



**09821 – Spoken Language Interpreter Services – OPI and VRI (NASPO)**

Voiance Language Services, LLC. - Pricing Sheet

All pricing includes the cost of Offer preparation, servicing of accounts, and complying with all contractual requirements for non-medical and non-court language interpretation. 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.

(Reference Attachment C)

<b>Category 1: Over-the-Phone Interpretation</b>			
<b>Item No.</b>	<b>Line Item</b>	<b>Price (\$)</b>	<b>Unit</b>
1a.	Over-the-Phone Interpretation (OPI) Services for: <b>Spanish</b>	<b>\$0.48</b>	<b>/min</b>
1b.	Over-the-Phone Interpretation (OPI) Services for: <b>Chinese (Mandarin &amp; Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian</b>	<b>\$0.62</b>	<b>/min</b>
1c.	Over-the-Phone Interpretation (OPI) Services for: <b>Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian</b>	<b>\$0.62</b>	<b>/min</b>
1d.	Over-the-Phone Interpretation (OPI) Services for: <b>all other languages specified in Attachment B, as well as for all unlisted languages that may be provided through the resultant Contract.</b>	<b>\$0.62</b>	<b>/min</b>

<b>Category 2: Video Remote Interpretation</b>			
<b>Item No.</b>	<b>Line Item</b>	<b>Price (\$)</b>	<b>Unit</b>
2a.	Video Remote Interpretation (VRI) Services for the top VRI language: <b>American Sign Language (ASL) if other than proposed for 2b.</b>	<b>\$1.25</b>	<b>/min</b>
2b.	Video Remote Interpretation (VRI) Services for the twelve most requested Languages: <b>Chinese (Mandarin &amp; Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian</b>	<b>\$0.69</b>	<b>/min</b>
2c.	Video Remote Interpretation (VRI) Services for: <b>all other languages specified in Attachment B, as well as for all unlisted languages that may be provided through the resultant Contract.</b>	<b>\$0.69</b>	<b>/min</b>

## 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><b>EXPERIENCE OF THE CONTRACTOR</b></p> <ol style="list-style-type: none"> <li>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.</li> </ol>
<ol style="list-style-type: none"> <li>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.</li> </ol>
<ol style="list-style-type: none"> <li>Contractor must be able to provide quality, error-free Document Translation services on a large scale to multiple States.</li> </ol>
<ol style="list-style-type: none"> <li><b>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.</b></li> </ol>
<p><b>EQUIPMENT AND FACILITY</b></p> <ol style="list-style-type: none"> <li>Contractor must have all necessary equipment, installed and functioning at time of Offer submittal, to provide the services required in the contract.</li> </ol>

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:

<b>If percentage of Spanish is:</b>	<b>Connective time will be:</b>
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 15<sup>th</sup> 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 (1<sup>st</sup>) 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.

**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.

**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 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 Contract.



## 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	Toucouleur
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