed internet connection with sufficient bandwidth. In a professional setting, Contractor may use any type of computer setup with a webcam and microphone or, in some cases, a videoconferencing app.
- 2. Contractor shall be available to provide VRI Services from 7:00am to 7:00pm Local Time for the Purchasing Entity time zone.
- 3. On average per month, Contractor must answer at least 95% of all incoming calls within five seconds of the call starting to ring at the Contractor’s facility. The call may be answered by an automated attendant, but the customer must be given an option, either by voice prompt or keypad selection, to speak with a live operator/customer service representative. If the customer opts for a live operator/customer service representative, connection must occur within ten seconds of the customer’s selection.
- 4. On average per month, calls must be connected to an Interpreter 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.
- 5. 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 percentage of Spanish is:</b>	<b>Connective time will be:</b>
70-75%	90% of all calls must be connected to an Interpreter within 30 seconds, after the client’s language being identified
60-69%	85% of all calls must be connected to an Interpreter within 30 seconds, after the client’s language being identified
Less than 60%	80% of all calls must be connected to an Interpreter within 30 seconds, after the client’s language being identified

- 6. In the event interpretation service for Spanish, the Top 12 languages (Attachment P), and Tigrinya 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 interpretation service for ASL (Attachment P) does not begin within three (3) minutes of the client's language being identified, the customer shall not be charged for any interpretation services provided for the duration of the call.

In the event any interpretation service request for Spanish, ASL, the Top 12 languages (Attachment P), and Tigrinya results in a customer being told "no interpreter is available," the Contractor will provide the Participating Entity with a credit equal to the cost of the customer's average interpreter call for the month in which the "no interpreter available" event occurs.

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

7. 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.
8. Contractor must comply with all current or future FCC regulations, including, but not limited to, VRI connection times. Link provided <https://www.fcc.gov/vrs>

#### **D. DOCUMENT TRANSLATION SERVICES (Category 3)**

1. Contractor must provide Document Translation Services for all languages listed in Attachment P and the languages the Contractor provided as submitted in Section VI.G.iv of Attachment H – Offeror Response Worksheet of the Contractor's Proposal. The Contractor shall provide Document Translation Services from English to source language and/or source language translation to English.
2. Contractor will provide review, editing, and proofreading services for previously translated documents.
3. Contractor will manage document translations electronically.
4. Contractor will be capable of receiving 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.
5. 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 pre-approved and as a result of the request.
6. 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. The Contractor must also provide translated materials that meet the following requirements:

- a. accurate content
  - b. correct spelling
  - c. correct grammar
  - d. correct language structure (while remaining faithful to English content)
  - e. appropriate manner for the target audience, taking into consideration:
    - i. reading level
    - ii. culturally appropriate terminology & content
    - iii. clarity of message (easy-to-read)
    - iv. regional dialect and idiomatic differences
7. Contractor must supply at least two qualified linguists for each translation project, one serving as a translator and the other as an editor.
8. **Turnaround Time for Document Translation Services.**
- a. 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:

<b>Standard Translation</b>	<b>Turnaround Time (Business Days)</b>
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

- b. If a Contractor offers expedited translations, they shall be completed within the following turnaround time set in business days (See Attachment I, Document Translation Services tab 4.d-4.f.).
  - 1. Contractor may charge a Rush Fee (See Attachment I, Document Translation Services tab 4.h) if requested timeframes are shorter than Expedited Translation turnaround times identified, below.

<b>Expedited Translation</b>	<b>Turnaround Time (Business Days)</b>
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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

**IV. CONTRACTOR RESPONSIBILITIES AND TASKS**

**A. CERTIFICATION**

At no additional cost and pursuant to the Participating Entity’s Participating Addendum, Contractor shall adhere to all laws and regulations, including but not limited to certification of Contractor, Contractor employees or staff, supplied Contractor Interpreters/Translators, etc.

**B. BILLING AND INVOICING**

1. Contractor must only invoice for the time that interpreter/translation service is provided. The time required to establish the language service needed and/or connection time to the appropriate interpreter will not be chargeable.
  - a. Billing of OPI and VRI interpretation periods start when the interpreter answers and begins interpreting. OPI and VRI interpretation period ends when the interpreter has been disconnected from the customer and the client.
  - b. Document Translation turn-around time begins upon Contractor’s electronic confirmation of document receipt and ends when the completed document(s) is returned to the Purchasing Entity.
2. Invoices will be prepared at the end of every calendar month and delivered to the customer no later than the 15th day of the calendar month immediately following the month under invoice.
3. The minimum billable charge for OPI, VRI, and Document Translation shall be in accordance with Purchasing Entity requirements, laws, regulations, policies and procedures, etc.
4. Invoices must contain the following information, either within the invoice or as an attachment to the invoice, at a minimum:
  - a. Master Agreement number and/or any other unique Master Agreement identification number assigned by a Participating State
  - b. Date of invoice
  - c. Contractor name and address
  - d. Customer account number and Department name/program
  - e. Billing period
  - f. Interpreting modality (OPI, VRI, Document Translation)

- g. Interpreter Connection Time/Document turnaround time
- h. Total number of OPI and VRI calls interpreted and Document Translation documents translated
- i. Total number of billable OPI and VRI interpretation minutes and Document Translation words translated
- j. Total number of “no interpreter available” calls
- k. Percentage of calls connected in 30 seconds or less
- l. Total number of calls resulting in interpreter connection times of greater than 60 seconds
- m. Total number of dropped calls between the time the call is answered by an automated attendant or live operator and the time an interpreter is online
- n. Total number of documents translated that meet the requirements in **Section III.D.7 Turnaround Time for Document Translation Services**
- o. Total dollar amount of credits for qualifying calls that do not meet the criteria established in **Section III.B CONNECTION for OPI**, under Subsection 5, and/or **Section III.C CONNECTION for VRI**, under Subsection 6
- p. Total dollar amount due
- q. Any applicable prompt payment discount(s) available
- r. Date and time of each interpreter or translation service occurrence provided
- s. Interpreted language associated with the OPI call, VRI call, or Document Translation
- t. Billable amount associated with each call (OPI or VRI) or Document Translation, to include at a minimum the following:
  - i. OPI and VRI Interpretation:
    - Category: OPI or VRI
    - Type: General Services, Medical, Education, Legal Standard pricing (For services provided within the timeframe specified in Sections III.B.1 and III.C.2, above.)
    - Extended Hours (if applicable):
      - Over 8 Hours (Services provided beyond 8 hours in duration for a single engagement.),
      - After-Hours/Weekend (Services provided outside of the timeframe specified in Sections III.B.1 and III.C.2, above. Charging after-hours/weekend rates may be subject to Participating Entity approval.),
      - Holiday, (Federal, State, or Local Holidays which the Participating Entity observes. Charging holiday rates may be subject to Participating Entity approval.)
    - Duration of the service provided, measured in one-minute increments

- Master Agreement rate per minute
- ii. Document Translation:
- Category: Document Translation
  - Type: General Services, Medical, Education, Legal,
  - Standard Translation (For work completed in accordance with Section III.D.8.a, above.),
  - Desktop Publishing (DTP) (DTP includes but is not limited to using a computer system to create digital documents to combine text, numerical data, photographs, charts, and other visual elements in a document that can be printed. DTP services provided must be specific to Document Translation services as identified in this Scope of Work and must exclude printing services and marketing/public relations services.),
  - Expedited Translation (For work completed in accordance with Section III.D.8.b, above,
  - Rush Fee (If Expedited Translation is requested on a shorter timeframe than those identified in Section III.D.8.b, above),
  - Number of words translated
  - Master Agreement rate per word
- u. Interpreter or translator identification number or code as assigned by the Contractor.

### **C. EMERGENCY MANAGEMENT PLAN**

1. Contractor must have in place an Emergency Management Plan (EMP) to guarantee continued services and/or limited disruptions during and following natural disasters or other potentially disrupting events. (e.g.; earthquakes, power outages, etc.)
2. Contractor must have a high-speed emergency notification system to be used for crisis communications. The system must be capable of efficiently sending notifications via phone and/or email to all customers prior to, during, and after a crisis or emergency, 365 days a year, 7 days a week, 24 hours a day.

### **D. CONFIDENTIALITY STATEMENT**

Contractor must possess a signed and dated Confidentiality Statement for each interpreter, either employed or contracted, prior to that interpreter providing service under the Master Agreement. Purchasing Entities may request these documents from a Contractor at any time, and the Contractor shall promptly provide all the requested documentation, including but not limited to prior to the service being rendered, within three (3) business days of the request, etc.

### **E. INTERPRETER OPERATIONAL REQUIREMENTS**

1. The interpreter will remain neutral in the conversation unless prompted by the customer with additional instructions.
2. The interpreter will speak in the first (1st) person.
3. The interpreter will use the utmost courtesy when conversing with the customer and/or the client.
4. The interpreter will respect cultural differences of the client.
5. The interpreter will refrain from entering into a disagreement with the customer and/or the client.
6. The interpreter will accurately interpret the information conveyed and will relay the message in its entirety with the meaning preserved throughout the conversation. The interpreter shall not summarize, condense, or omit information which may erroneously change the meaning of the information conveyed.
7. All conversations, interpretations, or translations will remain confidential and will 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 or additional situations allowed for, only as negotiated and specified in each Participating Entity's Participating Addendum.
8. The translator will provide accurate (reflect the meaning correctly), effective (provide the intended effect on the reader), and impartial (unbiased) services.

#### **F. CUSTOMER RESPONSE CRITERIA**

Response to customer questions and concerns will be handled as expeditiously as possible and according to the following criteria:

1. General questions of concern: A written response to customer questions is due within five working days from initial contact. If the response is incomplete at response due time, the response will be an update of steps taken thus far to answer the customer's questions along with an estimated completion date. If a complete response is still not provided within seven days from initial contact, at the customer's request, Contractor must provide a senior administrative contact to escalate the request.
2. Request for materials: Instructional materials must be mailed to the customer within two working days of receiving the request.
3. All other requests: Time requirements for all other requests will be negotiated individually between the customer and the Contractor.

#### **G. QUALITY ASSURANCE PLAN**

Contractor must have a Quality Assurance Plan (QAP) that describes an acceptable method for monitoring, tracking, and assessing the quality of services provided under the Master Agreement. The QAP must also describe how the Contractor will identify and resolve issues related to interpreter quality and/or performance, as well as customer-initiated concerns and/or complaints.

#### **H. INSTRUCTIONAL MATERIALS**

1. Contractor must provide instructional materials at no additional charge to assist end users in accessing the services that will be provided under the Master Agreement. Materials must include language identification materials such as “I Speak” cards and procedural information for accessing the services.
2. Instructional materials must also include informational language posters for the public indicating interpretation and translation services are available and free of charge. The informational language posters for the public must include (at minimum) the most frequent languages utilized by each Participating State to be identified in each state’s Participating Addendum.
3. Sample informational posters must be provided to customers for approval and possible editing free of charge in order to suit local languages/needs.
4. Instructional materials must be readily available to all customers, at no cost, throughout the term of the Master Agreement.

**Remote Interpreting and Translating Services  
Master Agreement 40-00000-24-00076AI  
Piedmont Global, LLC  
Attachment B  
Pricing**

	Standard Hours		
	General Services Unit Price per Minute	Medical Unit Price per Minute	Legal Unit Price per Minute
<b>Over-the-Phone Interpretation</b>			
Over-the-Phone Interpretation (OPI) Services for the most requested language: <b>Spanish</b>	\$0.54	\$0.54	\$0.65
Over-the-Phone Interpretation (OPI) Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.62	\$0.62	\$0.74
Over-the-Phone Interpretation (OPI) Services for all other languages specified in <b>Attachment P – Languages</b> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.62	\$0.62	\$0.74

**Piedmont Global, LLC  
Attachment B  
Pricing**

	Extended Hours								
	General Services Over 8 hrs Unit Price per Minute	Medical Over 8 hrs Unit Price per Minute	Legal Over 8 hrs Unit Price per Minute	General Services After-Hours/ Weekend Unit Price per Minute	Medical After-Hours/ Weekend Unit Price per Minute	Legal After-Hours/ Weekend Unit Price per Minute	General Services Holiday Unit Price per Minute	Medical Holiday Unit Price per Minute	Legal Holiday Unit Price per Minute
Over-the-Phone Interpretation (OPI) Services for the most requested language: <b>Spanish</b>	\$0.54	\$0.54	\$0.65	\$0.54	\$0.54	\$0.65	\$0.54	\$0.54	\$0.65
Over-the-Phone Interpretation (OPI) Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.62	\$0.62	\$0.74	\$0.62	\$0.62	\$0.74	\$0.62	\$0.62	\$0.74
Over-the-Phone Interpretation (OPI) Services for all other languages specified in <b>Attachment P – Languages</b> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.62	\$0.62	\$0.74	\$0.62	\$0.62	\$0.74	\$0.62	\$0.62	\$0.74

**Piedmont Global, LLC  
Attachment B  
Pricing**

	Standard Hours		
	General Services Unit Price per Minute	Medical Unit Price per Minute	Legal Unit Price per Minute
<b>Video Remote Interpretation</b>			
Video Remote Interpretation (VRI) Services for the top VRI language: <b>American Sign Language (ASL)</b>	\$1.89	\$1.89	\$2.27
Video Remote Interpretation (VRI) Services for <b>Spanish</b>	\$0.75	\$0.75	\$0.90
Video Remote Interpretation (VRI) Services for the <b>twelve most requested languages</b> (other than ASL and Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$1.05	\$1.05	\$1.26
Video Remote Interpretation (VRI) Services for all other languages specified in <b>Attachment P – Languages</b> as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.05	\$1.05	\$1.26

**Piedmont Global, LLC  
Attachment B  
Pricing**

Video Remote Interpretation	Extended Hours								
	General Services Over 8 hrs Unit Price per Minute	Medical Over 8 hrs Unit Price per Minute	Legal Over 8 hrs Unit Price per Minute	General Services After-Hours/ Weekend Unit Price per Minute	Medical After-Hours/ Weekend Unit Price per Minute	Legal After-Hours/ Weekend Unit Price per Minute	General Services Holiday Unit Price per Minute	Medical Holiday Unit Price per Minute	Legal Holiday Unit Price per Minute
Video Remote Interpretation (VRI) Services for the top VRI language: <b>American Sign Language (ASL)</b>	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89	\$1.89
Video Remote Interpretation (VRI) Services for <b>Spanish</b>	\$0.75	\$0.75	\$0.90	\$0.75	\$0.75	\$0.90	\$0.75	\$0.75	\$0.90
Video Remote Interpretation (VRI) Services for the <b>twelve most requested languages</b> (other than ASL and Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$1.05	\$1.05	\$1.26	\$1.05	\$1.05	\$1.26	\$1.05	\$1.05	\$1.26
Video Remote Interpretation (VRI) Services for all other languages specified in <b>Attachment P – Languages</b> as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.05	\$1.05	\$1.26	\$1.05	\$1.05	\$1.26	\$1.05	\$1.05	\$1.26

## Certificate Of Completion

Envelope Id: C649F7C8-A381-4B6C-9B79-8B18E26966F7	Status: Completed
Subject: Please Docusign: Amendment One - 40-00000-24-00076A1	
Source Envelope:	
Document Pages: 21	Signatures: 3
Certificate Pages: 5	Initials: 2
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Susan Inman
Time Zone: (UTC-07:00) Mountain Time (US & Canada)	1100 S Saint Francis Dr
	Santa Fe, NM 87502
	Susan.Inman@gsd.nm.gov
	IP Address: 164.64.62.10

## Record Tracking

Status: Original	Holder: Susan Inman	Location: DocuSign
10/23/2025 2:57:49 PM	Susan.Inman@gsd.nm.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: General Services Department	Location: Docusign

## Signer Events

Signer Events	Signature	Timestamp
Natalie Martinez	<i>NM</i>	Sent: 10/23/2025 3:05:44 PM
natalie.martinez1@gsd.nm.gov		Resent: 10/27/2025 10:01:53 AM
Deputy Director		Viewed: 10/28/2025 7:49:06 AM
New Mexico General Services		Signed: 10/28/2025 7:49:18 AM
Security Level: Email, Account Authentication (None), Login with SSO		Signature Adoption: Pre-selected Style Using IP Address: 172.59.1.92

### Electronic Record and Signature Disclosure:

Not Offered via Docusign

Susan Inman	<i>SI</i>	Sent: 10/28/2025 7:49:20 AM
Susan.Inman@gsd.nm.gov		Viewed: 10/28/2025 3:35:16 PM
New Mexico General Services Department State Purchasing Division		Signed: 10/28/2025 3:35:22 PM
Security Level: Email, Account Authentication (None)		Signature Adoption: Pre-selected Style Using IP Address: 164.64.62.10

### Electronic Record and Signature Disclosure:

Accepted: 6/2/2020 7:56:58 AM  
ID: 85ae9af5-d784-487f-80b0-046bfdde9d3d

Brooke Smith	<i>Brooke Smith</i>	Sent: 10/28/2025 3:35:24 PM
bsmith@ppls.com		Viewed: 10/28/2025 3:46:33 PM
Security Level: Email, Account Authentication (None)		Signed: 10/28/2025 3:47:26 PM
		Signature Adoption: Uploaded Signature Image Using IP Address: 98.167.24.70


### Electronic Record and Signature Disclosure:

Accepted: 10/28/2025 3:46:33 PM  
ID: 7c56dc76-b17f-42b7-a87b-e5e362b2d41b

Ann Marie Lucero	<i>Ann Marie Lucero</i>	Sent: 10/28/2025 3:47:28 PM
annmarie.lucero@tax.nm.gov		Viewed: 10/29/2025 9:17:23 AM
District Mgr.		Signed: 10/29/2025 9:17:30 AM
State of New Mexico Taxation and Revenue		Signature Adoption: Pre-selected Style Using IP Address: 164.64.133.222

### Electronic Record and Signature Disclosure:

Accepted: 6/2/2020 2:28:54 PM  
ID: 4e14c1ed-cee7-47c4-9f77-dc41a9cef910

Signer Events	Signature	Timestamp
Dorothy Mendonca dorothy.mendonca@gsd.nm.gov SPD Division Director / State Purchasing Agent General Services Department Signing Group: 35000 - State Purchasing Agent Security Level: Email, Account Authentication (None)	  Signature Adoption: Pre-selected Style Using IP Address: 164.64.62.10	Sent: 10/29/2025 9:17:31 AM Viewed: 10/29/2025 9:25:50 AM Signed: 10/29/2025 9:25:57 AM
<b>Electronic Record and Signature Disclosure:</b> Accepted: 4/14/2023 7:24:59 AM ID: 51f6380f-50f7-4227-afb5-572b373dfb7c		

In Person Signer Events	Signature	Timestamp
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Editor Delivery Events	Status	Timestamp
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Agent Delivery Events	Status	Timestamp
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Intermediary Delivery Events	Status	Timestamp
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Certified Delivery Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Sent	Hashed/Encrypted	10/23/2025 3:05:44 PM
Certified Delivered	Security Checked	10/29/2025 9:25:50 AM
Signing Complete	Security Checked	10/29/2025 9:25:57 AM
Completed	Security Checked	10/29/2025 9:25:57 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

### **A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)**

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

## **B. Obtaining paper copies**

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

## **C. Withdrawing your consent**

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

## **D. Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

## **E. All notices and disclosures will be sent to you electronically**

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

## **F. How to contact GSD:**

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us)

## **G. To advise SPD of your new email address**

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of such request you must include your previous and new email addresses.

## **H. To request paper copies from SPD**

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

## **I. To withdraw your consent with SPD**

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your request state your email address, full name, mailing address, and telephone number.

## **J. Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

## **K. Acknowledging your access and consent to receive and sign documents electronically**

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.