**Contract # 09821, NASPO Spoken Language Interpreter Services, Over the Phone (OPI) and Video Remote (VRI) Solution**

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| DES Contract Specialist: | Antoinette Wynne, Contracts Specialist  Contracts & Procurement Division  Phone: 360 407 9390  E-mail: [antoinette.wynne@des.wa.gov](mailto:antoinette.wynne@des.wa.gov) |

**contract Scope**

The Department of Enterprise Services (DES) has signed Participating Addendums (PA) with Contractors on this NASPO Cooperative to provide On-Demand Remote Interpretation Services including Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI) services. Services are for Purchasers and their Limited English Proficiency (LEP) clients (clients) who need interpreters’ services because they are uncomfortable speaking English, or their English is not clearly understood. OPI and VRI services will facilitate communication between clients and Purchasers through a remote spoken language interpreter when an on-site interpreter is not available or is cost prohibitive.

The following services **are included** in the PA with Contractors for this NASPO Cooperative contract agreement:

### **Over the Phone Interpreting (or OPI)** means off-site interpreting services provided via telephone – vendors awarded this category should be able to provide interpreting services for any known language.

### **Video Remote Interpreting (or VRI)** means off-site interpreting services provided through videoconferencing technology equipment and a high-speed internet connection with sufficient bandwidth – vendors awarded in this category should be able to provide interpreting services for American Sign Language (ASL) among other languages as listed in each NASPO Master Agreement.

The following service **is not included** in the PA with contractors for this NASPO contract agreement:

### **Document Translation** is the act of rendering a written communication from one language to another. Please use DES Master Contract 04218.

**Account Setup**

Email the Contractor to setup account. Purchasers have multiple options as to how to organize their account permissions and codes.

OPI – Once Purchaser account is set up, Purchaser may utilize the OPI services as they require.

VRI – Once Purchaser account is set up, Purchaser will need to utilize their computer, tablet or phone to receive services. For information on data see Washington State Office of Chief Information Officer (OCIO) Policy 141.10 – Securing Information Technology Assets Standards located at <https://ocio.wa.gov/policy/securing-information-technology-assets-standards>.

Training – Contractor will provide training resources, at no cost, for how to use their services.

Language Identification – Contractor provides, at no cost resources, for the Purchaser to use when identifying a client’s language.

**Contractor information**

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| **Contractor:** | [**Global Interpreting Network, Inc.**](https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/global-interpreting-network/)  28546 Constellation Road  Valencia, CA 91355 | |
| **Document Links:** | 1. [Master Agreement](https://s3-us-west-2.amazonaws.com/naspovaluepoint/1574402301_90-000-18-00003AC%20On-Demand%20Remote%20Interpreting%20OPI%20and%20Document%20Translation%20-%20Global%201121.pdf) 2. [Attachment C: Cost](https://s3-us-west-2.amazonaws.com/naspovaluepoint/1582126069_Attachment%20C%20Cost%2090-000-18-00003AC%20Global%20Interpreting%20Network,%20Inc.pdf) 3. [Amendment One](https://s3-us-west-2.amazonaws.com/naspovaluepoint/1629928886_On%20Demand%20Remote%20Interpreting%20OPI%20and%20VRI%20and%20Document%20Translation%20Global%20Interpreting%20New%20Mexico%20Amendment%20One.pdf) | |
| **Participating Addendum:** |  | |
| **Equipment:** | This contract does not require equipment. | |
| **Contractor’s Website:** | [www.globalinterpreting.com](http://www.globalinterpreting.com) | |
| **Contacts:** | **First** | **Second** |
| **Name/Title:** | Joe Villatoro | Hector Fuentes |
| **Telephone:** | (866) 397-9288 | (866) 397-9288 |
| **Fax:** | (818) 510-4739 | (818) 510-4739 |
| **Email:** | [clientservices@globalinterpreting.com](mailto:clientservices@globalinterpreting.com) | [hfuentes@globalinterpreting.com](mailto:hfuentes@globalinterpreting.com) |

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| **Contractor:** | [**MasterWord Services, Inc.**](https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/masterword-services/)  303 Stafford Street  Houston, TX 77079-2340 | |
| **Document Links:** | 1. [Master Agreement](https://s3-us-west-2.amazonaws.com/naspovaluepoint/1574403231_90-000-18-00003AF%20On-Demand%20Remote%20Interpreting%20VRI%20and%20Document%20Translation%20-%20MasterWord%201121.pdf) 2. [Attachment C: Cost](https://s3-us-west-2.amazonaws.com/naspovaluepoint/1582127674_Attachment%20C%20Cost%2090-000-18-00003AF%20MasterWord%20Services,%20Inc..pdf) 3. [Amendment One](https://s3-us-west-2.amazonaws.com/naspovaluepoint/1630474286_On%20Demand%20Remote%20Interpreting%20OPI%20and%20VRI%20and%20Document%20Translation%20MasterWord%20Services%20New%20Mexico.pdf) | |
| **Participating Addendum:** |  | |
| **Equipment:** | This contract does not require equipment. | |
| **Contractor’s Website:** | [www.masterword.com](http://www.masterword.com) | |
| **Contacts:** | **First** | **Second** |
| **Name/Title:** | Service Orders | Purchase Orders |
| **Telephone:** | (281) 589-0810 | (281) 589-0810 |
| **Fax:** | (281) 589-1104 | (281) 589-1104 |
| **Email:** | [masterword@masterword.com](mailto:masterword@masterword.com) | [contracts@masterword.com](mailto:contracts@masterword.com) |

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| **Contractor:** | [**Voiance Language Services, LLC.**](https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/voiance-language-services/)  5780 N. Swan Road  Tucson, AZ 85718 | |
| **Document Links:** | 1. [Master Agreement](https://s3-us-west-2.amazonaws.com/naspovaluepoint/1574403624_90-000-18-00003AG%20On-Demand%20Remote%20Interpreting%20OPI,%20VRI%20and%20Document%20Translation%20-%20Voiance%201121.pdf) 2. [Attachment C: Cost](https://s3-us-west-2.amazonaws.com/naspovaluepoint/1582127437_Attachment%20C%20Cost%2090-000-18-00003AG%20Voiance%20Language%20Services,%20LLC.pdf) 3. [Amendment One](https://s3-us-west-2.amazonaws.com/naspovaluepoint/1580843204_90-000-18-00003AG%20A001.pdf) 4. [Amendment Two](https://s3-us-west-2.amazonaws.com/naspovaluepoint/1628614901_Voiance%20Master%20Agreement%20Amendment%202.pdf) | |
| **Participating Addendum:** |  | |
| **Equipment:** | This contract does not require equipment. | |
| **Contractor’s Website:** | [www.voiance.com](http://www.voiance.com) | |
| **Contacts:** | **First** | **Second** |
| **Name/Title:** | Bill Martin |  |
| **Telephone:** | (520) 573-2367 |  |
| **Fax:** |  |  |
| **Email:** | bmartin@voiance.com |  |