

AMENDMENT #1



The State of New Mexico General Services Department/State Purchasing Division

In furtherance of the



Request for Proposals

New Mexico Solicitation Number 50-000-14-00002

WSCA-NASPO Master Agreement for Telephone Based Interpreter Services

Issue Date: October 23, 2014

Proposal Due Date: December 18, 2014 no later than 3:00 pm MST

Request for Proposal Number **50-000-14-00002** amended as described herein:

1. CHANGES ON PAGE 17 – Section II.C.26 Participating States

Amended to reflect two additional states who have identified an ‘Intent to Participate’:

Washington, Connecticut, Florida, Hawaii, Montana, Nevada, Utah, Virginia, Idaho and Alaska

2. CHANGES ON PAGE 23 – Section IV.B.6 Organizational References

Amended to reflect the correct due date for reference questionnaires of December 18, 2014 at 5:00 pm MST.

3. CHANGES ON PAGE 56 – Attachment G – Technical Requirements

Amended to reflect changes to requirement #4 under ‘Equipment and Facility’. The requirement will now read as follows:

<p>4. 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.</p> <p>“Most frequently used languages” means the top ten frequently used languages within each Participating State to be identified on each state’s Participating Addendum.</p>	
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4. CHANGES ON PAGES 62-77 – Attachment H – Historical Usage

Amended to reflect the following changes (see amended Attachment H on following pages):

1. Washington data now reflects a summary table for all 3 contracts utilized in the state as well as individual tables to reflect the data for each contract.
2. Data for each state now includes the contract pricing within each table for each contract.

ATTACHMENT H: Historical Usage Data

*Amended to reflect usage data for each contract and contract pricing for each contract

New Mexico (reflects contract period of January 2014 – August 2014)

New Mexico Contract pricing - \$.85/min					
Language	Minutes	Calls	Avg Call Length (minutes)	Avg Connect (seconds)	Percentage of Total Calls
Spanish	115,338.25	10,579	10.91	17	96.19
Vietnamese	1433	130	11.02	26	1.18
Arabic	1821	86	21.17	19	0.78
Farsi	418	30	13.93	25	0.27
Nepali	516	24	21.50	29	0.22
Swahili	264	23	11.48	59	0.21
Mandarin	210	21	10.00	26	0.19
Burmese	187	12	15.58	33	0.11
Chinese	153	11	13.91	27	0.1
Russian	10	9	1.11	14	0.08
Cantonese	77	9	8.56	26	0.08
Navajo	68	9	7.56	132	0.08
Kirundi	372	9	41.33	42	0.08
Somali	147	7	21.00	15	0.06
Tagalog	142	6	23.67	48	0.05
French	83	5	16.60	19	0.05
Hindi	70	5	14.00	24	0.05
Kinyarwanda	135	4	33.75	37	0.04
Pashto	87	4	21.75	27	0.04
Turkish	52	3	17.33	79	0.03
German	35	2	17.50	53	0.02
Laotian	19	2	9.50	48	0.02
Korean	13	2	6.50	16	0.02
Samoan	15	1	15.00	59	0.01
Dari	6	1	6.00	18	0.01
Filipino	31	1	31.00	16	0.01
Sousou	2	1	2.00	60	0.01
Urdu	13	1	13.00	136	0.01
Cambodian	19	1	19.00	203	0.01
Language	Minutes	Calls	Avg Call Length (minutes)	Avg Connect (seconds)	% of Total Calls
TOTALS	121,786.25	10,998	11.07	18	100

Washington

(Reflects data from three contracts for one year each during the period of Jan 2013 – Aug 2014.
Individual contract data provided below this summary table)

Washington (summary)				
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Spanish	190668.22	21183	9	74.40%
Spanish	1143515.40	137278	9.86	57.8%
Spanish	285027	29569	9.6	51.00%
Somali	45111	2970	15.2	8.07%
Vietnamese	37279	2744	13.6	6.67%
Vietnamese	108303.90	9327	12.17	5.5%
Russian	107385.20	9543	12.87	5.4%
Arabic	101563.00	8254	13.14	5.1%
Somali	12986.7	1185	10.96	5.07%
Russian	10965.9	1458	7.52	4.28%
Mandarin	84200.10	6774	12.56	4.3%
Somali	75926.10	6545	11.74	3.8%
Russian	20753	1831	11.3	3.71%
Spanish-IVR-Lync	20227	2392	8.5	3.62%
Vietnamese	8437.09	810	10.42	3.29%
Amharic	17827	1080	16.5	3.19%
Arabic	14655	1044	14.0	2.62%
Korean	49002.20	4076	12.24	2.5%
Cantonese	44494.10	3041	13.80	2.3%
French	10671	716	14.9	1.91%
Farsi	32736.90	2391	13.67	1.7%
Korean	8895	661	13.5	1.59%
Tigrinian	7955	510	15.6	1.42%
Mandarin	7905	650	12.2	1.41%
Arabic	3210.82	253	12.69	1.25%
Cantonese	6800	539	12.6	1.22%
Tagalog	22996.80	1671	14.30	1.2%
Amharic	21931.50	1582	13.96	1.1%
Oromo	5938	383	15.5	1.06%
Maay	2674.4	262	10.28	1.04%
Nepali	4910	280	17.5	0.88%
Burmese	4886	331	14.8	0.87%
Tagalog	4834	263	18.4	0.86%
Karen	2214.5	134	16.53	0.86%

Washington (summary)				
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Farsi	4788	345	13.9	0.86%
Burmese	15700.20	1142	12.55	0.8%
Korean	1978.6	197	10.04	0.77%
Punjabi	4166	277	15.0	0.75%
Hmong	13579.60	826	14.96	0.7%
Amharic	1689.03	130	12.99	0.66%
Tigrinya	12715.50	861	13.68	0.6%
Cambodian	1637.03	159	10.3	0.64%
Nepali	12292.20	913	13.95	0.6%
Mandarin	1507.47	108	13.96	0.59%
Cambodian	11578.40	978	12.25	0.6%
Khmer	3228	207	15.6	0.58%
Marshallese	3041	172	17.7	0.54%
Burmese	1384.8	102	13.58	0.54%
Punjabi	1365.3	80	17.07	0.53%
Punjabi	10320.90	839	11.90	0.5%
Cantonese	1282	119	10.77	0.50%
Nepali	1279.2	87	14.7	0.50%
French	9643.90	840	12.03	0.5%
Portuguese	2668	173	15.4	0.48%
Laotian	9131.20	604	13.87	0.5%
Japanese	8995.20	758	12.46	0.5%
Ukrainian	8921.60	825	11.35	0.5%
Karen	2518	190	13.3	0.45%
Ukrainian	2130	214	10.0	0.38%
Tigrinya	967.9	74	11.91	0.37%
Oromo	944.1	62	15.23	0.37%
Marshallese	936.3	90	10.4	0.37%
Cambodian	2058	144	14.3	0.37%
Nepalese	2045	117	17.5	0.37%
Thai	1942	126	15.4	0.35%
Ukrainian	830.09	99	8.38	0.32%
Karen	771.2	23	33.53	0.30%
Oromo	5532.70	272	21.59	0.3%
Karen	5386.30	375	13.61	0.3%
Thai	5165.20	327	14.40	0.3%
Farsi	669.9	85	7.88	0.26%
Bosnian	4977.40	451	10.98	0.3%

Washington (summary)				
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Swahili	4935.10	405	12.58	0.2%
Haitian Creole	1364	94	14.5	0.24%
Haitian Creole	613.7	46	13.34	0.24%
Chuukese	1323	87	15.2	0.24%
Chinese	587.1	52	11.29	0.23%
Mongolian	1279	86	14.9	0.23%
Hmong	1263	32	39.5	0.23%
Bosnian	1256	119	10.6	0.22%
Tagalog	569.67	44	12.95	0.22%
Hmong	565.9	16	35.37	0.22%
Chuukese	552.9	42	13.16	0.22%
Romanian	1127	72	15.7	0.20%
Bengali	1077	49	22.0	0.19%
Swahili	1049	70	15.0	0.19%
Romanian	3616.20	255	13.71	0.2%
Laotian	453.12	42	10.79	0.18%
Lao	953	63	15.1	0.17%
Swahili	434.7	51	8.52	0.17%
Tedim	924	43	21.5	0.17%
Tigrigna	907	70	13.0	0.16%
Portuguese	386.5	51	7.58	0.15%
Marshallese	2888.40	175	16.22	0.1%
Urdu	809	58	13.9	0.14%
Bulgarian	781	36	21.7	0.14%
Portuguese	2740.00	282	9.97	0.1%
Croatian	690	40	17.2	0.12%
Haitian Creole	2401.30	205	12.83	0.1%
Romanian	308.55	41	7.53	0.12%
Hindi	2337.80	260	8.57	0.1%
Kirundi	658	36	18.3	0.12%
Japanese	638	52	12.3	0.11%
Lingala	628	28	22.4	0.11%
Hindi	589	50	11.8	0.11%
Samoan	574	27	21.3	0.10%
Ilocano	264.3	14	18.88	0.10%
Bosnian	261.66	36	7.27	0.10%
Wolof	260.7	17	15.34	0.10%
Japanese	245.6	19	12.93	0.10%
Ilocano	524	29	18.1	0.09%

Washington (summary)				
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Sudanese Arabic	504	39	12.9	0.09%
French	221.8	23	9.64	0.09%
Samoan	1754.60	107	15.54	0.1%
Mongolian	1573.40	105	13.69	0.1%
Polish	1562.10	115	12.88	0.1%
Turkish	1487.30	121	11.96	0.1%
Iraqi-Arabic	396	22	18.0	0.07%
Samoan	176.92	12	14.74	0.07%
Italian	1373.20	119	10.81	0.1%
Wolof	349	19	18.4	0.06%
Thai	164.8	27	6.1	0.06%
Turkish	152.33	3	50.78	0.06%
Suddanese	1160.70	40	25.33	0.1%
Maay	320	21	15.2	0.06%
Hungarian	1115.70	51	17.63	0.1%
Dari	1104.70	51	21.29	0.1%
CHIN HAKHA	294	15	19.6	0.05%
Laotian	285	12	23.8	0.05%
Mongolian	133.3	7	19.04	0.05%
Mixteco	133	9	14.78	0.05%
Soninke	132	10	13.2	0.05%
Toishanese	261	12	21.7	0.05%
Dinka	260	15	17.4	0.05%
German	913.90	96	8.58	0.0%
Serbian	898.00	60	15.19	0.0%
Bulgarian	877.30	75	12.34	0.0%
Soninke	248	22	11.3	0.04%
Indonesian	876.30	50	17.56	0.0%
Chin	246	15	16.4	0.04%
Polish	245	19	12.9	0.04%
Pashto	862.90	67	13.79	0.0%
Mixteco	851.60	59	14.40	0.0%
Chuukese	839.90	41	22.36	0.0%
Kirundi	838.60	58	13.28	0.0%
Chin - Tedim	234	23	10.2	0.04%
Czech	819.20	51	13.68	0.0%
Nuer	791.50	36	22.35	0.0%
Creole	97.5	13	7.5	0.04%
Dinka	92.3	5	18.46	0.04%

Washington (summary)				
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Nuer	220	11	20.0	0.04%
Dari	218	16	13.7	0.04%
Croatian	732.80	57	13.33	0.0%
Rwanda	204	10	20.4	0.04%
Chin	721.70	36	19.76	0.0%
Karenni	198	11	18.0	0.04%
Malayalam	196	5	39.1	0.04%
Albanian	676.60	56	12.18	0.0%
Kurdish	653.70	60	10.79	0.0%
Turkish	177	17	10.4	0.03%
Persian	173	10	17.3	0.03%
Visayan	172	9	19.1	0.03%
Mien	74.4	9	8.27	0.03%
Portuguese - Brazilian	71.1	10	7.11	0.03%
Trukese (Chuukese)	69.4	2	34.7	0.03%
Serbian	163	11	14.8	0.03%
Urdu	554.80	69	7.12	0.0%
Kinyarwanda	539.80	66	9.88	0.0%
Wolof	529.30	37	20.78	0.0%
Greek	515.30	22	19.55	0.0%
Brazilian Portuguese	145	8	18.2	0.03%
Armenian	504.80	59	8.76	0.0%
Sonike	138	9	15.3	0.02%
Tamil	475.40	42	9.07	0.0%
Albanian	133	9	14.7	0.02%
Tongan	467.70	38	11.79	0.0%
Moroccan Arabic	121	9	13.4	0.02%
Twi	117	3	39.0	0.02%
Dinka	412.30	18	22.79	0.0%
Nuer	62.2	5	12.44	0.02%
Kurdish	58.4	9	6.49	0.02%
Hindi	58.2	6	9.7	0.02%
French Creole	56.2	2	28.1	0.02%
Armenian	52.76	8	6.6	0.02%
Mandingo	47.8	3	15.93	0.02%
Albanian	46.7	4	11.68	0.02%
Serbo Croatian	40.8	5	8.16	0.02%
Tongan	39.2	10	3.92	0.02%
Navajo	39.1	2	19.55	0.02%

Washington (summary)				
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Bengali	388.30	48	7.84	0.0%
Pashto	110	10	11.0	0.02%
Ilocano	374.20	29	13.43	0.0%
Mien	366.00	28	14.96	0.0%
Toishanese	358.50	16	19.82	0.0%
Chaldean	343.20	17	18.31	0.0%
Dutch	338.40	28	13.42	0.0%
French Canadian	94	8	11.8	0.02%
Sorani	93	4	23.2	0.02%
Maay	318.10	21	13.71	0.0%
Fulani	87	8	10.9	0.02%
Moldavian	85	3	28.3	0.02%
Creole Haitian	83	5	16.7	0.01%
Mandingo	290.80	28	8.20	0.0%
K'iche	77	4	19.4	0.01%
Kurdish	74	8	9.3	0.01%
Kinyarwanda	69	13	5.3	0.01%
Slovak	240.90	16	8.68	0.0%
Juba Arabic	66	2	33.1	0.01%
Iranian Farsi	64	1	64.1	0.01%
Gujarati	224.70	14	18.07	0.0%
May-Maay	61	6	10.1	0.01%
Acholi	59	4	14.7	0.01%
Indonesian	58	4	14.4	0.01%
Latvian	57	1	57.4	0.01%
CHIN FALAM	56	2	28.1	0.01%
Polish	33.48	4	8.37	0.01%
Indonesian	33.2	3	11.07	0.01%
Bulgarian	28.49	4	7.12	0.01%
Mam	28.2	2	14.1	0.01%
Bengali	27.4	2	13.7	0.01%
Tamil	27.2	5	5.44	0.01%
Sundanese	21.3	3	7.1	0.01%
Croatian	20.6	2	10.3	0.01%
Macedonian	16.9	1	16.9	0.01%
Khmer	16.2	2	8.1	0.01%
Slovak	14.3	1	14.3	0.01%
Nigerian	13.2	1	13.2	0.01%

Washington (summary)				
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Serbo-Croatian	55	7	7.9	0.01%
Taiwanese	194.40	19	10.60	0.0%
Hausa	52	3	17.3	0.01%
Karenni	179.10	14	13.42	0.0%
Mamay	48	1	47.5	0.01%
Tongan-Pacific	45	3	14.9	0.01%
Tamil	42	4	10.5	0.01%
Finnish	147.70	11	13.77	0.0%
Uzbek	143.90	1	143.90	0.0%
Fulani	140.00	8	18.45	0.0%
Trukese	39	3	13.1	0.01%
Navajo	138.00	15	8.35	0.0%
Portuguese Creole	38	1	37.8	0.01%
French Creole	38	4	9.4	0.01%
Mixteco	37	1	36.9	0.01%
Falam	35	1	34.8	0.01%
Bhutanese	35	1	34.6	0.01%
Portuguese Azorean	34	2	17.2	0.01%
Mandinka	33	7	4.8	0.01%
Hungarian	33	2	16.4	0.01%
Akan	33	4	8.2	0.01%
Arabic-IVR-LEP	31	1	30.6	0.01%
Mixteco Bajo	30	2	15.0	0.01%
Bambara	99.30	8	12.71	0.0%
Twi	96.90	5	16.73	0.0%
Fukienese	95.10	1	95.10	0.0%
Akan	91.80	16	5.74	0.0%
Yemen Arabic	26	1	25.5	0.00%
Gujarati	25	2	12.3	0.00%
Telugu	85.80	9	10.24	0.0%
Tibetan	85.30	7	12.19	0.0%
Chaochow	23	2	11.7	0.00%
Aramaic	23	1	23.2	0.00%
Visayan	81.50	8	11.07	0.0%
Lithuanian	76.30	9	9.10	0.0%
Sundanese	71.10	7	10.16	0.0%
Lingala	70.80	8	8.77	0.0%
Anuak	19	1	18.8	0.00%
Kurdish-Bahdini-Northern	17	1	16.9	0.00%

Washington (summary)				
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Hausa	59.10	3	19.70	0.0%
Uzbek	17	2	8.4	0.00%
German	17	3	5.5	0.00%
Mien	16	3	5.2	0.00%
Italian	15	2	7.4	0.00%
Shanghainese	51.80	1	51.80	0.0%
Georgian	46.00	2	23.00	0.0%
Latvian	45.30	7	5.55	0.0%
Pohnpeian	13	2	6.3	0.00%
Patois	43.90	2	21.95	0.0%
Yoruba	43.80	3	14.60	0.0%
Taiwanese	12	1	11.8	0.00%
Greek	12	1	11.6	0.00%
Creole French	11	1	11.1	0.00%
Portuguese Brazilian	11	3	3.6	0.00%
Mandinka	38.00	3	12.67	0.0%
Mandingo	10	5	2.1	0.00%
Behdini	36.30	3	15.30	0.0%
Sorani	36.10	12	3.01	0.0%
Hebrew	33.30	4	8.33	0.0%
Mam	9	1	9.1	0.00%
Telugu	9	1	8.5	0.00%
LIBERIAN PIDGIN ENGLISH	8	1	8.3	0.00%
Eritrea	8	1	7.8	0.00%
French Creole	27.20	6	4.53	0.0%
Sinhalese	26.30	4	6.58	0.0%
Malayalam	24.50	4	6.13	0.0%
Mixteco Alto	7	1	6.8	0.00%
Kaba	7	1	6.6	0.00%
Hakka Chinese	23.10	1	23.10	0.0%
Kurmanji-Kurdish	6	1	6.1	0.00%
Sierra Leone Creole	5	1	5.4	0.00%
Kiswahili	5	1	5.1	0.00%
Kunama	5	1	4.8	0.00%
Luganda	5	1	4.7	0.00%
Moldavan	15.80	4	3.00	0.0%
Dutch	4	1	4.3	0.00%
Palauan	4	1	3.9	0.00%

Washington (summary)				
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Fijian Hindi	12.30	2	6.15	0.0%
Kikuyu	3	1	3.3	0.00%
Marathi	8.90	1	8.90	0.0%
Kazakh	7.70	1	7.70	0.0%
Lou	7.70	3	2.57	0.0%
Norwegian	7.50	2	3.75	0.0%
Azerbaijani	5.70	1	5.70	0.0%
Tibetan	2	1	1.6	0.00%
Malay	4.30	1	4.30	0.0%
Swedish	4.30	2	2.15	0.0%
Chao Chow	4.30	2	2.15	0.0%
Kurmanji	3.80	1	3.80	0.0%
Assyrian	3.70	1	3.70	0.0%
Ibo	3.70	1	3.70	0.0%
Fula	3.00	1	3.00	0.0%
Diula	1.80	1	1.80	0.0%
Igbo	1.80	1	1.80	0.0%
Portuguese Creole	1.00	1	1.00	0.0%
Italian	11.2	4	2.8	0.00%
Hungarian	10.1	1	10.1	0.00%
Moldavian	9.5	2	4.75	0.00%
Lingala	8	1	8	0.00%
Fijian	8	2	4	0.00%
French-Canadian	7.5	1	7.5	0.00%
Urdu	5.6	1	5.6	0.00%
Krahn	4.5	1	4.5	0.00%
Mixteco Bajo	4	1	4	0.00%
Chamorro	3.7	1	3.7	0.00%
Shanghainese	3.2	1	3.2	0.00%
Kirundi	1.9	1	1.9	0.00%
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Totals	2792237.73	281428	14.35	

Washington				
*Contract pricing - \$.83/min				
Language	# of Calls	Billable Minutes	% of Total	Average Call Time (mins)
Spanish	21183	190668.22	74.40%	9
Somali	1185	12986.7	5.07%	10.96
Russian	1458	10965.9	4.28%	7.52
Vietnamese	810	8437.09	3.29%	10.42
Arabic	253	3210.82	1.25%	12.69
Karen	134	2214.5	0.86%	16.53
Korean	197	1978.6	0.77%	10.04
Amharic	130	1689.03	0.66%	12.99
Cambodian	159	1637.03	0.64%	10.3
Mandarin	108	1507.47	0.59%	13.96
Maay	262	2674.4	1.04%	10.28
Burmese	102	1384.8	0.54%	13.58
Punjabi	80	1365.3	0.53%	17.07
Cantonese	119	1282	0.50%	10.77
Nepali	87	1279.2	0.50%	14.7
Tigrinya	74	967.9	0.37%	11.91
Oromo	62	944.1	0.37%	15.23
Marshallese	90	936.3	0.37%	10.4
Ukrainian	99	830.09	0.32%	8.38
Karenni	23	771.2	0.30%	33.53
Farsi	85	669.9	0.26%	7.88
Haitian Creole	46	613.7	0.24%	13.34
Chinese	52	587.1	0.23%	11.29
Tagalog	44	569.67	0.22%	12.95
Hmong	16	565.9	0.22%	35.37
Chuukese	42	552.9	0.22%	13.16
Laotian	42	453.12	0.18%	10.79
Swahili	51	434.7	0.17%	8.52
Portuguese	51	386.5	0.15%	7.58
Romanian	41	308.55	0.12%	7.53
Ilocano	14	264.3	0.10%	18.88
Bosnian	36	261.66	0.10%	7.27
Wolof	17	260.7	0.10%	15.34
Japanese	19	245.6	0.10%	12.93
French	23	221.8	0.09%	9.64
Samoan	12	176.92	0.07%	14.74

Thai	27	164.8	0.06%	6.1
Turkish	3	152.33	0.06%	50.78
Mongolian	7	133.3	0.05%	19.04
Mixteco	9	133	0.05%	14.78
Soninke	10	132	0.05%	13.2
Creole	13	97.5	0.04%	7.5
Dinka	5	92.3	0.04%	18.46
Mien	9	74.4	0.03%	8.27
Portuguese - Brazilian	10	71.1	0.03%	7.11
Trukese (Chuukese)	2	69.4	0.03%	34.7
Nuer	5	62.2	0.02%	12.44
Kurdish	9	58.4	0.02%	6.49
Hindi	6	58.2	0.02%	9.7
French Creole	2	56.2	0.02%	28.1
Armenian	8	52.76	0.02%	6.6
Mandingo	3	47.8	0.02%	15.93
Albanian	4	46.7	0.02%	11.68
Serbo Croatian	5	40.8	0.02%	8.16
Tongan	10	39.2	0.02%	3.92
Navajo	2	39.1	0.02%	19.55
Polish	4	33.48	0.01%	8.37
Indonesian	3	33.2	0.01%	11.07
Bulgarian	4	28.49	0.01%	7.12
Mam	2	28.2	0.01%	14.1
Bengali	2	27.4	0.01%	13.7
Tamil	5	27.2	0.01%	5.44
Sundanese	3	21.3	0.01%	7.1
Croatian	2	20.6	0.01%	10.3
Macedonian	1	16.9	0.01%	16.9
Khmer	2	16.2	0.01%	8.1
Slovak	1	14.3	0.01%	14.3
Nigerian	1	13.2	0.01%	13.2
Italian	4	11.2	0.00%	2.8
Hungarian	1	10.1	0.00%	10.1
Moldavian	2	9.5	0.00%	4.75
Lingala	1	8	0.00%	8
Fijian	2	8	0.00%	4
French-Canadian	1	7.5	0.00%	7.5
Urdu	1	5.6	0.00%	5.6
Krahn	1	4.5	0.00%	4.5
Mixteco Bajo	1	4	0.00%	4

Chamorro	1	3.7	0.00%	3.7
Shanghainese	1	3.2	0.00%	3.2
Kirundi	1	1.9	0.00%	1.9
	# of Calls	Billable Minutes	% of Total	Average Call Time (mins)
Total	27,402.00	256,282.83	99.98%	12

Washington*Contract pricing of
\$.86/min

Language	Billable Minutes	# of Calls	Avg. Length of Call	% of Total
Spanish	285027	29569	9.6	51.00%
Somali	45111	2970	15.2	8.07%
Vietnamese	37279	2744	13.6	6.67%
Russian	20753	1831	11.3	3.71%
Spanish-IVR-Lync	20227	2392	8.5	3.62%
Amharic	17827	1080	16.5	3.19%
Arabic	14655	1044	14.0	2.62%
French	10671	716	14.9	1.91%
Korean	8895	661	13.5	1.59%
Tigrinian	7955	510	15.6	1.42%
Mandarin	7905	650	12.2	1.41%
Cantonese	6800	539	12.6	1.22%
Oromo	5938	383	15.5	1.06%
Nepali	4910	280	17.5	0.88%
Burmese	4886	331	14.8	0.87%
Tagalog	4834	263	18.4	0.86%
Farsi	4788	345	13.9	0.86%
Punjabi	4166	277	15.0	0.75%
Khmer	3228	207	15.6	0.58%
Marshallese	3041	172	17.7	0.54%
Portuguese	2668	173	15.4	0.48%
Karen	2518	190	13.3	0.45%
Ukrainian	2130	214	10.0	0.38%
Cambodian	2058	144	14.3	0.37%
Nepalese	2045	117	17.5	0.37%
Thai	1942	126	15.4	0.35%
Haitian Creole	1364	94	14.5	0.24%
Chuukese	1323	87	15.2	0.24%
Mongolian	1279	86	14.9	0.23%
Hmong	1263	32	39.5	0.23%
Bosnian	1256	119	10.6	0.22%
Romanian	1127	72	15.7	0.20%
Bengali	1077	49	22.0	0.19%
Swahili	1049	70	15.0	0.19%
Lao	953	63	15.1	0.17%
Tedim	924	43	21.5	0.17%
Tigrigna	907	70	13.0	0.16%
Urdu	809	58	13.9	0.14%

Bulgarian	781	36	21.7	0.14%
Croatian	690	40	17.2	0.12%
Kirundi	658	36	18.3	0.12%
Japanese	638	52	12.3	0.11%
Lingala	628	28	22.4	0.11%
Hindi	589	50	11.8	0.11%
Samoan	574	27	21.3	0.10%
Ilocano	524	29	18.1	0.09%
Sudanese Arabic	504	39	12.9	0.09%
Iraqi-Arabic	396	22	18.0	0.07%
Wolof	349	19	18.4	0.06%
Maay	320	21	15.2	0.06%
CHIN HAKHA	294	15	19.6	0.05%
Laotian	285	12	23.8	0.05%
Toishanese	261	12	21.7	0.05%
Dinka	260	15	17.4	0.05%
Soninke	248	22	11.3	0.04%
Chin	246	15	16.4	0.04%
Polish	245	19	12.9	0.04%
Chin - Tedim	234	23	10.2	0.04%
Nuer	220	11	20.0	0.04%
Dari	218	16	13.7	0.04%
Rwanda	204	10	20.4	0.04%
Karenni	198	11	18.0	0.04%
Malayalam	196	5	39.1	0.04%
Turkish	177	17	10.4	0.03%
Persian	173	10	17.3	0.03%
Visayan	172	9	19.1	0.03%
Serbian	163	11	14.8	0.03%
Brazilian Portuguese	145	8	18.2	0.03%
Sonike	138	9	15.3	0.02%
Albanian	133	9	14.7	0.02%
Moroccan Arabic	121	9	13.4	0.02%
Twi	117	3	39.0	0.02%
Pashto	110	10	11.0	0.02%
French Canadian	94	8	11.8	0.02%
Sorani	93	4	23.2	0.02%
Fulani	87	8	10.9	0.02%
Moldavian	85	3	28.3	0.02%
Creole Haitian	83	5	16.7	0.01%
K'iche	77	4	19.4	0.01%

Kurdish	74	8	9.3	0.01%
Kinyarwanda	69	13	5.3	0.01%
Juba Arabic	66	2	33.1	0.01%
Iranian Farsi	64	1	64.1	0.01%
May-Maay	61	6	10.1	0.01%
Acholi	59	4	14.7	0.01%
Indonesian	58	4	14.4	0.01%
Latvian	57	1	57.4	0.01%
CHIN FALAM	56	2	28.1	0.01%
Serbo-Croatian	55	7	7.9	0.01%
Hausa	52	3	17.3	0.01%
Mamay	48	1	47.5	0.01%
Tongan-Pacific	45	3	14.9	0.01%
Tamil	42	4	10.5	0.01%
Trukese	39	3	13.1	0.01%
Portuguese Creole	38	1	37.8	0.01%
French Creole	38	4	9.4	0.01%
Mixteco	37	1	36.9	0.01%
Falam	35	1	34.8	0.01%
Bhutanese	35	1	34.6	0.01%
Portuguese Azorean	34	2	17.2	0.01%
Mandinka	33	7	4.8	0.01%
Hungarian	33	2	16.4	0.01%
Akan	33	4	8.2	0.01%
Arabic-IVR-LEP	31	1	30.6	0.01%
Mixteco Bajo	30	2	15.0	0.01%
Yemen Arabic	26	1	25.5	0.00%
Gujarati	25	2	12.3	0.00%
Chaochow	23	2	11.7	0.00%
Aramaic	23	1	23.2	0.00%
Anuak	19	1	18.8	0.00%
Kurdish-Bahdini-Northern	17	1	16.9	0.00%
Uzbek	17	2	8.4	0.00%
German	17	3	5.5	0.00%
Mien	16	3	5.2	0.00%
Italian	15	2	7.4	0.00%
Pohnpeian	13	2	6.3	0.00%
Taiwanese	12	1	11.8	0.00%
Greek	12	1	11.6	0.00%
Creole French	11	1	11.1	0.00%
Portuguese Brazilian	11	3	3.6	0.00%

Mandingo	10	5	2.1	0.00%
Mam	9	1	9.1	0.00%
Telugu	9	1	8.5	0.00%
LIBERIAN PIDGIN ENGLISH	8	1	8.3	0.00%
Eritrea	8	1	7.8	0.00%
Mixteco Alto	7	1	6.8	0.00%
Kaba	7	1	6.6	0.00%
Kurmanji-Kurdish	6	1	6.1	0.00%
Sierra Leone Creole	5	1	5.4	0.00%
Kiswahili	5	1	5.1	0.00%
Kunama	5	1	4.8	0.00%
Luganda	5	1	4.7	0.00%
Dutch	4	1	4.3	0.00%
Palauan	4	1	3.9	0.00%
Kikuyu	3	1	3.3	0.00%
Tibetan	2	1	1.6	0.00%
	Billable Minutes	# of Calls	Avg. Length of Call	% of Total
Grand Total	558883	49617	11.3	100.00%

Washington				
*Contract pricing \$.98/min				
Language	Billed Minutes	Number of Calls	Average Length Call	Percent Billed Minutes
Spanish	1143515.40	137278	9.86	57.8%
Vietnamese	108303.90	9327	12.17	5.5%
Russian	107385.20	9543	12.87	5.4%
Arabic	101563.00	8254	13.14	5.1%
Mandarin	84200.10	6774	12.56	4.3%
Somali	75926.10	6545	11.74	3.8%
Korean	49002.20	4076	12.24	2.5%
Cantonese	44494.10	3041	13.80	2.3%
Farsi	32736.90	2391	13.67	1.7%
Tagalog	22996.80	1671	14.30	1.2%
Amharic	21931.50	1582	13.96	1.1%
Burmese	15700.20	1142	12.55	0.8%
Hmong	13579.60	826	14.96	0.7%
Tigrinya	12715.50	861	13.68	0.6%
Nepali	12292.20	913	13.95	0.6%
Cambodian	11578.40	978	12.25	0.6%
Punjabi	10320.90	839	11.90	0.5%
French	9643.90	840	12.03	0.5%
Laotian	9131.20	604	13.87	0.5%
Japanese	8995.20	758	12.46	0.5%
Ukrainian	8921.60	825	11.35	0.5%
Oromo	5532.70	272	21.59	0.3%
Karen	5386.30	375	13.61	0.3%
Thai	5165.20	327	14.40	0.3%
Bosnian	4977.40	451	10.98	0.3%
Swahili	4935.10	405	12.58	0.2%
Romanian	3616.20	255	13.71	0.2%
Marshallese	2888.40	175	16.22	0.1%
Portuguese	2740.00	282	9.97	0.1%
Haitian Creole	2401.30	205	12.83	0.1%
Hindi	2337.80	260	8.57	0.1%
Samoan	1754.60	107	15.54	0.1%
Mongolian	1573.40	105	13.69	0.1%
Polish	1562.10	115	12.88	0.1%
Turkish	1487.30	121	11.96	0.1%
Italian	1373.20	119	10.81	0.1%
Suddanese	1160.70	40	25.33	0.1%
Hungarian	1115.70	51	17.63	0.1%
Dari	1104.70	51	21.29	0.1%
German	913.90	96	8.58	0.0%
Serbian	898.00	60	15.19	0.0%
Bulgarian	877.30	75	12.34	0.0%

Indonesian	876.30	50	17.56	0.0%
Pashto	862.90	67	13.79	0.0%
Mixteco	851.60	59	14.40	0.0%
Chuukese	839.90	41	22.36	0.0%
Kirundi	838.60	58	13.28	0.0%
Czech	819.20	51	13.68	0.0%
Nuer	791.50	36	22.35	0.0%
Croatian	732.80	57	13.33	0.0%
Chin	721.70	36	19.76	0.0%
Albanian	676.60	56	12.18	0.0%
Kurdish	653.70	60	10.79	0.0%
Urdu	554.80	69	7.12	0.0%
Kinyarwanda	539.80	66	9.88	0.0%
Wolof	529.30	37	20.78	0.0%
Greek	515.30	22	19.55	0.0%
Armenian	504.80	59	8.76	0.0%
Tamil	475.40	42	9.07	0.0%
Tongan	467.70	38	11.79	0.0%
Dinka	412.30	18	22.79	0.0%
Bengali	388.30	48	7.84	0.0%
Ilocano	374.20	29	13.43	0.0%
Mien	366.00	28	14.96	0.0%
Toishanese	358.50	16	19.82	0.0%
Chaldean	343.20	17	18.31	0.0%
Dutch	338.40	28	13.42	0.0%
Maay	318.10	21	13.71	0.0%
Mandingo	290.80	28	8.20	0.0%
Slovak	240.90	16	8.68	0.0%
Gujarati	224.70	14	18.07	0.0%
Taiwanese	194.40	19	10.60	0.0%
Karenni	179.10	14	13.42	0.0%
Finnish	147.70	11	13.77	0.0%
Uzbek	143.90	1	143.90	0.0%
Fulani	140.00	8	18.45	0.0%
Navajo	138.00	15	8.35	0.0%
Bambara	99.30	8	12.71	0.0%
Twi	96.90	5	16.73	0.0%
Fukienese	95.10	1	95.10	0.0%
Akan	91.80	16	5.74	0.0%
Telugu	85.80	9	10.24	0.0%
Tibetan	85.30	7	12.19	0.0%
Visayan	81.50	8	11.07	0.0%
Lithuanian	76.30	9	9.10	0.0%
Sundanese	71.10	7	10.16	0.0%
Lingala	70.80	8	8.77	0.0%
Hausa	59.10	3	19.70	0.0%
Shanghainese	51.80	1	51.80	0.0%
Georgian	46.00	2	23.00	0.0%

Latvian	45.30	7	5.55	0.0%
Patois	43.90	2	21.95	0.0%
Yoruba	43.80	3	14.60	0.0%
Mandinka	38.00	3	12.67	0.0%
Behdini	36.30	3	15.30	0.0%
Sorani	36.10	12	3.01	0.0%
Hebrew	33.30	4	8.33	0.0%
French Creole	27.20	6	4.53	0.0%
Sinhalese	26.30	4	6.58	0.0%
Malayalam	24.50	4	6.13	0.0%
Hakka Chinese	23.10	1	23.10	0.0%
Moldavan	15.80	4	3.00	0.0%
Fijian Hindi	12.30	2	6.15	0.0%
Marathi	8.90	1	8.90	0.0%
Kazakh	7.70	1	7.70	0.0%
Lou	7.70	3	2.57	0.0%
Norwegian	7.50	2	3.75	0.0%
Azerbaijani	5.70	1	5.70	0.0%
Chao Chow	4.30	2	2.15	0.0%
Swedish	4.30	2	2.15	0.0%
Malay	4.30	1	4.30	0.0%
Kurmanji	3.80	1	3.80	0.0%
Assyrian	3.70	1	3.70	0.0%
Ibo	3.70	1	3.70	0.0%
Fula	3.00	1	3.00	0.0%
Diula	1.80	1	1.80	0.0%
Igbo	1.80	1	1.80	0.0%
Portuguese Creole	1.00	1	1.00	0.0%
	Billed Minutes	Number of Calls	Average Length Call	% Billed Minutes
Grand Total	1977071.50	204409	12.21	100.0%

Florida

FLORIDA (JULY 1, 2013 - JUNE 30, 2014)

*Contract pricing - \$.73/min

NOTE: Florida has not yet committed to be a Participating State in this contract resulting from the RFP

This chart represents spending by the Florida Department of Health, as well as spending by some additional state and local entities that use the translation & interpretation contract awarded by the Department of Health. Other state and local entities have separate contracts for similar services, but Florida does not have concrete spending data for the use of the other contracts. The actual spending by such additional entities could result in total spending for translation & interpretation services within Florida being significantly larger than the amounts shown.

Source: Quarterly Reports to the Florida Department of Health for FY 2013-2014

Language	Sum of Calls	Sum of Minutes	Avg. Length of Call	Sum of Cost	% of Total
Spanish	121725	1139427	9.36	\$831,864.87	79.41%
Haitian Creole	7563	89653	11.85	\$65,446.69	6.25%
Arabic	2090	45982	22.00	\$33,566.86	3.20%
Burmese	1495	29442	19.69	\$21,501.78	2.05%
Vietnamese	1086	17054	15.70	\$12,449.42	1.19%
Mandarin	1032	14451	14.00	\$10,549.23	1.01%
Portuguese	1339	13359	9.98	\$9,752.07	0.93%
Karen	533	10964	20.57	\$8,003.72	0.76%
Russian	814	10837	13.31	\$7,911.01	0.76%
Chin	287	5976	20.82	\$4,362.48	0.42%
Bosnian	275	5057	18.39	\$3,691.61	0.35%
Swahili	168	4427	26.35	\$3,231.71	0.31%
French	451	4423	9.81	\$3,228.79	0.31%
Nepali	154	4047	26.28	\$2,954.31	0.28%
Tigrinya	191	3619	18.95	\$2,641.87	0.25%
Amharic	172	3576	20.79	\$2,610.48	0.25%
Farsi	200	3381	16.91	\$2,468.13	0.24%
Korean	292	2502	8.57	\$1,826.46	0.17%
Bengali	115	2104	18.30	\$1,535.92	0.15%
Dari	56	1978	35.32	\$1,443.94	0.14%
Albanian	122	1779	14.58	\$1,298.67	0.12%
Cantonese	109	1624	14.90	\$1,185.52	0.11%
Sudanese Arabic	51	1542	30.24	\$1,125.66	0.11%
Polish	119	1491	12.53	\$1,088.43	0.10%
Romanian	122	1323	10.84	\$965.79	0.09%
Tagalog	133	1107	8.32	\$817.23	0.08%

FLORIDA (JULY 1, 2013 - JUNE 30, 2014)

***Contract pricing - \$.73/min**

Kurdish	38	1044	27.47	\$762.12	0.07%
Italian	99	973	9.83	\$710.29	0.07%
Kirundi	29	674	23.24	\$492.02	0.05%
German	70	632	9.03	\$461.36	0.04%
Kinyarwanda	16	617	38.56	\$450.41	0.04%
Thai	54	604	11.19	\$440.92	0.04%
Oromo	20	601	30.05	\$438.73	0.04%
Urdu	44	588	13.36	\$429.24	0.04%
Hungarian	41	569	13.88	\$415.37	0.04%
Japanese	43	565	13.14	\$412.45	0.04%
Somali	28	456	16.29	\$332.88	0.03%
Serbian	23	438	19.04	\$319.74	0.03%
Hindi	55	423	7.69	\$308.79	0.03%
Laotian	38	418	11.00	\$305.14	0.03%
Turkish	44	418	9.50	\$305.14	0.03%
Hebrew	14	353	25.21	\$257.69	0.02%
Cambodian	26	329	12.65	\$240.17	0.02%
Indonesian	20	328	16.40	\$239.44	0.02%
Ukrainian	28	306	10.93	\$223.38	0.02%
Khmer	21	277	13.19	\$202.21	0.02%
Iloilo	1	271	271.00	\$197.83	0.02%
Gujarati	26	270	10.38	\$197.10	0.02%
Punjabi	17	238	14.00	\$173.74	0.02%
Croatian	14	215	15.36	\$156.95	0.01%
Patois	17	209	12.29	\$152.57	0.01%
Greek	13	201	15.46	\$146.73	0.01%
French Canadian	16	172	10.75	\$125.56	0.01%
Czech	33	169	5.12	\$123.37	0.01%
Hmong	13	162	12.46	\$118.26	0.01%
Tigre	1	135	135.00	\$98.55	0.01%
Finnish	4	118	29.50	\$86.14	0.01%
Slovak	8	114	14.25	\$83.22	0.01%
Latvian	8	88	11.00	\$64.24	0.01%
Wolof	4	81	20.25	\$59.13	0.01%
Sorani	3	69	23.00	\$50.37	0.00%
Yoruba	2	64	32.00	\$46.72	0.00%
Norwegian	4	56	14.00	\$40.88	0.00%
Bulgarian	7	50	7.14	\$36.50	0.00%
Lithuanian	7	46	6.57	\$33.58	0.00%

FLORIDA (JULY 1, 2013 - JUNE 30, 2014)

***Contract pricing - \$.73/min**

Armenian	5	45	9.00	\$32.85	0.00%
Fulani	3	42	14.00	\$30.66	0.00%
Mongolian	5	41	8.20	\$29.93	0.00%
Dutch	8	34	4.25	\$24.82	0.00%
Ibo	3	34	11.33	\$24.82	0.00%
Dinka	1	33	33.00	\$24.09	0.00%
Tamil	8	26	3.25	\$18.98	0.00%
Sylhetti	4	20	5.00	\$14.60	0.00%
Akan	5	19	3.80	\$13.87	0.00%
Telugu	1	17	17.00	\$12.41	0.00%
Mien	1	16	16.00	\$11.68	0.00%
Marshallese	2	11	5.50	\$8.03	0.00%
Pashto	4	9	2.25	\$6.57	0.00%
Mandingo	1	7	7.00	\$5.11	0.00%
Mnong	1	7	7.00	\$5.11	0.00%
Diula	3	7	2.33	\$5.11	0.00%
Hausa	2	7	3.50	\$5.11	0.00%
Georgian	1	6	6.00	\$4.38	0.00%
Marathi	1	5	5.00	\$3.65	0.00%
Mumuye	1	5	5.00	\$3.65	0.00%
Portuguese Creole	2	5	2.50	\$3.65	0.00%
Sundanese	1	2	2.00	\$1.46	0.00%
Language	Sum of Calls	Sum of Minutes	Avg. Length of Call	Sum of Cost	% of Total
TOTALS:	141706	1434864	10.13	\$1,047,552.12	100.00%

Connecticut – 2013

Connecticut				
*Contract pricing - \$.85/min				
Language	Minutes	Calls	Average Length of Call	% of Total
Spanish	545964	49960	10.9	82.4%
Polish	14454	1012	14.3	2.2%
Arabic	13898	677	20.5	2.1%
Portuguese	11258	898	12.5	1.7%
Mandarin	10091	748	13.5	1.5%
Haitian Creole	8320	462	18	1.3%
Vietnamese	7796	526	14.8	1.2%
Russian	7342	577	12.7	1.1%
Albanian	5728	319	18	0.9%
Korean	3796	267	14.2	0.6%
Cantonese	3198	188	17	0.5%
French	2965	223	13.3	0.4%
Karen	2509	206	12.2	0.4%
Somali	2419	150	16.1	0.4%
Urdu	2030	124	16.4	0.3%
Bosnian	1850	104	17.8	0.3%
Bengali	1657	110	15.1	0.3%
Laotian	1354	89	15.2	0.2%
Nepali	1227	90	13.6	0.2%
Italian	1216	104	11.7	0.2%
Tigrinya	1180	50	23.6	0.2%
Hindi	1178	98	12	0.2%
Swahili	1166	58	20.1	0.2%
Turkish	1030	75	13.7	0.2%
Greek	729	37	19.7	0.1%
Ukrainian	697	47	14.8	0.1%
Gujarati	648	38	17.1	0.1%
Cambodian	613	40	15.3	0.1%
Farsi	580	47	12.3	0.1%
Patois	578	25	23.1	0.1%
Romanian	577	26	22.2	0.1%
Punjabi	555	42	13.2	0.1%
Burmese	545	53	10.3	0.1%
Tagalog	531	33	16.1	0.1%

Tibetan	325	21	15.5	0.0%
Thai	296	26	11.4	0.0%
Amharic	267	20	13.4	0.0%
Japanese	260	9	28.9	0.0%
Twi	210	16	13.1	0.0%
Hungarian	170	10	17	0.0%
Kurdish	97	9	10.8	0.0%
Tamil	84	9	9.3	0.0%
Akan	71	5	14.2	0.0%
Portug.Creole	62	7	8.9	0.0%
Hmong	55	3	18.3	0.0%
Sylhetti	54	1	54	0.0%
Hausa	51	4	12.8	0.0%
Pashto	51	5	10.2	0.0%
Malayalam	45	3	15	0.0%
Fuzhou	44	3	14.7	0.0%
Serbian	41	5	8.2	0.0%
Dari	38	2	19	0.0%
French Canadian	35	4	8.8	0.0%
Slovak	34	6	5.7	0.0%
Bulgarian	32	3	10.7	0.0%
Toishanese	30	3	10	0.0%
Armenian	26	4	6.5	0.0%
Lithuanian	25	4	6.3	0.0%
Ibo	22	1	22	0.0%
Swedish	22	2	11	0.0%
Chin	19	3	6.3	0.0%
Finnish	18	1	18	0.0%
Karenni	18	2	9	0.0%
Sinhalese	17	2	8.5	0.0%
Kinyarwanda	15	1	15	0.0%
Telugu	15	2	7.5	0.0%
Czech	13	2	6.5	0.0%
Croatian	12	2	6	0.0%
German	12	1	12	0.0%
Mixteco	12	1	12	0.0%
Indonesian	10	2	5	0.0%
Yoruba	8	1	8	0.0%
Toucouleur	7	1	7	0.0%
Behdini	5	1	5	0.0%
Macedonian	5	1	5	0.0%

Susu	4	1	4	0.0%
Dutch	3	1	3	0.0%
Taiwanese	3	2	1.5	0.0%
Mandingo	2	1	2	0.0%
Mongolian	2	1	2	0.0%
Language	Minutes	Calls	Average Length of Call	% of Total
Totals	662326	57717	11.5	