

State of New Mexico – State Purchasing Division Current Contract Information

Effective: March 4, 2015

Contract Number:	50-000-14-00002	Commodity:	Telephone Based Interpreter Services
Contract Title:	WSCA/NASPO Telephone Based Interpreter Services Western States Contracting Alliance (WSCA) Contract		
Original Award Date:	March 4, 2015		
Current Award Period:	March 4, 2015	Through:	March 4, 2017
Contract Term:	Not to exceed five (5) years total		
Contract Type:	This Contract was awarded as the result of a competitive bid process (RFP).		
Awarded Contractors:	In alphabetical order: 1. Corporate Translation Services, Inc. (CTS) 2. Linguistica International, Inc. 3. Voiance Language Services		
Scope of Contract:	The Contract provides 365-days a year/7-days a week/24-hours a day Telephone Based Interpreter Services on an “as needed” basis for Limited English Proficiency (LEP) clients needing immediate interpreter assistance. See Technical Requirements below		
For Use By:	All State of New Mexico agencies, commissions, institutions, political subdivisions and local public bodies allowed by law. In addition, members of the Western States Contracting Alliance (WSCA) and the National Association of State Procurement Officials (NASPO) are eligible to use this Contract but must first exercise a Participating Addendum with the vendor(s) of their choice. For more information, visit the following site: http://www.aboutwsca.org/#/page/How-it-Works		

Services Available:	The Contract provides 365-days a year/7-days a week/24-hours a day Telephone Based Interpreter Services on an “as needed” basis for Limited English Proficiency (LEP) clients needing immediate interpreter assistance.		
Contract Exclusions:	The Contract <i>does not</i> include in-person interpreting, sign language interpreting or document translation services.		
Contract Pricing:	CTS LanguageLink \$0.62/min. for all	Linguistica International, Inc. \$0.57/min. for all	Voiance Language Services \$0.75/min. for all languages

	languages	languages	
Optional Pricing:	n/a	Tiered/Volume Pricing: \$.54/min Spanish and \$.69/min all other languages <i>** Volume discounts apply for orders larger than 50 units</i>	n/a
Optional Equipment:	n/a	<ol style="list-style-type: none"> 1. Dual handset phone Medical Antibacterial (standard copper line) \$90.00 2. Dual Handset DECT set (standard copper line) \$55.00 3. Tri handset DECT (standard copper line) \$69.99 Additional Equipment – 20% discount off MSRP	<ol style="list-style-type: none"> 1. Corded Dual Hand-Set Single Line Phone Implementation Team will assess how many phones are required to provide optimal service Waived (no cost) 2. Cordless Phones (Optional Add-on) \$5.95/month 3. Tri handset DECT (standard copper line) - \$69.99

The preceding pages contain key contract features. Find detailed information on the WSCA Master Agreements at the following site: <http://www.aboutwsca.org/#/current-contracts/search>. For more information on this contract, or if you have any questions, please contact your local agency Purchasing Office, or you may contact the Contract Administrator at the number(s) or email address listed below.

Contract Administrator:	Angelica Lopez
Phone Number:	(505) 827-0425
Fax Number:	(505) 827-2484
E-mail:	Angelica.Lopez@state.nm.us

Visit the State of NM website:
http://www.generalservices.state.nm.us/statepurchasing/statewide_price_agreements.aspx

CONTRACTOR INFORMATION

Contractor:	CTS LanguageLink 911 Main St, Suite 10 Vancouver WA 98660	
PRICING:	\$0.62/min. for all languages	
Contractor's Website:	http://www.ctslanguageink.com/	
Federal Tax Identification No.:	91-1506430	
Contacts:	Contract Administration Primary Contact	Contract Administration Alternate Contact
Name/Title:	Sarah Gamble, Manager	Pam Ballard, COO
Telephone:	(360) 433-0437	(360) 433-0440
Fax:	(360) 906-6355	(360) 693-9292
Email:	contracts@ctslanguageink.com sarah.gamble@ctslanguageink.com	pam.ballard@ctslanguageink.com
Contacts:	Customer Service	Invoicing/Billing
Name/Title:	Jerry Terkelson-New Clients Laura Flores-Existing Clients	Linda Momeny
Telephone:	(360) 433-0416 – Jerry (360) 433-0430- Laura	(360) 433-0465
Fax:	(360) 906-6355	(360) 906-6355
Email:	camilo.angel@ctslanguageink.com	billing@ctslanguageink.com
Payment/Invoicing Addresses:	Billing Will Be From	Payment Sent To
Name:	Corporate Translation Services, Inc.	Corporate Translation Services, Inc.
Address:	911 Main St, Suite 10 Vancouver WA 98660	911 Main St, Suite 10 Vancouver WA 98660
Credit Card Acceptance:	MasterCard, Visa	

CONTRACTOR INFORMATION

Contractor:	Linguistica International, Inc. 8819 South Redwood Rd., Ste. D Salt Lake City, UT 84088 Telephone No. (866) 908-5744	
PRICING:	\$0.57/min. for all languages	
OPTIONAL PRICING:	Tiered/Volume Pricing: \$.54/min Spanish and \$.69/min for all other languages <i>** Volume discounts apply for orders larger than 50 units</i>	
OPTIONAL EQUIPMENT:	<ol style="list-style-type: none"> 1. Dual handset phone Medical Antibacterial (standard copper line) \$90.00 2. Dual Handset DECT set (standard copper line) \$55.00 3. Tri handset DECT (standard copper line) \$69.99 4. Additional Equipment – 20% discount off M SRP 	
Contractor's Website:	www.linguisticainternational.com	
Federal Tax Identification No.:	45-2767932	
Contacts	Contract Administration Primary Contact	Contract Administration Alternate Contact
Name/Title:	Rene Gomez/COO	Wilson Ostojic/Director
Telephone:	(801) 262-4550	(801) 617-1958
Fax:	(801) 262-4622	801) 262-4622
Email:	rgomez@linguisticainternational.com	wilson@linguisticainternational.com
Contacts	Customer Service	Invoicing/Billing
Name/Title:	Joel Lewis/ Director	Dora Urzua/CFO
Telephone:	(801) 617-1955	(801) 262-4550
Fax:	(801) 262-4622	(801) 262-4622
Email:	joel@linguisticainternational.com	dmorales@linguisticainternational.com
Payment/Invoicing Addresses:	Billing Will Be From	Payment Sent To
Name:	Dora Urzua	Account Receivable
Address:	8819 South Redwood Road Suite D, West Jordan Utah 84088	8819 South Redwood Road Suite D, West Jordan Utah 84088
Credit Card Acceptance:	All Major Credit Cards. Visa, Mastercard, American Express.	

CONTRACTOR INFORMATION

Contractor:	Voiance Language Services, LLC. 5780 N. Swan Rd. Tucson, AZ 85718 Telephone No. (520) 745-9447 ext. 1708	
PRICING:	\$0.75/min. for all languages	
OPTIONAL EQUIPMENT:	3. Corded Dual Hand-Set Single Line Phone Implementation Team will assess how many phones are required to provide optimal service - Waived (no cost) 4. Cordless Phones (Optional Add-on) - \$5.95/month 5. Tri handset DECT (standard copper line) - \$69.99	
Contractor's Website:	www.voiance.com	
Federal Tax Identification No.:	37-1571267	
Contacts:	Contract Administration Primary Contact	Contract Administration Alternate Contact
Name/Title:	Todd Torman	Vicky Tantlinger
Telephone:	(520) 745-9447 ext 1657	(520) 745-9447 ext 1817
Fax:	(520) 745-9022	(520) 745-9022
Email:	ttorman@voiance.com	vtantlinger@voiance.com
Contacts:	Customer Service	Invoicing/Billing
Name/Title:	Bill Martin	Jodie Hansen
Telephone:	(866) 742-9080 ext. 1708	(520) 745-9447 ext 1659
Fax:	(520) 745-9022	(520) 745-9022
Email:	bmartin@voiance.com	jhansen@voiance.com
Payment/Invoicing Addresses:	Billing Will Be From	Payment Sent To
Name:	Voiance Language Services, LLC	Voiance Language Services, LLC
Address:	5780 N. Swan Road Tucson, Arizona 85718	PO Box 74008101 Chicago, IL 60674
Credit Card Acceptance:	Visa, MasterCard, Discover, and American Express. We do not participate in the American Express (BIP) program Please contact Jodie Hansen jhansen@voiance.com for more info	

TECHNICAL REQUIREMENTS

Description				
EXPERIENCE OF THE CONTRACTOR				
1. Bidder must have <i>at least</i> two years of experience in providing Telephone Based Interpreter Services to state or local government entities on a 365-days a year, 7-days a week, 24-hours a day basis.				
2. Bidder must currently be providing an average of <i>at least</i> 100,000 minutes of Telephone Based Interpreter Service calls per month within the past year.				
EQUIPMENT AND FACILITY				
1. Contractor must have all necessary equipment, installed and functioning at time of Bid submittal, to provide the services required in the contract.				
2. Contractor must have telephone terminal equipment with expansion capabilities to accommodate an increase in call volume, as needed.				
3. Contractor’s telephone terminal equipment must be capable of collecting the detailed call traffic information needed to produce the reports required by the contract.				
4. Interpreter services for the most frequently used languages must be performed <u>within the United States from a professional facility or a professional home-based office with limited background noise and no interruption</u> . Interpreter services for the least frequently used languages may be <u>performed outside of the United States and/or from a professional home-based office with limited background noise and no interruption only in cases where an interpreter from the United States or a professional facility is unavailable</u> . “Most frequently used languages” means the top ten frequently used languages within each Participating State to be identified on each state’s Participating Addendum.				
LANGUAGES				
1. Bidder must be able to provide Telephone Based Interpreter Services for all languages/dialects listed below (at a minimum):				
Akan	Dutch	Inupiaq	Mongolian	Spanish
Albanian	Ewe	Iraqi Arabic	Moroccan Arabic	Sudanese Arabic
Amharic	Estonian	Italian	Nepali	Swahili
Apache	Farsi	Japanese	Norwegian	Swedish
Arabic	Finnish	Karen	Nuer	Tagalog
Armenian	Flemish	Kashmiri	Oromo	Taiwanese
Assyrian	French	Khmer	Pashto	Tamil
Bambara	French Canadian	Kirundi	Patois	Tewa

Behdini	Fukienese	Korean	Persian	Thai
Bengali	Fulani	Krio	Polish	Tiwa
Bosnian	Fuzhou	Kunama	Portuguese	Tibetan
Bulgarian	Georgian	Kurdish	Portuguese Creole	Tigrinya
Burmese	German	Laotian	Punjabi	Taishanese
Cambodian	Greek	Latvian	Romanian	Tongan
Cantonese	Gujarati	Lithuanian	Russian	Towa
Catalan	Haitian Creole	Maay	Samoan	Turkish
Chin	Hausa	Macedonian	Serbian	Ukrainian
Chuukese	Hebrew	Malay	Serbo Croatian	Urdu
Chiu-Chow	Hindi	Malayalam	Sicilian	Uzbek
Croatian	Hmong	Mandarin	Sinhalese	Vietnamese
Czech	Hungarian	Marshallese	Slovak	Wolof
Danish	Ibo	Mien	Somali	Yoruba
Dari	Ilocano	Mixteco	Sorani	Yupik
Dinka	Indonesian			

CONNECTION

1. On average, 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.
2. On average, Contractor must respond to calls at a rate of 95% or greater within 30 seconds of the client’s language being identified. Once interpretation begins, the call cannot be placed on hold or put into a queue of any kind.
3. If in a given month the language mix of Spanish to all other languages is below 75%, the percentage of calls that must meet the 30 second response time will be adjusted as follows:

If percentage of Spanish is:	Connective time will be:
Less than 60%	80% of all calls will be responded to within 30 seconds, after the client’s language being identified

60-70%	85% of all calls will be responded to within 30 seconds, after the client's language being identified
70-80%	90% of all calls will be responded to within 30 seconds, after the client's language being identified

4. In the event interpretation service for Spanish, Russian, Somali, Vietnamese, Tagalog, Korean or Farsi 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, Russian, Somali, Vietnamese, Tagalog, Korean or Farsi results in a customer being told "no interpreter is available," the Contractor will be subject to a self-assessed penalty equal to the cost of the customer's average interpreter call for the month in which the "no interpreter available" event occurs. These penalties will be assessed monthly and will be itemized and deducted from the appropriate monthly invoice total.

5. 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.

INVOICING

1. Contractor must only invoice for the time that interpreter service is provided. Time required 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.

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. Invoices will reflect billing increments of one-tenth of one minute. For any period of time which falls between tenths of a minute, Contractor will round up to the next tenth of a minute. One-tenth of one minute is defined as six seconds.

4. The minimum billable charge shall be equal to a one minute charge at the rate of the language for which interpreter service is provided.

5. Invoices must contain the following information, at a minimum:

- a. Master contract number and/or any other unique contract identification number assigned by a Participating State.
- b. For the State of New Mexico, Contractor's Statewide Vendor Identification Registration number assigned by the NM Department of Finance.
- c. Date of invoice.
- d. Contractor name and address.
- e. Customer account number and Department name/program.
- f. Billing period.

- g. Interpreter Connection Time.
- h. Total number of calls interpreted.
- i. Total number of billable interpretation minutes.
- 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 dollar amount of credits and/or penalties for qualifying calls that do not meet the criteria established in Attachment G: *Technical Requirements*, section titled, “Connection,” Item #3.
- o. Total dollar amount due.
- p. Any applicable prompt payment discount(s) available.
- q. Date and time of each interpreter service occurrence provided.
- r. Interpreted language associated with the call.
- s. Duration of the interpreter service provided, measured in tenth of a minute increments.
- t. Contract rate per minute.
- u. Billable amount associated with each call.
- v. Interpreter identification number or code as assigned by the Contractor.

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.) *Attach a copy of Contractor’s EMP.*
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.

CONFIDENTIALITY STATEMENT

1. Contractor must possess a signed and dated Confidentiality Statement for each interpreter, either employed or contracted, prior to that interpreter providing service under the Contract. *Attach a sample copy of Contractors Confidentiality Statement.*

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 (1 st) 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 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 the of the client's statements.
7. All conversations or interpretation between the interpreter, the customer and the client will remain confidential and will not be shared with individuals unrelated to the call. Calls must only be recorded for Quality Assurance and training purposes. Call recording may be further restricted in other state's Participating Addendums.

CUSTOMER RESPONSE CRITERIA

1. Response to customer questions and concerns will be handled as expeditiously as possible and according to the following criteria:
 - a. 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.
 - b. Request for materials: Instructional materials must be mailed to the customer within two working days of receiving the request.
 - c. All other requests: Time requirements for all other requests will be negotiated individually between the customer and the Contractor.

QUALITY ASSURANCE PLAN

1. 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 Contract. 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. *Attach a copy of Contractor's QAP.*

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 Contract. Materials should

<p>include language identification materials such as “I Speak” cards and procedural information for accessing the services.</p>
<p>2. Instructional materials must also include informational language posters for the public indicating interpretation 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.</p>
<p>3. Sample informational posters must be provided to customers for approval and possible editing free of charge in order to suit local languages/needs.</p>
<p>4. Instructional materials must be readily available to all customers, at no cost, throughout the term of the Contract.</p>