



ON-DEMAND REMOTE INTERPRETING
(OPI AND VRI) AND DOCUMENT TRANSLATION
Led by the State of **New Mexico**

Master Agreement #: 90-000-18-00003AB

Contractor: **Corporate Translation Services, Inc. dba Language Link**
Participating Entity: **STATE OF IOWA**

The following services are included in this contract portfolio:

- On-Demand Remote Document Translation
- On-Demand Remote Over the Phone Interpreting
- On-Demand Remote Video Remote Interpreting

Master Agreement Terms and Conditions:

1. Scope: This addendum covers the *On-Demand Remote Interpreting (OPI And VRI) And Document Translation* led by the State of *New Mexico* for use by state agencies and other entities located in the Participating State authorized by that State's statutes to utilize State contracts with the prior approval of the State's Chief Procurement Official.
2. Participation: This NASPO ValuePoint Master Agreement may be used by all state agencies, institutions of higher education, political subdivisions and other entities authorized to use statewide contracts in the State of **[IOWA]**. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official.

Within the State of Iowa, all state agencies, state facilities, cities, counties or education entities or any entity funded in part with state tax dollars, are eligible purchasers and authorized to purchase Products and Services under the terms of this Participating Addendum in lieu of a separate competitive selection process.

3. Primary Contacts: The primary contact individuals for this Participating Addendum are as follows (or their named successors):

Contractor

Name:	Sarah Gamble
Address:	701 NE 136 th Ave Suit 200, Vancouver, WA 98684
Telephone:	800-208-2620
Email:	Naspo@language.link

Participating Entity

Name:	Julie Janssen
Address:	Hoover Building, 3 rd Floor, 1305 E Walnut Street, Des Moines, Iowa 50319
Telephone:	515-281-5602
Email:	Julie.Janssen@iowa.gov



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4. PARTICIPATING ENTITY MODIFICATIONS OR ADDITIONS TO THE MASTER AGREEMENT

These modifications or additions apply only to actions and relationships within the Participating Entity. Participating Entity must check one of the boxes below.

No changes to the terms and conditions of the Master Agreement are required.

The following changes are modifying or supplementing the Master Agreement terms and conditions.

5. Subcontractors: All contactors, dealers, and resellers authorized in the State of **[IOWA]**, as shown on the dedicated Contractor (cooperative contract) website, are approved to provide sales and service support to participants in the NASPO ValuePoint Master Agreement. The contractor's dealer participation will be in accordance with the terms and conditions set forth in the aforementioned Master Agreement.
6. Orders Any order placed by a Participating Entity or Purchasing Entity for a product and/or service available from this Master Agreement and PA shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement and PA unless: (a) the parties to the order agree in writing that another contract or agreement applies to such order; (b) it is a purchase from an agency that is not mandated to purchase under this agreement and elects to purchase under an alternative agreement; and/or (c) the state agency elects not to purchase under this agreement under its sole discretion (it is a state agency's obligation to purchase under the correct contract vehicle).
7. Pricing: The pricing terms and discount matrix from the Master Agreement 90-000-18-00003AB shall flow down this PA. Any adjustment or amendment of the pricing will not be effective unless approved by the Lead State for the Master Agreement. The participating State of Iowa will be giving the immediate benefit of any nationwide published commercial price list decrease.
8. Delivery: FOB Destination Freight Prepaid.
9. Contract Effective Dates: This PA is effective upon final signature of all parties, and shall be coterminous with Master Agreement.
10. Non Exclusivity: Nothing herein is intended nor shall be construed as creating any exclusive arrangement with Contractor. This Contract shall not restrict state and other governmental entities from acquiring similar, equal or like goods and/or services from other contracted entities or sources.
11. Administrative Fee: Contractor shall pay a one percent (1%) administrative fee to the State of Iowa. The fee shall be submitted quarterly and shall be based on the total net (gross sales minus credits) sales made within the State of Iowa under this PA paid quarterly by Contractor directly to the Participating State, made payable to the "Iowa Department of Administrative Services".



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Send to:
State of Iowa
Department of Administrative Services - Central Procurement and Fleet Enterprise
Attention: DAS – CPFSE COO
1305 E. Walnut St.
Des Moines, IA 50319

- 12.** Quarterly Usage Reporting Requirement: Quarterly usage reports must be submitted to NASPO ValuePoint and the Master Agreement Administrator. Refer to NASPO ValuePoint Master Agreement Terms and Conditions for usage reporting requirements. The initiation and submission of the quarterly reports are the responsibility of the OEM. There will be no prompting or notification provided by the Master Agreement Administrator. Failure to comply with this requirement may result in Master Agreement cancellation. Quarterly reports must coincide with the quarters in the fiscal year as outlined below:

Quarter #1: July 1 through September 30, due annually by October 30

Quarter #2: October 1 through December 31, due annually by January 30

Quarter #3: January 1 through March 31, due annually by April 30.

Quarter #4: April 1 through June 30, due annually by July 30.

Contractor shall provide an electronic detailed quarterly report on ALL sales made under this Contract via e-Mail to the Iowa Department of Administrative Services, Central Procurement. Attention: Issuing Officer Name Julie Janssen email Julie.Janssen@iowa.gov. The report file format shall be Microsoft Excel compatible format. The report shall report detailed sales data by: (1) state; (2) Purchasing Entity/customer type, e.g. local government, higher education, K12, non-profit; (3) Purchasing Entity name; (4) Purchasing Entity bill-to and ship to locations; (45) Purchase Order Type; (6) Purchase Order date; (7) Service Date; (8) and line item description, including item number if used (9); quantity, unit and extended invoices unit and extended invoice prices.

- 13.** Payment Terms NET 60: Payment for completion of a contract order is normally made within 30 days following the date the entire order is delivered or the date a correct invoice is received, whichever is later. After 60 days the Contractor may assess overdue account charges up to a maximum rate of one percent per month on the outstanding balance. Payments will be remitted by mail. Payments may be made via a State or political subdivision "Purchasing Card" with no additional charge.
- 14.** Compliance with the Law; Nondiscrimination in Employment: The Contractor, its employees, agents, and subcontractors shall not engage in discriminatory employment practices which are forbidden by federal or state law, executive orders, and rules of the Iowa Department of Administrative Services. The Contractor, its employees, agents, and subcontractors shall comply with all applicable federal, state, and local laws, rules, ordinances, regulations, orders when performing under the Contract, including without limitation, all laws applicable to the prevention



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of discrimination in employment (e.g., Iowa Code chapter 216 and section 19B.7) and the use of targeted small businesses as subcontractors and suppliers.

Upon the State's written request, the Contractor shall submit to the State a copy of its affirmative action plan, containing goals and time specifications, and accessibility plans and policies as required under Iowa Administrative Code chapter 11—121.

The Contractor, its employees, agents and subcontractors shall also comply with all federal, state, and local laws, including any permitting and licensure requirements, in carrying out the work performed under this Contract.

In the event Contractor contracts with third parties for the performance of any of the Contractor obligations under this Contract, Contractor shall take such steps as necessary to ensure such third parties are bound by the terms and conditions contained in this section.

Notwithstanding anything in this Contract to the contrary, Contractor's failure to fulfill any requirement set forth in this section shall be regarded as a material breach of this Contract and the State may cancel, terminate, or suspend, in whole or in part, this Contract. The State may further declare Contractor ineligible for future state contracts in accordance with authorized procedures or the Contractor may be subject to other sanctions as provided by law or rule.

15. Choice of Law and Forum: The laws of the State of Iowa shall govern and determine all matters arising out or in connection with this Contract without regard to the conflict of law provisions of Iowa law. Any and all litigation commenced in connection with this Contract shall be brought and maintained solely in Polk County District Court for the State of Iowa, Des Moines, Iowa or in the United States District Court for the Southern District of Iowa, Central Division, Des Moines, Iowa, wherever jurisdiction is appropriate. This provision shall not be construed as waiving any immunity to suit or liability including without limitation sovereign immunity in State of Federal court, which may be available to the Agency or the State of Iowa.



**ON-DEMAND REMOTE INTERPRETING
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IN WITNESS, WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

Participating Entity: STATE OF IOWA DAS CENTRAL PROCUREMENT	Contractor: <i>Language Link</i>
Signature: <i>Julie Janssen</i>	Signature: <i>Alan Bloch</i>
Name: JULIE JANSSEN	Name: <i>Alan Bloch</i>
Title: PURCHASING AGENT III	Title: <i>Controller</i>
Date: <i>2/27/2020</i>	Date: <i>2/26/2020</i>

For questions on executing a participating addendum, please contact:

NASPO ValuePoint

Cooperative Contracting Coordinator:	Tara Larwick
Telephone:	720-551-9530
Email:	tlarwick@naspovaluepoint.org

ATTACHMENT A: Scope of Work and Technical Requirements

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

Services are anticipated to be utilized in a number of different government settings, including Health and Human Services Departments, 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 or Document Translation.

Description
<p>EXPERIENCE OF THE CONTRACTOR</p> <ol style="list-style-type: none"> Contractor must have <i>at least</i> two years of experience in providing Over-the-Phone and/or Video Remote Interpretation 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. Contractor must currently be providing an average of <i>at least</i> 100,000 minutes of OPI and/or 10,000 minutes of VRI ASL Interpretation Service calls per month within the past year. Contractor must be able to provide quality, error-free Document Translation services on a large scale to multiple States. Contractor must ensure [VRI must provide] real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication. [VRI must provide 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.
<p>EQUIPMENT AND FACILITY</p> <ol style="list-style-type: none"> Contractor must have all necessary equipment, installed and functioning at time of Offer submittal, to provide the services required in the contract.

2. Contractor must have A) telephone terminal equipment with expansion capabilities to accommodate an increase in call volume, as needed.

And/or

- A) (1) Real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication;
- (2) A sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of his or her body position;
- (3) A clear, audible transmission of voices; and
- (4) Adequate training to users of the technology and other involved individuals so that they may quickly and efficiently set up and operate the VRI.

3. Contractor's telephone terminal 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 contract.

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.

Translation services for the most frequently used languages must be performed within the United States but translators may be located at a home-based office.

Interpreter and/or translation services for the least frequently used languages may be performed outside of the United States and/or from a home-based office.

"Most frequently used languages" means Spanish plus the top twelve (Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, and Italian) and frequently used languages within each Participating State to be identified on each state's Participating Addendum.

5. Outbound calls and/or third-party calls will be required of the Contractors under the resulting Master Agreement. Contractors shall not charge for these calls.

LANGUAGES - OPI

Contractor must be able to provide OPI Services for all languages/dialects listed in Attachment B.

And

LANGUAGES - VRI

Contractor must be able to provide (at a minimum) VRI American Sign Language (ASL).

And

LANGUAGES - Document Translation

Contractor must be able to provide Document Translation Services for all languages/dialects listed in Attachment B.

CONNECTION for OPI and/or VRI

1. 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.

2. On average per month, 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 Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, 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 Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, Korean or Farsi results in a customer being told “no interpreter is available,” the Contractor will be subject to a self-assessed penalty equal to the cost of the customer’s average interpreter call for the month in which the “no interpreter available” event occurs.

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

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.

6. Contractor must comply with all FCC regulations including, but not limited to VRI connection times.

7. VRI Speed of Answer

Speed-of-Answer Standard. Contractor will answer 80% of all VRI calls in 120 seconds.

DOCUMENT TRANSLATION SERVICES

1. For all source documents requiring translation from one language to another, standard document translations shall be completed within the following turnaround time set in business days:

Standard Translation	Turnaround Time (Business Days)
Fewer than 1,000 Words	2 days
1,001-2,500 Words	5 days
2,501- 7,500 Words	7 days
More than 7,500 Words	7 days plus 1 additional day for each additional 500 words

2. If a contractor offers expedited translations, they shall be completed within the following turnaround time set in business days.

Expedited Translation	Turnaround Time (Business Days)
Fewer than 1,000 Words	1 day
1,001-2,500 Words	2 days
2,501- 7,500 Words	4 days
More than 7,500 Words	4 days plus 1 additional day for each additional 1,000 words

3. Contractor must provide a minimum of two qualified linguists for each translation project as a translator and copy editor.

INVOICING

1. Contractor must only invoice for the time that interpreter/translation 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. A) Interpreter/translation Services: 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.
 B) Translation Services: Invoices will reflect per word billing increments.
4. The minimum billable charge shall be equal to a one minute/word charge at the rate of the language for which interpreter service is provided.

5. Invoices must contain the following information, either within the invoice or as an attachment to the invoice, at a minimum:
 - a. Master Contract number 90-000-18-00003 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. Interpreting modality (OPI, VRI, or Document Translation)
 - h. Interpreter Connection Time./Document turnaround time.
 - i. Total number of calls interpreted or documents translated.
 - j. Total number of billable interpretation minutes or words translated.
 - k. Total number of "no interpreter available" calls.
 - l. Percentage of calls connected in 30 seconds or less.
 - m. Total number of calls resulting in interpreter connection times of greater than 60 seconds.
 - n. 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.
 - o. Total number of documents translated that meet the requirements in Attachment A; Technical Requirements, section titled, "Turnaround Time for Document Translation Services."
 - p. Total dollar amount of credits and/or penalties for qualifying calls that do not meet the criteria established in Attachment A: *Technical Requirements*, section titled, "Connection," Item #4.
 - q. Total dollar amount due.
 - r. Any applicable prompt payment discount(s) available.
 - s. Date and time of each interpreter or translation service occurrence provided.
 - t. Interpreted language associated with the call or translation.
 - u. Duration of the interpreter service provided, measured in tenth of a minute increments.
 - v. Contract rate per minute for interpretation and per word for translation.
 - w. Billable amount associated with each call or translation.
 - x. Interpreter or translator 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 (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 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, 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 in other state's Participating Addendums.
8. The translator will provide accurate (reflect the meaning correctly), effective (provide the intended effect on the reader), and impartial (unbiased) services.

Attachment B:

**List of Commonly Interpreted and Translated Languages
(Other than Spanish and the Top 12: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, and Italian) and the top language for VRI: American Sign Language (ASL).**

Cantonese (Yue)	Chin-Mizo	Hindustani	Malayalam	Sicilian
Toishanese (Toishan, Toisanese) (Yue)	Chin-Tedim	Hmong	Malinke	Sindhi
Fuzhou (Min)	Falam Chin	Hungarian	Mam	Sinhalese
Shanghainese (Wu)	Chin	Ibo (Igbo)	Mandinka (Mandingo)	Slovak
Hunanese	Chin-Zomi	Ilocano	Marathi	Slovenian
Foochow (Min)	Hakka Chin	Italian	Marshallese	Soninke
Abron	Chin-Zophei	Jakartanese	Mien	Soninke (Maraka)
Acholi	Chukchi	Japanese	Mixteco	Soninke (Sarahuleh)
Afghan	Chuukese (Trukese)	Javanese (Ngoko)	Moldavian	Soninke (Sarakole)
Afrikaans	Cora	Jula	Mongolian	Sudanese
Akan	Creole	Kachin	Montenegrin	Sundanese
Akateco/Akateko	Croatian	Kanjobal	Moroccan	Susu
Albanian	Czech	Kannada	Navajo	Swedish
American Sign Language (ASL) via VRI only	Danish	Kaqchikel	Neapolitan	Sylheti
Amharic	Dari	Karen	Nepali	Tadzhik
Armenian	Dinka	Karenni	Newari	Tagalog/Filipino
Ashanti	Dutch	Khmer	Nigerian Pidgin	Taishanese
Assyrian	Edo	Kikuyu (Gikuyu)	Norwegian	Taiwanese
Azerbaijani	Ethiopian	Kinyamulenge	Nuer	Tajik
Bahasa/Brunei	Ewe	Kinyarwanda	Oromo (Oromifa)	Tajiki
Bambara	Fanti	Kirundi (Rundi)	Palauan	Tamil
Bari	Fijian	Kiswahili	Pashto	Telugu
Basaa (Bantu Language)	Finnish	Kongo	Pohnpei	Teochew
Belorussian	Fon	Kosraean	Polish	Thai
Bengali	French	Krahn	Portuguese	Thonga
Bhutanese/Dzongkha	French Creole	Krio	Portuguese Creole	Tibetan
Bosnian	French-Canadian	Kunama	Portuguese-Brazilian	Tigre

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Bulgarian	Fukienese	Kurdish	Pulaar	Tojolabal
Burmese	Fulani (Fula)	Laotian	Punjabi	Tongan
Cambodian	Ga	Liberian	Q'anjob'al	Toucoulour
Canjobal	Ganda	Lingala	Quechua	Triqui
Cape Verde Creole	Georgian	Lithuanian	Quiche	Turkish
Catalan	German	Luganda	Rohingya/Rohinya	TWI
Cebuano	Greek	Luo (Dhuluo)	Romanian	Ukrainian/Ukranian
Chaldean	Gujarati	Maay Somali	Rwanda	Urdu
Cham	Haitian Creole	Maaymaay	Samoan	Uzbek
Chamorro	Hausa	Macedonian	Sango	Wolof
Hahka/Hakha (Chin)	Hebrew	Indonesian (Malay)	Serbian	Yoruba
Chin-Zo	Hindi	Malay (Bahasa Melayu)	Serbo-Croatian	Yugoslavian
				Zarma

Attachment C: Cost

All pricing includes the cost of Offer preparation, servicing of accounts, and complying with all contractual requirements. Unit Price is calculated on a *per minute/per word* basis for all languages specified in Attachment A and Attachment B, **as well as for all unlisted languages that may be provided through the resultant Contract.**

Net 30

Item No.	Description	Unit Price		
Over-the-Phone Interpretation				
1a.	Over-the-Phone Interpretation (OPI) Services for the most requested language: Spanish	\$.57	/min
1b.	Over-the-Phone Interpretation (OPI) Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$.57	/min.
1c.	Over-the-Phone Interpretation (OPI) Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$.57	/min
1d.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$.57	/min.
Video Remote Interpretation				
2a.	Video Remote Interpretation (VRI) Services for the top VRI language: American Sign Language (ASL) if other than proposed for 2b.	\$	1.99	/min.
2b.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$.89	/min.
2c.	Video Remote Interpretation (VRI) Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$.89	/min
Document Translation Services				
3a.	Standard Document Translation Services for the most requested language: Spanish	\$	0.10	/word
3b.	Standard Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	0.15	/word
3c.	Standard Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek,	\$	0.16	/word

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	Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian			
3d.	Standard Document Translation Services for all other languages specified in specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$	0.17	/word
3e.	Expedited Document Translation Services for the most requested language: Spanish	\$	0.13	/word
3f.	Expedited Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian		0.21	/word
3g.	Expedited Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	0.195	/word
3h.	Expedited Document Translation Services for all other languages specified in specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$	0.22	/word
3i.	Desktop Publishing (DTP)	\$	39.50	/hour
3j.	Minimum Charge	\$	75.00	
Combined Services for Over-the Phone and Video Remote Interpretation				
4a.	Over-the-Phone Interpretation (OPI) Services for twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$.85	/min.
4b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$.85	/min.
4c.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$.85	/min.
4d.	Video Remote Interpretation (VRI) Services for all other languages specified in specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$.85	/min.
4e.	Video Remote Interpretation (VRI) Services for American Sign Language (ASL) if other than proposed for 4b.	\$	1.99	/min.

During Contract period, pricing shall remain firm and fixed for the initial two year-term of the Contract.

Item No.	Optional Pricing Models	Equipment Available	Cost or % Discount off MSRP
6.	Contractors should submit any associated equipment available for use under the resultant contract.		
	Dual Handset Phones (Analog & Digital versions available)	Yes	\$150
	Analog	Yes	\$150
	Digital Adapters	Yes	\$150
	Y-Cable and additional headset	Yes	\$35
Item No.	Optional Pricing Models	Equipment Available	Cost or % Discount off MSRP
	Language Link's VRI software is available for download free of charge. Client should please supply computer, microphone, headset and high-speed internet connection.	Yes	No charge