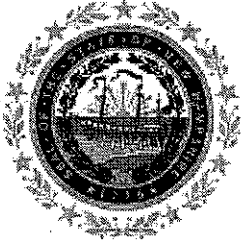


140 - 6/3/26



# State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street

Concord, New Hampshire 03301

(603) 271-3201 | [Office@das.nh.gov](mailto:Office@das.nh.gov)

Charles M. Arlinghaus  
Commissioner

Catherine A. Keane  
Deputy Commissioner

Sheri L. Rockburn  
Assistant Commissioner

April 13, 2026

Her Excellency, Governor Kelly A. Ayotte  
and the Honorable Council

State House  
Concord, New Hampshire 03301

## REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a contract (Contract #8003606) with Corporate Translation Services, LLC dba Language Link (VC# 273216), Battle Ground, WA, for remote interpreting and translating services in an amount up to and not to exceed \$225,000.00 through a participating agreement with the National Association of State Procurement Officials (NASPO) Value Point Contract 40-00000-24-00076AD with the option to extend for up to an additional three years, effective upon the Governor and Executive Council approval through July 28, 2027.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

## EXPLANATION

The Department of Administrative Services (DAS) reviewed and negotiated in collaboration with the Department of Justice (DOJ) for this requested State of New Hampshire participating agreement. This participating agreement is aligned with the master agreement set in place by NASPO and the lead state, New Mexico, through the competitive bidding process via the NASPO sourcing platform.

The RFP was published by NASPO and the Lead State with the intent to award 3 categories of Service, Over-the-phone interpretation (OPI), video remote interpretation (VRI), and Document Translation Services. Corporate Translation Services, LLC dba Language Link was one of 3 respondents to offer all 3 categories. It is important to note that Corporate Translation Services, LLC dba Language Link achieved top 3 ranking in all evaluation categories including the lowest cost solution offered when compared to the other 2 providers offering the full suite of services.

Upon approval this contract will provide remote interpreting and translating services to supplement in-person services for compliance with state and federal laws. The requested price limitation of \$225,000.00 will cover the full term of the contract and is calculated from internal spend reports. Additionally, all departments were solicited prior to bidding in order to determine any future needs which are also included in the estimated spend.

The following table represents a summary of the amount necessary to accommodate the requested contract term. A detailed NASPO Evaluation Committee Report along with the Portfolio Map are attached for reference.

| Contract financials               |              |
|-----------------------------------|--------------|
| Projected annual cost             | \$200,000.00 |
| Allowance for additional services | \$25,000.00  |
| Request price limitation          | \$225,000.00 |

Based on the foregoing, I am respectfully recommending approval of the contract amendment with Corporate Translation Services, LLC dba Language Link.

Respectfully submitted,



Charles M. Arlinghaus  
Commissioner



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**

27 Hazen Drive | Concord, NH | 03301  
Fax: (603) 271-1516 | TDD: (800) 753-2964  
[doit.nh.gov](http://doit.nh.gov)



Denis Goulet, *Commissioner*

February 10, 2026

Charles M. Arlinghaus, Commissioner  
State of New Hampshire  
Department of Administrative Services  
25 Capitol Street  
Concord, NH 03301

Dear Commissioner Arlinghaus:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with Corporate Translation Services, LLC dba Language Link, as described below and referenced as DoIT No. 2026-066.

The purpose of this request is for remote interpreting and translating services.

Funding shall be provided through individual agency expenditures, effective upon Governor and Executive Council approval through July 28, 2027.

A copy of this letter should accompany the Department of Administrative Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/jd  
DoIT #2026-066

cc: Cindy Dotlich, IT Manager, DoIT






**PORTFOLIO TITLE:** Remote Interpreting and Translating Services

**LEAD STATE:** New Mexico

|  |  |
|--|--|
| <p><b>OVERVIEW:</b></p> <p>The Master Agreements in this portfolio offer “as-needed” Telephone-Based Interpreter Services, Video Remote Interpreter Services, and Document Translation. Contractors provide services for customers and their clients who need immediate assistance. These services are required to assist Limited English Proficiency (LEP) clients who are uncomfortable with and/or unable to speak English, or whose English is not clearly understood.</p> | <p><b>INITIAL TERM:</b> July 29, 2025 to July 28, 2027</p> <p><b>RENEWALS:</b> Three (3) one-year renewals possible</p> <p><b>TOTAL TERM POSSIBLE:</b> 5 years</p> |
|--|--|

**PRODUCT CATEGORIES:**

- **Category 1 -** Over-the-Phone Interpretation (OPI) 
- **Category 2 -** Video Remote Interpretation (VRI) 
- **Category 3 -** Document Translation Services 

**SUPPLIERS AVAILABLE:**




| Suppliers  | Category 1 - OPI | Category 2 - VRI | Category 3 - Document Translation |
|--|------------------|------------------|-----------------------------------|
| Baystate Interpreters, Inc.                            |                  |                  | X                                 |
| Bromberg & Associates, LLC                             | X                | X                | X                                 |
| Cal Interpreting & Translations, Inc.                  |                  |                  | X                                 |
| Corporate Translation Services, Inc. dba Language Link | X                | X                | X                                 |
| Hanna Interpreting Services LLC                        |                  |                  | X                                 |
| Language Global Solution LLC                           | X                | X                |                                   |
| Linguistica International, Inc.                        | X                | X                | X                                 |
| Lionbridge US, Inc.                                    | X                |                  |                                   |
| Piedmont Global Language Solutions (PGLS LLC)          | X                | X                |                                   |
| Propio LS, LLC   | X                | X                | X                                 |
| TaikaTranslations                                      |                  |                  | X                                 |

**PRICING:**

Master Agreement pricing for Over-the-Phone Interpretation (OPI) and Video Remote Interpretation (VRI) is based on cost-per-minute. Master Agreement pricing for Document Translation is based on cost-per-word.

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|  |   |
|--|---|
| <p><b><u>PROCUREMENT BACKGROUND:</u></b></p> <p>The NASPO ValuePoint Executive Council authorized the State of New Mexico to conduct a resolicitation to establish multi-state contracts for Remote Interpreting and Translation Services, including Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), and Document Translation services.</p>  |   |
| <p><b><u>STATES ON SOURCING TEAM:</u></b></p> <ul style="list-style-type: none"> <li>✦ New Mexico – Lead State</li> <li>✦ Kentucky</li> <li>✦ South Carolina</li> <li>✦ Florida</li> </ul>    | <p><b><u>SOLICITATION INFORMATION:</u></b></p> <p>Type: Request for Proposal (RFP)</p> <p>Solicitation Number: RFP # 40-00000-24-00076</p> <p>Date Released: October 31, 2024</p> <p>Pre-proposal Conference Held: November 13, 2024</p> <p>Date Closed: January 22, 2025</p> |
| <p><b><u>PUBLIC POSTING OF SOLICITATION:</u></b></p> <p>Solicitation was Publicly Advertised from October 31, 2024 to January 22, 2025.</p> <ul style="list-style-type: none"> <li>• Website Posted On: New Mexico GSD SPD Active Procurements site</li> <li>• Number of Days Solicitation was Publicly Posted: 83</li> <li>• Number of Amendments Posted: 5</li> </ul>  | <p><b><u>OPENING</u></b></p> <p>Sealed responses were opened by the Lead State on January 22, 2025, at 3:00 pm MST, in Santa Fe, NM.</p>    |
| <p><b><u>VENDOR RESPONSES:</u></b></p> <ul style="list-style-type: none"> <li>• Number of Vendor Responses Received: 56</li> <li>• Number of Non-Responsive Vendor Responses: 16</li> <li>• Number of Vendor Responses Evaluated: 40</li> </ul>  | <p><b><u>EVALUATIONS:</u></b></p> <p>Virtual evaluation meetings were held with the Sourcing Team on March 11-18, 2025, April 3, 2025, April 29, 2025, and June 12-13, 2025. Final scoring was completed on June 20, 2025.</p>  |
| <p><b><u>EVALUATION CRITERIA:</u></b></p> <p>Responses were evaluated based on the following Evaluation Criteria:</p> <p>Stage 1: Initial Responsiveness and Mandatory Minimum Requirements (Pass/Fail)</p> <p>Stage 2: Technical Proposal Evaluation (600 Points per Category)</p> <ul style="list-style-type: none"> <li>• <i>Organizational Experience</i></li> <li>• <i>Organizational Infrastructure</i></li> <li>• <i>Key Staff Qualifications</i></li> <li>• <i>Operational Information</i></li> <li>• <i>Quality Assurance, Screening Process, and Compliance-Related Requirements</i></li> <li>• <i>Organizational References</i></li> </ul> <p>Stage 3: Cost Proposal Evaluation (400 Points per Category)</p>  |   |

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**SCORING:**

Responses were scored according to the RFP's Evaluation Criteria. Anyone interested in receiving a copy of the scoring that was used to determine the awards for this RFP should contact the Lead State as identified on the portfolio's NASPO ValuePoint website.

**AWARD:**

The RFP outlined a plan to issue an award to suppliers determined to be responsive and responsible, who best meet the RFP requirements, and present the best total value, including price as calculated consistent with the RFP. Additionally, the RFP allowed for the Lead State and Sourcing Team to determine which proposals were most advantageous to the Lead State and potential Participating and Purchasing Entities, after taking into consideration the Evaluation Factors.

After examining the three largest natural breaks for each Category, the Lead State and Sourcing Team determined that awarding along any of those natural breaks would leave the portfolio with either too few or too many suppliers. The Lead State and Sourcing Team determined that adding two to three suppliers to each Category, above what the legacy portfolio had, would allow for growth within the portfolio while continuing to support the needs of the Participating and Purchasing Entities. This decision was intentional, awarding the highest scoring suppliers in each category, while still allowing a reasonable choice of suppliers offering their interpreting and/or translating services for the respective Category/Categories they were awarded.

**PUBLIC POSTING OF AWARD:**

Award Posting Start: Intent to Award emails were sent to suppliers on July 23, 2025

Award Posting End: September 26, 2025

Posting Link: [New Mexico Recent Awards](#)

Total Days Posted: 83

Vendors Awarded: 11

Protests Received: This information is not yet public

**AWARDED SUPPLIERS:**

- Baystate Interpreters, Inc.
- Bromberg & Associates, LLC
- Cal Interpreting and Translations, Inc.
- Corporate Translation Services, Inc. dba Language Link
- Hanna Interpreting Services LLC
- Language Global Solution LLC
- Linguistica International, Inc.
- Lionbridge US, Inc.
- Piedmont Global Language Solutions
- Propio LS, LLC
- Taika Translations



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### **NON-AWARDED SUPPLIERS:**

- Accent on Languages, Inc.
- Ad. Astra, Inc.
- American Sign Language Communication, LLC
- Andean Consulting Solutions International LLC dba ACSI Translations
- Avantpage, Inc.
- Bernardo A. Brunetti dba International Language Center
- Catholic Charities Foundation dba Language Access Multicultural People
- Communicate Translation Service
- CyraCom International, Inc.
- Datagain, Inc.
- Effectiff LLC
- Fox Translation Services, Inc.
- Geneva Worldwide, Inc.
- Global Impact Group LLC
- Global Interpreting Network Inc.
- Global Translation and Interpreter, LLC
- Homeland Language Services
- Human Touch Translations Ltd.
- Indus Translation Services
- Interpreters Unlimited Inc.
- Langspire Language Services LLC
- Language Services Associates
- Language Line Services, Inc.
- Language Link Corporation
- Language Resource Center, Inc.
- Latin American Translators Network, Inc.
- MasterWord Services, Inc.
- Mid-American Language Services LLC
- Multilingual Technologies, Inc.
- Officemotive, Inc. dba Capital Typing
- Powerling, Inc.
- Prisma International, Inc.
- SAI Language Solutions
- Sign Language USA, Inc
- Syntes Language Group, Inc.
- TransPerfect Translations International
- Terra Translations
- Todd-Reyes Interpreting LLC
- TransLinguist, Inc.
- Universal Language Services, Inc.
- Universal Technical Translations Inc.
- Verbolabs Language Pvt Ltd
- Weaving Cultures, LLC
- WorldWide Interpreters, Inc
- Worldwide Tech Connections LLC

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**MICHELLE LUJAN GRISHAM**  
GOVERNOR

**ANNA SILVA**  
ACTING CABINET SECRETARY

**DOROTHY MENDONCA**  
DIRECTOR  
STATE PURCHASING DIVISION

**State of New Mexico**  
General Services Department

ADMINISTRATIVE SERVICES DIVISION  
(505) 827-2000

FACILITIES MANAGEMENT DIVISION  
(505) 827-2141

PURCHASING DIVISION  
(505) 827-0472

RISK MANAGEMENT DIVISION  
(505) 827-2036

STATE PRINTING & GRAPHIC SERVICES BUREAU  
(505) 476-1950

TRANSPORTATION SERVICES DIVISION  
(505) 827-1957

DATE: June 20, 2025

TO: Dorothy Mendonca  
State Purchasing Agent and Director  
GSD/State Purchasing Division

FROM: Susan Inman, Procurement Manager  
GSD/State Purchasing Division

SUBJECT: Sourcing Team Evaluation Report, 40-00000-24-00076 Remote Interpreting and Translating Services

In accordance with the Request for Proposals for 40-00000-24-00076 Remote Interpreting and Translating Services issued October 31, 2024, Fifty-six (56) proposals were timely submitted from the following Offerors; Accent on Languages (Accent); Ad. Astra, Inc.; American Sign Language Communication, LLC (ASL); Andean Consulting Solutions International LLC dba ACSI Translations (ACSI); Avantpage, Inc.; Baystate Interpreters, Inc. (Baystate); Bernardo A. Brunetti dba International Language Center (ILC); Bromberg & Associates LLC (Bromberg); Cal Interpreting & Translations, Inc. (CIT); Catholic Charities Foundation dba Language Access Multicultural People (Catholic Charities); Communicate Translation Service (Communicate Translation); Corporate Translation Services, Inc. dba Language Link (Corporate Translation); CyraCom International, Inc. (CyraCom); Datagain, Inc.; Effectiff LLC; Fox Translation Services, Inc. (Fox); Geneva Worldwide, Inc. (Geneva); Global Impact Group LLC (Global Impact); Global Interpreting Network Inc. (Global Interpreting); Global Translation and Interpreter, LLC (Global Translation); Hanna Interpreting Services LLC (Hanna); Homeland Language Services (Homeland); Human Touch Translations Ltd. (Human Touch); Indus Translation Services (Indus); Interpreters Unlimited Inc.; Langspire Language Services LLC (Langspire); Language Services Associates (LSA); Language Global Solutions LLC (LGS); Language Line Services, Inc. (Language Line); Language Link Corporation; Language Resource Center, Inc. (LRC); Latin American Translators Network, Inc. (LATN); Linguistica International, Inc. (Linguistica); Lionbridge US, Inc. (Lionbridge); MasterWord Services, Inc. (MasterWord); Mid-American Language Services LLC (Mid-American); Multilingual Technologies, Inc. (Multilingual); Officemotive, Inc. dba Capital Typing (Officemotive); Piedmont Global Language Solutions (PGLS); Powerling, Inc.; Prisma International, Inc. (Prisma); Propio LS, LLC (Propio); SAI Language Solutions (SAI); Sign Language USA, Inc (SLUSA); Syntes Language Group, Inc. (Syntes); TransPerfect Translations International (TransPerfect); Taika Translations LLC (Taika); Terra Translations (Terra); Todd-Reyes Interpreting LLC (Todd-Reyes); TransLinguist, Inc.; Universal Language Services, Inc. (ULS); Universal Technical Translations Inc. (UTT); Verbolabs Language Pvt Ltd (Verbolabs); Weaving Cultures, LLC (Weaving); WorldWide Interpreters, Inc (WWI); Worldwide Tech Connections LLC (WWT). . Twenty-one (21) responsive proposals were evaluated by the Sourcing Team.

The following Offerors were found non-responsive or non-responsible and eliminated from consideration under the RFP:

ACSI failed to respond to Clarification Request #1. ASL failed to submit its cost on Attachment I as updated by Amendment Three of the RFP. Catholic Charities failed to respond to Clarification Request #1. Communicate Translation failed to respond correctly to Clarification Request #2. Datagain failed to submit its cost on Attachment I as updated by Amendment Three of the RFP and failed to submit a signed Attachment M. Effectiff failed to provide a response to Attachment G Section IV.C. Fox failed to respond correctly to Clarification Request #2. Global Interpreting failed to respond correctly to Clarification Request #2. Global Translation failed to submit its cost on Attachment I as updated by Amendment Three of the RFP. Homeland failed to submit Attachment I. Indus failed to comply with the requirements in Clarification Request #1. Interpreters Unlimited failed to submit its cost on Attachment I as updated by Amendment Three of the RFP and failed to submit signed Attachments G, K, L, and M. Langspire failed to submit its cost on Attachment I as updated by Amendment Three of the RFP and failed to submit a signed Attachment M. LSA failed to submit a response to Clarification Request #2. Language Line failed to respond correctly to Clarification Request #2. Language Link Corporation failed to submit Attachment G. LRC failed to submit Attachment I. LATN failed to respond to Clarification Request #1. MasterWord failed to respond correctly to Clarification Request #2. Mid-American failed to submit its cost on Attachment I as updated by Amendment Three of the RFP and failed to submit a signed Attachment K. Multilingual failed to submit its cost on Attachment I as updated by Amendment Three of the RFP. Officemotive failed to respond correctly to Clarification Request #2. Powerling failed to comply with the requirements in Clarification Request #1. Prisma failed to respond correctly to Clarification Request #2. Propio failed to respond to Clarification Request #1. SAI failed to respond correctly to Clarification Request #2. SLUSA failed to submit its cost on Attachment I as updated by Amendment Three of the RFP. Syntes failed to respond to Clarification Request #1. Terra failed to submit its cost on Attachment I as updated by Amendment Three of the RFP. Translinguist its cost on Attachment I as updated by Amendment Three of the RFP and failed to submit Attachment H. TransPerfect failed to respond correctly to Clarification Request #2. Verbolabs failed to submit all attachments. Weaving failed to respond to Clarification Request #1. WWI failed to respond to Clarification Request #2. WWT cannot meet the requirements in Attachment B, Section III.A.

The Sourcing Team members are as follows:

- Susan Inman, Procurement Manager (non-evaluating member)
- Abigail Chittenden, NASPO Advisor (non-evaluating member)
- Michelle Johnson, NASPO Advisor (non-evaluating member)
- Portia Davis, State of South Carolina
- Amy Monroe, State of Kentucky
- Leneka Williams, State of Florida

**Report Organization:** Although the service Categories (Over-the-Phone Interpreting (OPI), Video-Remote Interpreting (VRI), and Document Translation) were evaluated individually, to minimize repetitious information, to reduce the length of the report, and because many of the Offerors' qualifications are applicable to more than one category, the justifications for Offeror scores are primarily contained under "OPI" in each RFP section identified, below. If specific VRI or Document Translation qualifications were noteworthy to the Sourcing Team, or if specific qualifications caused the score to be higher/lower in the VRI or Document Translation categories, it is added as an addition in the respective section.

This Sourcing Team Report identifies all criteria used in scoring the responses. Some score tables indicate "N/A" in certain cells. Following are the explanations for the various "N/A." CIT, Human Touch, and Taika did not submit a response for the OPI and VRI Categories. Lionbridge did not submit a response for the VRI and Document Translation Categories. UTT did not submit a response for the VRI Category.

**Attachment C, Stage 1: Initial Responsiveness Evaluation, Mandatory Requirements**

| Criteria   | Evaluation |
|--|------------|
| Offeror must agree to the Prerequisite in the Lead State's eProNM system.  | Pass/Fail  |
| Offeror must submit a completed and signed Offeror Information, Acknowledgements, and Certifications - <b>Attachment G</b> as outlined in the RFP. | Pass/Fail  |

| <b>Criteria</b>   | <b>Evaluation</b> |
|---|-------------------|
| Offeror must submit a completed Offeror Response Worksheet - <b>Attachment H</b> as outlined in the RFP.  | Pass/Fail         |
| Offeror must submit a completed Cost Proposal – <b>Attachment I</b> as outlined in the RFP.   | Pass/Fail         |
| Offeror must submit a completed Proposed Modifications to Sample Master Agreement – <b>Attachment J</b> as outlined in the RFP. If proposing modifications, a redlined copy of the Sample Master Agreement – <b>Attachment D</b> must also be submitted as outlined in the RFP. | Pass/Fail         |
| Offeror must submit a completed Claim of Business Confidentiality – <b>Attachment K</b> and a <b>redacted copy of the Proposal</b> clearly marked as such if claiming confidential, proprietary, or protected information, as outlined in the RFP.                              | Pass/Fail         |
| Letter of Transmittal Form – Offeror must submit a completed and signed copy of <b>Attachment L</b>   | Pass/Fail         |
| Campaign Contribution Disclosure Form – Offeror must submit a completed and signed copy of <b>Attachment M</b>  | Pass/Fail         |
| <b>Stage 1 Result:</b>  | <b>Pass/Fail</b>  |

**Stage 1: Attachment C, Initial Responsiveness Evaluation, Mandatory Requirements (Pass/Fail)**

| <u>Offeror</u>        | <u>Offeror Points</u> |
|-----------------------|-----------------------|
| Accent                | Pass                  |
| Ad Astra              | Pass                  |
| Avantpage             | Pass                  |
| Baystate              | Pass                  |
| Bromberg              | Pass                  |
| CIT                   | Pass                  |
| Corporate Translation | Pass                  |
| CyraCom               | Pass                  |
| Geneva                | Pass                  |
| Global Impact         | Pass                  |
| Hanna                 | Pass                  |
| Human Touch           | Pass                  |
| ILC                   | Pass                  |
| Language Global       | Pass                  |
| Linguistica           | Pass                  |
| Lionbridge            | Pass                  |
| PGLS                  | Pass                  |
| Taika                 | Pass                  |

| <u>Offeror</u> | <u>Points</u> |
|----------------|---------------|
| Todd-Reyes     | Pass          |
| ULS            | Pass          |
| UTT            | Pass          |

**Requirements:**

The Lead State will review Proposals for completeness, initial responsiveness, and compliance with all mandatory requirements. Proposals omitting required documents or responses or failing to meet all Mandatory Requirements shall be rejected in accordance with Attachment A – RFP Terms and Conditions.

**Evaluation Factors:**

Pass/Fail.

**Stage 2: Attachment H, Section II Organizational Experience (100 Total Points)**

| <u>Offeror</u>        | <u>OPI</u> | <u>VRI</u> | <u>Document Translation</u> |
|-----------------------|------------|------------|-----------------------------|
| Accent                | 75         | 75         | 75                          |
| Ad Astra              | 100        | 100        | 100                         |
| Avantpage             | 80         | 80         | 80                          |
| Baystate              | 100        | 100        | 100                         |
| Bromberg              | 100        | 100        | 100                         |
| CIT                   | N/A        | N/A        | 100                         |
| Corporate Translation | 100        | 100        | 100                         |
| CyraCom               | 100        | 100        | 100                         |
| Geneva                | 100        | 100        | 100                         |
| Global Impact         | 100        | 100        | 100                         |
| Hanna                 | 82         | 82         | 82                          |
| Human Touch           | N/A        | N/A        | 80                          |
| ILC                   | 73         | 73         | 73                          |
| Language Global       | 90         | 90         | 90                          |
| Linguistica           | 100        | 100        | 100                         |
| Lionbridge            | 100        | N/A        | N/A                         |
| PGLS                  | 100        | 100        | 100                         |
| Taika                 | N/A        | N/A        | 100                         |
| Todd-Reyes            | 72         | 72         | 72                          |
| ULS                   | 100        | 100        | 85                          |
| UTT                   | 100        | N/A        | 100                         |

**Requirements:**

Provide a description of its organization's experience and history in providing Remote Interpreting and Translating Services for Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), and Document Translation (including their familiarity with and experience resolving problems associated with these services). Offeror's response must also include a description of its business location(s), size, areas of specialization and expertise, and client base (including other currently held contracts or agreements with state and/or local government entities). The narrative must thoroughly describe how the Offeror has supplied expertise for similar contracts and must include the extent of their experience, expertise, and knowledge as a provider of Remote Interpreting and Translating Services.

**Evaluation Factors:**

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The relevancy and extent of Offeror's experience, expertise and knowledge will be weighed.

**Evaluation:**

**Accent**

**OPI**

The Sourcing Team awarded Accent 75 points based on the Offeror's response. Accent indicated that it has provided services to the federal government since 1997, but it is unclear when the business was actually established. They are based in Berkely, California. Accent has access to nearly 7,000 interpreters and translators, but company staffing is not mentioned. They have provided services to some large government bodies, including the Department of Homeland Security, Department of Labor, the US Citizenship and Immigration Services (USCIS), Alameda County (California), and San Diego County (California). Accent mentioned they use a proprietary platform which can be customized to meet customer needs. However, it's unclear whether customizing the platform incurs additional charges.

**VRI**

The Sourcing Team awarded Accent 75 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Accent 75 points based on the Offeror's response. See score justification, in OPI, above.

**Ad Astra**

**OPI**

The Sourcing Team awarded Ad Astra 100 points based on the Offeror's response. Ad Astra has been in business for 12 years. They are located in Silver Spring Maryland. Currently, the company has nearly 70 staff members across various departments. They deliver services to more than 300 contracts, providing services to large government bodies such as USCIS, the Department of Justice (DOJ), Department of State, United Nations, and the State of Maryland. Ad Astra indicated it supports over 300 languages, including indigenous and rare dialects. They confirm they will provide services 24/7/365 and boast that they are able to provide connection to interpreters in seconds.

**VRI**

The Sourcing Team awarded Ad Astra 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Ad Astra 100 points based on the Offeror's response. See score justification, in OPI, above.

**Avantpage**

**OPI**

The Sourcing Team awarded Avantpage 80 points based on the Offeror's response. Avantpage has over 28 years of experience providing interpreting and translating services. They are located in Davis, California, and hold several statewide contracts in California, New York, Oregon, Washington, Nevada, and Kansas. Avantpage states they are a small, minority-owned business; however, there was not enough information provided to gauge the size of the organization, as the information provided in this section was generic in nature. They did state that they are experienced in health care translations.

**VRI**

The Sourcing Team awarded Avantpage 80 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Avantpage 80 points based on the Offeror's response. See score justification, in OPI, above.

**Baystate**

**OPI**

The Sourcing Team awarded Baystate 100 points based on the Offeror's response. Baystate was established in 2001 and is headquartered in Gardner, Massachusetts. They have experience working with different state governments (Rhode Island, New Hampshire, Connecticut, New York) and educational institutions (Boston Public Schools, Cambridge, Everett), as well as cities counties, healthcare facilities, legal and court establishments, and others. Baystate has a network of over 15,000 interpreters and translators and specializes in interpreting services for medical, legal, educational, and community settings. Their document translation projects include text documents, as well as websites and social media.

**VRI**

The Sourcing Team awarded Baystate 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Baystate 100 points based on the Offeror's response. See score justification, in OPI, above.

**Bromberg**

**OPI**

The Sourcing Team awarded Bromberg 100 points based on the Offeror's response. Bromberg was established in 1999 and is headquartered in Farmington Hills, Michigan. They have a branch in North Port, Florida. Bromberg has 40 staff members and a pool of over 5,000 contracted linguists. They have many government and public sector clients; including cities, states, and federal agencies, as well as clients in public schools and universities, healthcare and mental health centers, and non-profit entities. They held a previous National Association of State Procurement Officials (NASPO) ValuePoint Master Agreement for On-Demand Interpreting and Translating Services and confirm they can provide services 24/7/365. Although Bromberg utilizes a proprietary platform, they confirmed that it does not impose additional cost to Participating Entities.

**VRI**

The Sourcing Team awarded Bromberg 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Bromberg 100 points based on the Offeror's response. See score justification, in OPI, above.

**CIT**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded CIT 100 points based on the Offeror's response. CIT was founded in 2010 and is headquartered in Van Nuys, California. Although they are a small business, they have a network of over 35,000 native-speaking linguists. Their staff includes three (3) Project Managers who work in three (3) different times zones to ensure around-the-clock 24/7/365 coverage for clients. They are familiar with doing business with government bodies, as they have federal GSA Schedule, and have statewide contracts in Connecticut, Massachusetts, and Oregon. They have provided services to other states and local public bodies, as well.

**Corporate Translation**

**OPI**

The Sourcing Team awarded Corporate Translation 100 points based on the Offeror's response. Corporate Translation was established in 1991, and is headquartered in Battle Ground, Washington. They have over 100 full-time employees and about 5,000 independent linguists. They currently hold contracts with over 70 government entities, including cities, counties, and states. They held a previous NASPO ValuePoint Master Agreement for On-Demand Interpreting and Translating Services and have held language services-related contracts with NASPO or its predecessor for many years. Corporate Translation confirms its commitment to provide 24/7/365 services.

**VRI**

The Sourcing Team awarded Corporate Translation 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Corporate Translation 100 points based on the Offeror's response. See score justification, in OPI, above.

**CyraCom**

**OPI**

The Sourcing Team awarded CyraCom 100 points based on the Offeror's response. CyraCom was established in 1995 and are headquartered in Tucson, Arizona. They have contact centers in other cities (Houston, TX; Las Cruces, NM; Tampa, FL, Flushing, NY; and Cherry Hill, NJ, which is a VRI ASL-dedicated center) and over 2,000 employees, which includes in-house interpreters. They currently support over 1,100 public and government sector clients. CyraCom (as Voiance) held a previous NASPO ValuePoint Master Agreement for On-Demand Interpreting and Translating Services and holds a federal GSA agreement.

**VRI**

The Sourcing Team awarded CyraCom 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded CyraCom 100 points based on the Offeror's response. See score justification, in OPI, above.

**Geneva**

**OPI**

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. Geneva was established in 1903 and is based in New York. They have over 30 employees, and their linguists have experience in various fields, such as medical, legal, technical, education, and social services. They hold a federal GSA Schedule and statewide contracts with New York, Minnesota, Missouri, Oklahoma, and Pennsylvania, and include providing services to over 1,800 public schools. They also have contracts with federal agencies.

**VRI**

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. See score justification, in OPI, above.

**Global Impact**

**OPI**

The Sourcing Team awarded Global Impact 100 points based on the Offeror's response. Global Impact was founded in 2014 and is based in Raleigh, North Carolina. They are a Certified Small Business, but have an interpreter network that exceeds 1,500 linguists. They have provided services to the State of Minnesota, healthcare facilities, educational facilities, and federal agencies.

**VRI**

The Sourcing Team awarded Global Impact 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Global Impact 100 points based on the Offeror's response. See score justification, in OPI, above.

**Hanna**

**OPI**

The Sourcing Team awarded Hanna 82 points based on the Offeror's response. Hanna was founded in 2010 and is headquartered in San Diego, California with satellite offices, but no satellite locations are provided. They have almost 100 full-time employees and a network of over 10,000 professional linguists. Hanna boasted of its ability to provide 24/7 services across all time zones. Although they indicate they hold county-wide contracts, the experience they provided is almost exclusively focused on the State of California, mentioning only the federal Social Security Administration.

**VRI**

The Sourcing Team awarded Hanna 82 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Hanna 82 points based on the Offeror's response. See score justification, in OPI, above.

**Human Touch**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Human Touch 80 points based on the Offeror's response. Human Touch was founded in 2010 with headquarters in Manhasset, New York. They also have two additional offices in Florida and Washington, D.C. Human Touch has almost 20 employees and contractors, and a network of over 7,000 professional linguists. They currently hold a federal GSA Schedule and are a member of statewide purchasing cooperatives in Arizona and Delaware. They have provided services to federal agencies, state agencies, local and city agencies, school districts and universities, and private companies and not for profit organizations. Although Human Touch confirmed that it can provide all the languages on Attachment P, of which there are 205, their proposal stated that they offer "over 180 languages."

**ILC**

**OPI**

The Sourcing Team awarded ILC 73 points based on the Offeror's response. ILC was founded in 1983 and is headquartered in St. Louis Missouri, with a satellite office in Madrid, Spain and Language Ambassadors in 19 countries. As the Attachment B Scope of Work requires all interpreting services and certain languages for translating services to be performed in the United States. It is unclear if ILC can meet this requirement. ILC states they employ multi-lingual staff and work with over 1,000 professional linguists. They state that 30% of their revenue comes from federal, state, and local government ongoing, multi-year contracts, which seems to imply that 70% of ILC's business is not in the government sector. This section of their proposal weighed heavily on the document translation side of services (or services not related to this RFP) with the majority of work being done for school districts and private companies. It makes the Sourcing Team question if ILC would be able to meet the potential demand under a Master Agreement.

**VRI**

The Sourcing Team awarded ILC 73 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded ILC 73 points based on the Offeror's response. See score justification, in OPI, above.

**Language Global**

**OPI**

The Sourcing Team awarded Language Global 90 points based on the Offeror's response. Language Global was established in 2009 and is headquartered in Washington, D.C. with a regional office in Sacramento, California. They have nearly 1,300 certified interpreters, professional translators, ASL specialists, and administrative staff. Language Global stated that its client base includes state and local governments, educational institutions, healthcare facilities, and legal organization, but only provided the example of performing ASL interpreting services for the Maryland Correctional Institution and state courts. The Sourcing Team noted that Language Global has changed its name twice since its inception and stated that it has done collaborative project with One World Global Services (OWGS); however, OWGS was the previous name of Language Global Solutions, which was confusing. They did confirm their ability to provide services 24/7/365.

**VRI**

The Sourcing Team awarded Language Global 90 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Language Global 90 points based on the Offeror's response. See score justification, in OPI, above.

**Linguistica**

**OPI**

The Sourcing Team awarded Linguistica 100 points based on the Offeror's response. Linguistica was established in 2001 and is headquartered in Salt Lake City, Utah with offices in Washington and Connecticut. They have a network of over 14,000 interpreters and support staff. Linguistica has a long list of clients in the government sector, including cities, counties, states and federal agencies. For over ten (10) years, Linguistica has held a NASPO ValuePoint Master Agreement for On-Demand Interpreting and Translating Services. They provide specializations in healthcare, legal services, education and government services, and confirmed their ability to provide services 24/7/365.

**VRI**

The Sourcing Team awarded Linguistica 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Linguistica 100 points based on the Offeror's response. See score justification, in OPI, above.

**Lionbridge**

**OPI**

The Sourcing Team awarded Lionbridge 100 points based on the Offeror's response. Lionbridge was founded in 1996 with headquarters in Waltham, Massachusetts. They employ over 6,500 full-time employees and retain a network of over 20,000 interpreters. Lionbridge states it provide services to over 4,000 customers, including government and public sector agencies (such as states and federal agencies). They confirmed their ability to provide services 24/7/365.

**VRI**

N/A

**Document Translation**

N/A

**PGLS**

**OPI**

The Sourcing Team awarded PGLS 100 points based on the Offeror's response. PGLS states it has over 30 years of comprehensive language services experience. They have offices in Washington D.C., Twin Cities Minnesota and Eastern Washington state. PGLS has approximately 100 employees, and although they did not provide information on their interpreting and translating network, they indicated a hundred thousand interpretation engagements and close to a billion words translated in one (1) year. They provide services to various government sectors, including the federal agencies, states, and schools.

**VRI**

The Sourcing Team awarded PGLS 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded PGLS 100 points based on the Offeror's response. See score justification, in OPI, above.

**Taika**

**OPI**

N/A

**VRI**  
N/A

**Document Translation**

The Sourcing Team awarded Taika 100 points based on the Offeror's response. Taika was established in 2014 and is located in Austin, Texas. They have nearly 20 full-time employees and a network of over 9,000 certified interpreters and translators. They provide specializations in legal, medical, educational, and technical translations. Taika serves a diverse government sector clientele, including federal agencies and local public bodies.

**Todd-Reyes**

**OPI**

The Sourcing Team awarded Todd-Reyes 72 points based on the Offeror's response. It was not clear from the information provided when Todd-Reyes was established; however, they stated that they are 100% local to New Mexico. It was also difficult to discern the size of the company, as that information was not provided. Although they appear to have varied experience (state agencies and local public bodies), all their experience is in New Mexico. This caused the Sourcing Team to be concerned as to whether Todd-Reyes would be able to meet the potential demand under a NASPO ValuePoint Master Agreement. Of additional concern was their ability to provide services 24/7/365 and all the languages in Attachment P, as the final sentence in this section stated they have dependable local certified translators for nine (9) languages and other languages require "sufficient notice."

**VRI**

The Sourcing Team awarded Todd-Reyes 72 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Todd-Reyes 72 points based on the Offeror's response. See score justification, in OPI, above.

**ULS**

**OPI**

The Sourcing Team awarded ULS 100 points based on the Offeror's response. ULS was established in 1997 and is headquartered in Bellevue, Washington with a secondary co-location in Clearwater, Florida. They have nearly 40 full-time employees and a network of over 6,500 language professionals. ULS has a proprietary system through which they provide services. However, they confirmed they are capable of providing services through conferencing platforms such as Zoom, WebEx, and Microsoft Teams, as required by the RFP. They currently have contracts with various departments within the State of Washington, the State of Nevada, and the City of Mesa, Arizona. They did confirm that services are supported by a 24/7/365 Call Center.

**VRI**

The Sourcing Team awarded ULS 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded ULS 85 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, although ULS stated that they provide 250 translation projects per year, given the network of 6,500 language professionals and without information on word-count, the information provided on the company's Document Translation capabilities was unclear to the Sourcing Team.

**UTT**

**OPI**

The Sourcing Team awarded UTT 100 points based on the Offeror's response. UTT was founded in 1981 and headquartered in Houston, Texas with locations in London, UK and Baku, Azerbaijan. UTT has almost 20 full time

employees and more than 20,000 vetted, trusted, and well-qualified translators and interpreters.” They provide services to the federal government, educational institutions and school districts, technical and scientific disciplines in the private sector (e.g., oil and gas, mining, geology, geophysics, environmental engineering) and state agencies.

**VRI**  
N/A

**Document Translation**

The Sourcing Team awarded UTT 100 points based on the Offeror’s response. See score justification, in OPI, above.

**Stage 2: Attachment H, Section III Organizational Infrastructure (125 Total Points)**

| <u>Offeror</u>        | <u>OPI</u> | <u>VRI</u> | <u>Document Translation</u> |
|-----------------------|------------|------------|-----------------------------|
| Accent                | 108        | 108        | 108                         |
| Ad Astra              | 87         | 87         | 87                          |
| Avantpage             | 100        | 100        | 100                         |
| Baystate              | 70         | 70         | 70                          |
| Bromberg              | 125        | 125        | 125                         |
| CIT                   | N/A        | N/A        | 108                         |
| Corporate Translation | 125        | 125        | 125                         |
| CyraCom               | 110        | 100        | 110                         |
| Geneva                | 100        | 100        | 100                         |
| Global Impact         | 125        | 125        | 125                         |
| Hanna                 | 125        | 125        | 125                         |
| Human Touch           | N/A        | N/A        | 125                         |
| ILC                   | 125        | 125        | 100                         |
| Language Global       | 125        | 125        | 125                         |
| Linguistica           | 125        | 125        | 125                         |
| Lionbridge            | 125        | N/A        | N/A                         |
| PGLS                  | 125        | 125        | 125                         |
| Taika                 | N/A        | N/A        | 125                         |
| Todd-Reyes            | 43         | 43         | 43                          |
| ULS                   | 125        | 125        | 125                         |
| UTT                   | 80         | N/A        | 125                         |

**Requirements:**

Provide a written response to each of the following:

- A. Describe your company’s current OPI call-handling, VRI call-handling, and/or Document Translation capabilities, as well as its ability to accommodate a significant increase in the volume and duration of calls for OPI services, VRI services and/or increased volume for Document Translation services.

D. Summarize your company's Emergency Management Plan (EMP) to guarantee continuous service during a disaster or other catastrophe (e.g., earthquakes, power outages, etc.). Attach a clearly labeled, current copy of your company's complete Emergency Management Plan (EMP) to this form.

**Evaluation Factors:**

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The relevancy and extent of Offeror's service capabilities and Offeror's Emergency Management Plan will be weighed.

**Evaluation:**

**Accent**

**OPI**

The Sourcing Team awarded Accent 108 points based on the Offeror's response. Accent specified that their ASL video-remote-interpreting platform is available 24/7/365; it was unclear if the 24/7/365 availability applies to other languages. In addition to their free proprietary platform, they support other conference platforms like Zoom and Microsoft Teams, as required in the RFP. Accent provided detail to support its capabilities; however, they provided so many differing numbers and quantities (clients, minutes, calls, hours, words, appointments) that it made the information hard to follow. Accent stated that they do not use machine translation or computer-generated translation, unless specifically required by the client, but they indicated that they do incorporate Computer-Assisted Translation (CAT) tools and Quality Assurance (QA) tools to ensure accuracy. Regarding a surge in demand, Accent stated that it plans to utilize its relationships with other partners and industry associations to meet an increase in demand. They provided a summary of their EMP, which they call Business Continuity Plan, and provided a copy of that plan.

**VRI**

The Sourcing Team awarded Accent 108 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Accent 108 points based on the Offeror's response. See score justification, in OPI, above.

**Ad Astra**

**OPI**

The Sourcing Team awarded Ad Astra 87 points based on the Offeror's response. Ad Astra emphasized multiple times in its response that services and interpreters are available 24/7/365, without prior scheduling, through a toll-free 800-number or via a web application or browser, and without the need for special equipment. However, they guaranteed connection within ten (10) minutes of initial contact, which greatly exceeds the 30-second connection required in the RFP. Ad Astra's proprietary platform is customizable, secured by PINs, and offers authentication options via landline or mobile app. The customization appears to be at the user or account owner level, but the difference was unclear. Their system can integrate with client-preferred web conferencing platforms (e.g., Zoom, WebEx, Microsoft Teams, Google Meet, and Skype), as required in the RFP. Ad Astra confirms that its linguists will meet or exceed the standards in the RFP and will provide at least three language professionals for translation project workflows; their QA step uses a mix of automated and human QA verifications. As Ad Astra supports asylum officer interviews, they are familiar with adjusting staffing to support surge requirements, and work to continuously grow their team of screened linguists. They provided a brief summary of its EMP, which they call Business Continuity Plan, a copy of that plan and their Business Continuity Policy

**VRI**

The Sourcing Team awarded Ad Astra 87 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Ad Astra 87 points based on the Offeror's response. See score justification, in OPI, above.

### **Avantpage**

#### **OPI**

The Sourcing Team awarded Avantpage 100 points based on the Offeror's response. Avantpage utilizes a proprietary system which supports calls through Zoom, Microsoft Teams, and WebEx, as required in the RFP. A toll-free number is available for calls with a unique requestor PIN. Avantpage's platform is available through a web and mobile app. Prescheduled calls have the option of requesting a preferred interpreter(s). They discussed technology integration to facilitate the flow of request from one system to another, but it wasn't clear what was meant by that. They indicated that meeting with "your team" would enhance remote and face-to-face interpreting scheduling. It was unclear if Avantpage anticipates meeting with the just State of New Mexico or with other Participating Entities. Additionally, it is unclear what they mean by "face-to-face." This RFP was amended (Amendment Three) to remove in-person interpreting from the RFP altogether. All interpreting and translating services under this RFP are remote. Avantpage briefly mentioned scalability to handle an increase in demand, which is achieved by "tiers of linguists." No details on what they meant by this were provided. Avantpage provided a summary of its EMP, which they call Business Continuity Plan, a copy of that plan was accompanied by a copy of their Disaster Recovery Plan.

#### **VRI**

The Sourcing Team awarded Avantpage 100 points based on the Offeror's response. See score justification, in OPI, above.

#### **Document Translation**

The Sourcing Team awarded Avantpage 100 points based on the Offeror's response. See score justification, in OPI, above.

### **Baystate**

#### **OPI**

The Sourcing Team awarded Baystate 70 points based on the Offeror's response. Baystate provides OPI and VRI services through a proprietary system, through which it provides access to its over 15,000 interpreters and translators and is scalable to support increases in "call volume and duration." Although it offers 24/7/365 services through its system, the Sourcing Team noted some concerns. It seemed that provided services may be restricted to Baystate's proprietary system and may not support client-preferred platforms like Zoom, Microsoft Teams, or WebEx, as required in the RFP. Additionally, Baystate indicated that document translation projects are submitted "using a secure portal," but it was unclear if this secure portal is separate from Baystate's proprietary system. They included information on in-person interpretation, which was removed from the RFP in Amendment Three. Ultimately, this section of Baystate's proposal lacked detail, focusing mostly on their proprietary system. Baystate provided a summary of their EMP and attached a copy of their EMP to the proposal.

#### **VRI**

The Sourcing Team awarded Baystate 70 points based on the Offeror's response. See score justification, in OPI, above.

#### **Document Translation**

The Sourcing Team awarded Baystate 70 points based on the Offeror's response. See score justification, in OPI, above.

### **Bromberg**

#### **OPI**

The Sourcing Team awarded Bromberg 125 points based on the Offeror's response. Bromberg provides services through their proprietary platform, and referred back to their response in the previous section which states the system is provided with no additional terms and conditions, at no additional cost to Participating Entities, and services are provided 24/7/365. They take a proactive approach to potential increases in demand by tracking refugee resettlement trends and demographic shifts across states to predict increases in demand for various languages, then actively recruit

based on those predictions. Internal Bromberg staff can, also, provide backup for certain languages, such as Spanish, Arabic, Russian, French, Portuguese, ASL, etc. Bromberg confirmed that it can meet the turnaround times outlined in the RFP for Document Translation services. Bromberg provided a summary of their EMP, which they call a Business Continuity Plan, and provided a copy of their plan.

**VRI**

The Sourcing Team awarded Bromberg 125 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Bromberg 125 points based on the Offeror's response. See score justification, in OPI, above.

**CIT**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded CIT 108 points based on the Offeror's response. CIT's response in this section started off a little confusing. They boasted of their diverse range of professional language access services, which include scheduled in-person interpreting, remote interpreting, and written translation services. However, CIT submitted a response only for the category of Document Translation. They provided a translation project workflow, which was helpful to understanding their process, and offered flexible methods for submitting documents (e-mail, secure FTP for large files, company website, hard copy/USB drive through the mail). Through the workflow, the submitted document includes linguists (or a team thereof) to translate and edit the document, which complies with the requirements in the RFP. Although CIT permits multiple methods of document submission, it was unclear if their Translation Management System (TMS) is for internal CIT use or a proprietary system to be used by Participating Entities. Due to this lack of clarity, the Sourcing Team had concerns regarding the potential for additional cost and additional terms and conditions, as well as CIT's cloud-based system (its location/where data is stored). CIT provided a summary of its EMP and provided a copy of that document.

**Corporate Translation**

**OPI**

The Sourcing Team awarded Corporate Translation 125 points based on the Offeror's response. Corporate Translation stated that it provides five (5) million minutes of OPI and VRI services and hundreds of thousands of words of translation services each month. As a previous NASPO ValuePoint Contractor for On-Demand Interpreting and Translating Services, they are very familiar with the potential capacity of services required. Corporate Translation relies on its experience with NASPO Participating Entities and its hundreds of clients in industries which experience cyclical volume spikes (e.g., finance (taxation) and education) to understand how to handle increases in service demands. They provided a detailed summary of their EMP, which they labelled Business Continuity and Disaster Recovery, and attached a copy of that document.

**VRI**

The Sourcing Team awarded Corporate Translation 125 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Corporate Translation 125 points based on the Offeror's response. See score justification, in OPI, above.

**CyraCom**

**OPI**

The Sourcing Team awarded CyraCom 110 points on the Offeror's response. CyraCom stated that their system availability has been 99.999%, for the past 24 months. They confirmed their operation is 24/7/365. Clients seeking OPI services do not need special equipment or software, just a telephone capable of dialing a toll-free number. VRI services can be accessed through CyraCom's web portal via computer, tablet, or cellphone. The alternative they propose for languages not available in VRI services is telephone interpretation. CyraCom stated that it translates over 200 million words into hundreds of languages every year. CyraCom utilizes employee translators. They have dedicated analysis team to ensure service levels are met by monitoring and adjusting schedules, staffing, and other resources. Historically, they have been able to absorb a 40% increase in calls, a 45% increase in minutes, and a 6% increase in languages. They provided a well-written summary of their EMP, which they call Business Continuity and Disaster Recovery Plan, but only provided the Table of Contents from the actual plan; there was no content.

**VRI**

The Sourcing Team awarded CyraCom 100 points on the Offeror's response. See score justification, in OPI, above.

Additionally, CyraCom stated that, for VRI services, it can interpret over 35 languages including ASL, which is inconsistent with other statements in their proposal regarding the number of languages they offer and does not meet the language requirement the RFP.

**Document Translation**

The Sourcing Team awarded CyraCom 110 points on the Offeror's response. See score justification, in OPI, above.

**Geneva**

**OPI**

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. Geneva's response in this section was generic in nature, lacked detail, and did not address OPI. Geneva relies on its experience with over 150 clients and its network of over 8,000 linguists to provide seamless and efficient services. They monitor requests across their nationwide customer base to track trends, as well as monitoring global and local news for shifts and occurrences that may affect the industry. Geneva continually analyzes their volume, language resources and need for specific qualifications (e.g., medical), and performs targeted recruitment where linguist availability is limited. Geneva provided a summary of its EMP, which it calls Business Continuity Plan, and provided a copy of that plan.

**VRI**

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. See score justification, in OPI, above.

**Global Impact**

**OPI**

The Sourcing Team awarded Global Impact 125 points based on the Offeror's response. Global Impact confirmed they can provide connection to an interpreter within 30 seconds with a 95% connection rate. Global Impact specifically addressed their ability to provide less commonly spoken languages like Tigrinya with their network of over 1,500 interpreters. They provide 24/7/365 services and are flexible, allowing use of client-preferred platforms such as Zoom, Microsoft Teams, and Google Meet. Monthly, Global Impact manages 100,000 minutes of OPI services and 10,000 minutes of VRI services. Their operation is scalable to operational increases between 50% - 75% without degradation in service quality. Document Translation services are provided by a team of linguists with various expertise, aided by Computer-Assisted Translation (CAT) tools, and undergo a dual linguist review process. Global Impact provided a summary of their EMP and provided a copy of that plan.

**VRI**  
The Sourcing Team awarded Global Impact 125 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Global Impact 125 points based on the Offeror's response. See score justification, in OPI, above.

**Hanna**

**OPI**

The Sourcing Team awarded Hanna 125 points based on the Offeror's response. Hanna employs intelligent call routing to prioritize connections based on language, interpreter specialization, and availability. With access to over 10,000 linguists and their infrastructure to support 24/7/365 availability, Hanna is confident in their ability to handle surges in service demand. Their system, which is accessible on multiple devices (desktops, tablets, mobile), provides real-time call traffic monitoring to ensure performance remains unaffected during peak demand periods and real time progress tracking for clients. Workflows are dynamically adjusted to allocate resources during high-demand periods. Hanna provided a summary of their EMP and provided a copy of that plan.

**VRI**

The Sourcing Team awarded Hanna 125 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Hanna 125 points based on the Offeror's response. See score justification, in OPI, above.

**Human Touch**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Human Touch 125 points based on the Offeror's response. Human Touch provided a detailed description of its workflow. They conveyed their dedication to providing the most qualified translator(s) for each project and acknowledged the potential for legal and/or medical issues for clients that could be caused by poor translations. Their system has several quality stop-guards, continual quality evaluation, buffers to ensure timely completion, and opportunities for corrective action. Human Touch's workflow is capable of adapting to the project, to accommodate any specific requirements or services requested. They addressed having qualified translators and editors for projects which meet the requirements in the RFP. Human Touch provided an example of how they were able to accommodate a client's call volume that tripled during the COVID-19 pandemic. They provided a detailed summary of their EMP, and provided copies of its NIST Policies, Business Continuity Plan, and Business Continuity & Disaster Recovery Policy.

**ILC**

**OPI**

The Sourcing Team awarded ILC 125 points based on the Offeror's response. ILC utilizes cloud communication services which enable ILC to maintain on-demand carrier connectivity at twice the anticipated demand, at all times. System traffic is monitored and capacity can be adjusted in real-time. They diversify their carrier network, allowing the network to connect to dozens of carriers nation-wide and providing multiple routing options and redundant capacity. ILC monitors usage of calls by various means (day, time, language, client, length, etc.), and increases their

Linguist base when it sees a growing need in a particular language. ILC provided a summary of its EMP, which they call Business Continuity Plan, and provided a copy of that plan.

**VRI**

The Sourcing Team awarded ILC 125 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded ILC 100 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, ILC did not receive the full amount of points in this Category because their discussion of their software was confusing. The Sourcing Team was unclear if ILC uses it as an internal tool or if it functions as a client portal or both. Much of the explanation of the software focused on it being a CAT tool to support translation. However, ILC stated that it also manages customer feedback and all levels of company finances. It left the Sourcing Team with more questions than answers.

**Language Global**

**OPI**

The Sourcing Team awarded Language Global 125 points based on the Offeror's response. Language Global has a dedicated operations team to monitor call queues and system performance to ensure a 95% response rate within 30 seconds. Their advanced call routing uses AI-driven algorithms to minimize wait times. Interpreters are available 24/7/365. Services can be accessed through mobile apps, desktop portals, or any internet-enabled device. Language Global's system can accommodate a 40% increase in interpreter demand without service disruption. They have a team of 200 translators with specializations in medical, legal and technical documents, and utilize CAT tools to ensure accuracy, consistency, and fast turnaround times. As Language Global's network of interpreters span different time zones and maintain redundant systems (e.g., backup servers, data centers), it ensures uninterrupted services. Language Global provided a summary of its EMP and provided that document.

**VRI**

The Sourcing Team awarded Language Global 125 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Language Global 125 points based on the Offeror's response. See score justification, in OPI, above.

**Linguistica**

**OPI**

The Sourcing Team awarded Linguistica 125 points based on the Offeror's response. Linguistica credited their ability to scale seamlessly and provide uninterrupted services in times of increase demand to the COVID-19 pandemic. Although, they did confirm clients are able to utilize other platforms (e.g., Zoom, Microsoft Teams, Skype, etc.). Linguistica's system allows them to manage a surge in real-time request while maintaining an average OPI connection time of 16 seconds. In 2023, they handled 14 million minutes of OPI services and tens of thousands of VRI sessions, as well as processing hundreds of translation requests, daily. Their system integrates advanced resource management systems that dynamically adjust to real-time demand and takes into account geographic optimization. Additionally, Linguistica plans for various seasonal spikes in demand, along with maintaining a 22% buffer of interpreters on standby. They provided a detailed summary of their EMP and provided a copy of that plan.

**VRI**

The Sourcing Team awarded Linguistica 125 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Linguistica 125 points based on the Offeror's response. See score justification, in OPI, above.

**Lionbridge**

**OPI**

The Sourcing Team awarded Lionbridge 125 points based on the Offeror's response. Lionbridge's OPI call handling capacity is supported by an existing roster of over 20,000 interpreters across 380 languages, a 24/7/365 telephony platform with a historical 99.999% uptime, and an around-the-clock operations team that conducts on-going monitoring of volume trends and real-time performance. Their system has the capacity to provide 720 million minutes per year and handle more than 108,000 calls per hour, and they maintain stand by interpreter groups. They confirm that they can meet 99.9% of all requests within 30 seconds. Lionbridge also monitors call patterns, their immigration contracts, and current events for trends that may affect the industry. They provided a summary of their EMP and a copy of that plan, along with their Business Continuity Plan.

**VRI**

N/A

**Document Translation**

N/A

**PGLS**

**OPI**

The Sourcing Team awarded PGLS 125 points based on the Offeror's response. PGLS utilizes its cloud-based proprietary system to both 24/7/365 on-demand interpreter services and pre-scheduled services, in addition to continuing to offer services through their Interactive Voice Response (IVR) system. Their system is available through a web portal, as well as a mobile app. Features include filters based on the status of an appointment, a requested language, recurrence, communication type, priority, and more. They, also, confirmed their ability to connect to an interpreter in less than 30 seconds. PGLS' response in this section may be their complete EMP.

**VRI**

The Sourcing Team awarded PGLS 125 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded PGLS 125 points based on the Offeror's response. See score justification, in OPI, above.

**Taika**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Taika 125 points based on the Offeror's response. Taika's document translation services are supported by over 9,000 certified translators and linguists. Their expertise spans technical, legal, medical, educational, and scientific fields. In addition to their ATA-certified translators, they utilize advanced translation tools. Taika can accept files via a customer portal, SFTP server, or e-mail. Submitted documents are reviewed by a Project Manager, assigned to a linguist based on expertise, reviewed by a second linguist, run through a quality assurance check, before being delivered to the client. They can currently process an average of 50,000 words per day

With 24-hour notice, they can increase their capacity to meet urgent demands. Taika provided a summary of their EMP and attached a copy of that document.

### **Todd-Reyes**

#### **OPI**

The Sourcing Team awarded Todd-Reyes 43 points based on the Offeror's response. The Sourcing Team found Todd-Reyes' response in this section vague and lacking detail. Todd-Reyes did not provide any information on Document Translation capabilities. They did provide general statistics regarding the number of calls interpreted (52M - in 2020), number of Interpreters (16,000+ - OPI only, nothing for VRI or Document Translation), connection times (13 seconds OPI, 23 seconds VRI), languages available (240+), among others. The 52M is troublesome. It is doubtful Todd-Reyes received 52 million calls in one year; it is more likely that the number was a typo. Further, that data appears to be five (5) years old, during the time of COVID-19. With the vague information provided, it was difficult for the Sourcing Team to gauge Todd-Reyes' true capabilities. They provided a two-sentence summary of its EMP and provided that document.

#### **VRI**

The Sourcing Team awarded Todd-Reyes 43 points based on the Offeror's response. See score justification, in OPI, above.

#### **Document Translation**

The Sourcing Team awarded Todd-Reyes 43 points based on the Offeror's response. See score justification, in OPI, above.

### **ULS**

#### **OPI**

The Sourcing Team awarded ULS 125 points based on the Offeror's response. Although ULS utilizes a proprietary platform, they quickly confirmed that it will be available to Participating Entities at no cost and no additional terms and conditions. Additionally, client-preferred platforms (e.g., Zoom, Microsoft Teams, WebEx) are available. Their platform is accessible across multiple devices, including PCs, tablets, smartphones (iOS and Android), and web browsers. OPI callers have the ability to choose traditional phone connections or the ULS platform. The system was built to accommodate high-demand scenarios through its elastic scaling technology, which dynamically adjusts system resources to handle significant increases in call volume. ULS' system also provides access to Integrated Augmentative and Alternative Communication (AAC) cards, to assist individuals with speech and communication barriers, and provides clients the ability to request an interpreter by gender. They confirmed that each Document Translation project is translated by a qualified linguist and edited and proofread by a second linguist. ULS provided a summary of their EMP and a copy of that plan.

#### **VRI**

The Sourcing Team awarded ULS 125 points based on the Offeror's response. See score justification, in OPI, above.

#### **Document Translation**

The Sourcing Team awarded ULS 125 points based on the Offeror's response. See score justification, in OPI, above.

### **UTT**

#### **OPI**

The Sourcing Team awarded UTT 80 points based on the Offeror's response. UTT immediately confirmed its interpreting services are available 24/7/365 through a toll-free number. They have the ability to set individual (at the caller level) PINs or department level PINs, which contain no limits on the number of departments, no set-up fees, and no monthly minimums. However, the potential for it to take five (5) business days to set up a Participating Entity greatly concerned the Sourcing Team. UTT confirmed the average wait time for Spanish is less than 10 seconds and less than 30 seconds for other languages. During volume surges, they can re-route surplus traffic from their primary

to their secondary call centers. In comparison to the information provided for their Document Translation services, the OPI section was lacking. UTT provided a summary of its EMP and provided a copy of that plan.

VRI  
N/A

**Document Translation**

The Sourcing Team awarded UTT 125 points based on the Offeror's response. UTT stated they have translated over 100 million words into more than 250 languages. At the heart of UTT's translation process is supervision by project managers, to keep projects on schedule and within budget, along with experience translators, editors, and proofreaders. Because of UTT's extensive network of 20,000 interpreters and translators, they are confident they can handle any surges in demand for services. Project Coordinators analyze the project, before assigning resources to the project. There appear to be six (6) levels to the translating, editing, and proofreading process, before the project is considered complete and sent to the client. Although UTT confirms it does not utilize any type of machine translation, they do utilize CAT tools.

**Stage 2: Attachment H, Section IV Key Staff Qualifications (25 Total Points)**

| <u>Offeror</u>        | <u>OPI</u> | <u>VRI</u> | <u>Document Translation</u> |
|-----------------------|------------|------------|-----------------------------|
| Accent                | 22         | 22         | 22                          |
| Ad Astra              | 20         | 20         | 20                          |
| Avantpage             | 25         | 25         | 25                          |
| Baystate              | 15         | 15         | 15                          |
| Bromberg              | 25         | 25         | 25                          |
| CIT                   | N/A        | N/A        | 25                          |
| Corporate Translation | 25         | 25         | 25                          |
| CyraCom               | 25         | 25         | 25                          |
| Geneva                | 25         | 25         | 25                          |
| Global Impact         | 25         | 25         | 25                          |
| Hanna                 | 25         | 25         | 25                          |
| Human Touch           | N/A        | N/A        | 25                          |
| ILC                   | 25         | 25         | 25                          |
| Language Global       | 25         | 25         | 25                          |
| Linguistica           | 25         | 25         | 25                          |
| Lionbridge            | 25         | N/A        | N/A                         |
| PGLS                  | 25         | 25         | 25                          |
| Taika                 | N/A        | N/A        | 25                          |
| Todd-Reyes            | 15         | 15         | 15                          |
| ULS                   | 25         | 25         | 25                          |
| UTT                   | 25         | N/A        | 25                          |

**Requirements:**

Provide a description of the qualifications and work experience of the proposed Contract Administrator and other key staff assigned to perform the work as outlined in this RFP, listing their Title/Position, relevant education, experience, licenses, and certifications, including related certifications the organization requires interpreting staff to maintain. Key Staff refers to employees with a large amount of ownership or a decision-making role within a company. They have a significant role in a company's operations and will have a significant role in the management of a Master Agreement resulting from this RFP.

**Evaluation Factors:**

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The relevancy and extent of Offeror's key personnel experience, expertise and knowledge, as well as education, experience and certifications/licenses will be weighed.

**Evaluation:**

**Accent**

**OPI**

The Sourcing Team awarded Accent 22 points based on the Offeror's response. Accent provided information and resumes for six (6) key staff and provided examples of certifications and licenses for their linguists. However, the expiration dates for those documents were either blacked out or not clear.

**VRI**

The Sourcing Team awarded Accent 22 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Accent 22 points based on the Offeror's response. See score justification, in OPI, above.

**Ad Astra**

**OPI**

The Sourcing Team awarded Ad Astra 20 points based on the Offeror's response. Ad Astra provided information on five (5) personnel but only specifically identified one as key personnel, while other personnel (e.g., Director of Interpretation, Translation Project Manager) seem to have key roles. As a result, it was unclear who key staff are and why other staff (Security Officer) were provided in their response.

**VRI**

The Sourcing Team awarded Ad Astra 20 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Ad Astra 20 points based on the Offeror's response. See score justification, in OPI, above.

**Avantpage**

**OPI**

The Sourcing Team awarded Avantpage 25 points based on the Offeror's response. Avantpage provided information on six (6) key staff, including their title, education, and years of experience. All but one person is fluent in at least one language, other than English.

**VRI**

The Sourcing Team awarded Avantpage 25 points based on the Offeror's response. See score justification, in OPI, above.

The Sourcing Team awarded Avantpage 25 points based on the Offeror's response. See score justification, in OPI, above.

**Baystate**

**OPI**

The Sourcing Team awarded Baystate 15 points based on the Offeror's response. Baystate provided information on twelve (12) key staff. However, they provided only a description of each staff member's role, with just two staff members including any experience.

**VRI**

The Sourcing Team awarded Baystate 15 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Baystate 15 points based on the Offeror's response. See score justification, in OPI, above.

**Bromberg**

**OPI**

The Sourcing Team awarded Bromberg 25 points based on the Offeror's response. Bromberg provided information on twenty (20) key staff, including their education and experience. They also provided information on the certification required by their linguists.

**VRI**

The Sourcing Team awarded Bromberg 25 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Bromberg 25 points based on the Offeror's response. See score justification, in OPI, above.

**CIT**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded CIT 25 points based on the Offeror's response. CIT provided information for thirteen (13) key staff, including their education and experience. They attached resumes and an organizational chart.

**Corporate Translation**

**OPI**

The Sourcing Team awarded Corporate Translation 25 points based on the Offeror's response. Corporate Translation provided information on ten (10) key staff, including education and experience. They did provide information on linguist certifications.

**VRI**  
The Sourcing Team awarded Corporate Translation 25 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Corporate Translation 25 points based on the Offeror's response. See score justification, in OPI, above.

**CyraCom**

**OPI**

The Sourcing Team awarded CyraCom 25 points based on the Offeror's response. CyraCom provided information on four (4) key staff, including education and experience. They also included information on linguist certifications and credentials.

**VRI**

The Sourcing Team awarded CyraCom 25 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded CyraCom 25 points based on the Offeror's response. See score justification, in OPI, above.

**Geneva**

**OPI**

The Sourcing Team awarded Geneva 25 points based on the Offeror's response. Geneva provided information on all their linguist requirements. They provided full resumes of five (5) key staff, including education and experience.

**VRI**

The Sourcing Team awarded Geneva 25 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Geneva 25 points based on the Offeror's response. See score justification, in OPI, above.

**Global Impact**

**OPI**

The Sourcing Team awarded Global Impact 25 points based on the Offeror's response. Global Impact provided information for five (5) key staff, including education and experience. They also included information regarding certifications.

**VRI**

The Sourcing Team awarded Global Impact 25 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Global Impact 25 points based on the Offeror's response. See score justification, in OPI, above.

**Hanna**  
**OPI**

The Sourcing Team awarded Hanna 25 points based on the Offeror's response. Hanna provided information on eight (8) key staff, including their education and experience. They also included information on linguist certifications.

**VRI**

The Sourcing Team awarded Hanna 25 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Hanna 25 points based on the Offeror's response. See score justification, in OPI, above.

**Human Touch**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Human Touch 25 points based on the Offeror's response. Human Touch provided information on five (5) key personnel, including education and experience. They also included information on certifications.

**ILC**

**OPI**

The Sourcing Team awarded ILC 25 points based on the Offeror's response. ILC provided information on seven (7) key-staff, including education and experience.

**VRI**

The Sourcing Team awarded ILC 25 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded ILC 25 points based on the Offeror's response. See score justification, in OPI, above.

**Language Global**

**OPI**

The Sourcing Team awarded Language Global 25 points based on the Offeror's response. Language Global provided information on five (5) key staff, including education and experience. They also included information on certifications.

**VRI**

The Sourcing Team awarded Language Global 25 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Language Global 25 points based on the Offeror's response. See score justification, in OPI, above.

**Linguistica**

**OPI**

The Sourcing Team awarded Linguistica 25 points based on the Offeror's response. Linguistics provided information on seven (7) key staff, including education and experience. They also included information on certifications.

**VRI**

The Sourcing Team awarded Linguistica 25 points based on the Offeror's response.

**Document Translation**

The Sourcing Team awarded Linguistica 25 points based on the Offeror's response.

**Lionbridge**

**OPI**

The Sourcing Team awarded Lionbridge 25 points based on the Offeror's response. Lionbridge provided information for eight (8) key staff, including education and experience.

**VRI**

N/A

**Document Translation**

N/A

**PGLS**

**OPI**

The Sourcing Team awarded PGLS 25 points based on the Offeror's response. PGLS provided information for five (5) key staff, including education and experience. They also included information on certifications.

**VRI**

The Sourcing Team awarded PGLS 25 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded PGLS 25 points based on the Offeror's response. See score justification, in OPI, above.

**Taika**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Taika 25 points based on the Offeror's response. Taika provided information on eight (8) key staff, including education and experience.

**Todd-Reyes**

**OPI**

The Sourcing Team awarded Todd-Reyes 15 points based on the Offeror's response. Todd-Reyes included information on only one (1) key staff, including education and experience. The Sourcing Team was deeply concerned that there were no other key staff who have either a decision-making role in the company, a significant role in the company's operation, or who will have a significant role in the management of a resulting Master Agreement. Todd-Reyes included information on certifications.

**VRI**

The Sourcing Team awarded Todd-Reyes 15 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Todd-Reyes 15 points based on the Offeror's response. See score justification, in OPI, above.

**ULS**

**OPI**

The Sourcing Team awarded ULS 25 points based on the Offeror's response. ULS provided information for four (4) key staff, including education and experience. They also included information on certifications.

**VRI**

The Sourcing Team awarded ULS 25 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded ULS 25 points based on the Offeror's response. See score justification, in OPI, above.

**UTT**

**OPI**

The Sourcing Team awarded UTT 25 points based on the Offeror's response. UTT provide information for five (5) key staff, including education and experience.

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded UTT 25 points based on the Offeror's response. See score justification, in OPI, above.

**Stage 2: Attachment H, Section V Operational Information (150 Total Points)**

| <u>Offeror</u>        | <u>OPI</u> | <u>VRI</u> | <u>Document Translation</u> |
|-----------------------|------------|------------|-----------------------------|
| Accent                | 130        | 130        | 130                         |
| Ad Astra              | 133        | 133        | 133                         |
| Avantpage             | 133        | 133        | 142                         |
| Baystate              | 97         | 97         | 97                          |
| Bromberg              | 150        | 150        | 150                         |
| CIT                   | N/A        | N/A        | 150                         |
| Corporate Translation | 123        | 123        | 123                         |
| CyraCom               | 50         | 50         | 50                          |
| Geneva                | 93         | 93         | 93                          |
| Global Impact         | 145        | 98         | 145                         |
| Hanna                 | 150        | 150        | 150                         |

| <u>Offeror</u>         | <u>OPI</u> | <u>VRI</u> | <u>Document Translation</u> |
|------------------------|------------|------------|-----------------------------|
| <b>Human Touch</b>     | N/A        | N/A        | 80                          |
| <b>ILC</b>             | 75         | 75         | 75                          |
| <b>Language Global</b> | 150        | 150        | 150                         |
| <b>Linguistica</b>     | 150        | 150        | 150                         |
| <b>Lionbridge</b>      | 150        | N/A        | N/A                         |
| <b>PGLS</b>            | 75         | 75         | 75                          |
| <b>Taika</b>           | N/A        | N/A        | 150                         |
| <b>Todd-Reyes</b>      | 50         | 50         | 50                          |
| <b>ULS</b>             | 150        | 150        | 150                         |
| <b>UTT</b>             | 112        | N/A        | 112                         |

**Requirements:**

Provide a written response to each of the following:

- A. Describe the method and/or protocol used to identify a Limited English Proficient (LEP) client's language, the process for connecting that individual with an appropriate interpreter or translator, and the process to address situations when an interpreter/translator for the requested language is not immediately available.
- B. For OPI and VRI Categories, only. With the exception of ASL for OPI services, describe how your company will meet the requirement for interpreters to respond to calls (on average) at a rate of 95% or greater within 30 seconds of the client's language being identified.
- C. What are your company's requirements and safeguards to ensure confidentiality and compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)? Describe how these requirements/safeguards are managed and reinforced.
- D. An awarded Contractor must possess a signed and dated Confidentiality Statement for each interpreter, either employed or contracted, prior to that interpreter providing service under the Master Agreement. Attach a sample copy of your company's Confidentiality Statement.
- E. Provide a copy of the informational and instructional materials that will be provided to customers and the public explaining the process used to access telephone interpreter services with your company. Offerors must provide informational/instructional material, at no additional cost to the Purchasing Entity, for both the end users as well as for the public to indicate that interpretation services are available.

**Evaluation Factors:**

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The relevancy, strength, and extent of Offeror's methods/protocols, call response rate plan, HIPPA requirements/safeguards, Confidentiality Statement, and materials will be weighed.

**Evaluation:**

**Accent**

**OPI**

The Sourcing Team awarded Accent 130 points based on the Offeror's response. Accent's response to this section was brief. Their OPI platform automatically detects a caller's language to reduce wait time, but the caller is also able to request a human customer service assistant. Their platform can be integrated with existing Interactive Voice Response (IVR) systems used by Participating Entities and can be customized with specific help voice prompts geared toward the most popular languages used by a Participating Entity. Accent boasted an average connection time of 10 seconds, which exceeds the requirements in the RFP. They attribute their quick connection times to having adequate staffing, interpreter training on the call handling process and the use of technology, as well as performance monitoring

and client feedback. Accent staff and interpreters must sign not only a confidentiality agreement but also a code of ethics agreement, as well as attend privacy training sessions. If any hard-copy notes are taken during a call, they are immediately shredded after the call; however, Accent provides its interpreters with whiteboards to reduce waste and improve operational security. Review of confidentiality requirements, including HIPAA begins during the onboarding process. Accent provided a copy of its Non-Disclosure Agreement, Code of Ethics Agreements, and its instructional materials.

**VRI**

The Sourcing Team awarded Accent 130 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Accent 130 points based on the Offeror's response. See score justification, in OPI, above.

**Ad Astra**

**OPI**

The Sourcing Team awarded Ad Astra 133 points based on the Offeror's response. Ad Astra utilizes multiple tools to determine an LEP client's language, including "I Speak" cards, asking targeted questions by trained staff, and a web-based application. Although they stated that they employ a "streamlined process" and have "contingency protocols" to ensure immediate access to an interpreter, they do not explain either process. For commonly requested languages, connections are established within seconds and scheduled appointments are arranged within 24 to 48 hours. They initiate emergency recruitment procedures for rare languages, with the goal of fulfilling the request within 72 hours. Ad Astra utilizes both a dedicated 1-800 number and a mobile app, which permits seamless access to interpreters. Their system is capable of handling up to 10,000 simultaneous calls with a typical response time of 16 seconds. Demand levels are monitored in real-time, and adjusted, as necessary. Although they stated that it is a rare event for an interpreter or translator not to be available, they reach out to their network of over 2,500 linguists and other partners, to assist in identifying such languages. Ad Astra staff and linguistic personnel undergo mandatory orientation training on HIPAA, the Privacy Act, and other privacy frameworks. They also conduct quarterly refresher courses focused on confidentiality. They provided samples of their confidentiality statement, as well as their instructional materials.

**VRI**

The Sourcing Team awarded Ad Astra 133 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Ad Astra 133 points based on the Offeror's response. See score justification, in OPI, above.

**Avantpage**

**OPI**

The Sourcing Team awarded Avantpage 133 points based on the Offeror's response. For OPI and VRI services, Avantpage utilized voice recognition technology, at which time the request is broadcast to the interpreters for that language. The first interpreter to answer is automatically assigned. They also employ "I Speak" cards, which are provided free of charge. However, they stated it is only available when both the client and the LEP are physically in the same space. This statement was confusing, as OPI or VRI calls may not always have the LEP individual and the government employee in the same room. Avantpage stated that it offers complimentary training to staff members on ways to identify a language, but it was unclear to whose staff they are referring, Avantpage's or the client's. For Document Translation, Avantpage's project managers are trained in recognizing languages. If they cannot identify a language, they will reach out to their pool of linguists for support. If a linguist is not available, which Avantpage insists is rare, they suggest reaching out to a client's project manager to schedule an appointment. To maintain an average 95% or greater connection speed within 30 seconds, Avantpage stated it will accomplish this through regular

system maintenance, continuous recruiting, and having a pool of linguists. Their system, also, automatically expands the language request incrementally, adding more and more linguists. Avantpage's description of their confidentiality and HIPAA safeguards was initially confusing. They stated that they provide training and enforce a strict code of conduct for staff and interpreters. Then they referred to their "product." It was unclear what that product might be, the training, their system, or something else. Avantpage does ensure adherence to its Code of Conduct through random, unannounced quality assurance calls. Avantpage provided samples of their confidentiality statement, as well as their instructional materials.

**VRI**

The Sourcing Team awarded Avantpage 133 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Avantpage 142 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, for their Document Translation process, they utilize a proprietary secure process to handle sensitive confidential information. The system identifies Protected Health Information (PHI) and replaces it with placeholder text, which is then reinserted after the translation is complete.

**Baystate**

**OPI**

The Sourcing Team awarded Baystate 97 points based on the Offeror's response. Baystate utilizes some basic methods to identify an LEP client's language, including client self-identification, assistance from companions or documentation and operator support. No supporting information was provided on these methods. They, also, utilize "I Speak" cards, when a language is unclear. Once the language is identified, then the caller is connected with a qualified interpreter through its secure platform. If an interpreter is not immediately available, they suggest scheduling an appointment and provided no other alternative. Baystate stated that they will achieve a 95% or greater response rate within 30 seconds through a combination of advanced call routing technology, their interpreter network, and performance monitoring. Baystate maintains real-time monitoring of call response times and interpreter availability, as well as regular audits and performance reviews. They ensure client confidentiality and HIPAA standards are met by having all staff and contractors sign confidentiality agreements as a condition of employment, onboarding HIPAA compliance training, and internal policies mandate secure handling, storage, and disposal of PHI. Baystate stated they employ HIPAA-compliant platforms for scheduling, communication, and file sharing, but do not explain further. Although, they do have a designated HIPAA Compliance Officer. Baystate did not provide samples of their confidentiality statement or their instructional materials.

**VRI**

The Sourcing Team awarded Baystate 97 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Baystate 97 points based on the Offeror's response. See score justification, in OPI, above.

**Bromberg**

**OPI**

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. Bromberg's response in this section was very detailed and thorough. Bromberg has customized several versions of "I Speak Cards". Additionally, staff are trained to assist requestors in determining languages for OPI, VRI, and Document Translation services. Bromberg stated that it is exceedingly rare for an interpreter not to be available; however, they follow a structured protocol which includes promptly notifying the client and arranging alternate solutions, such as a callback as soon as an interpreter becomes available, collaborating with its network of partners and linguists to secure services, and

proactive planning to recruit additional linguists for recurring requests. Clients requesting telephonic interpreting services are provided with a set of easy-to-use instructional cards, a toll-free number, and one or more account numbers based on Client's setup needs. Bromberg's telephonic solution provides a separate keypad number for quick selection of Spanish language interpreting. They confirmed their ability to achieve a successful connection rate of 95% for non-Spanish languages within 30 seconds, and stated over 96% of Spanish calls are answered within 20 seconds. Bromberg attributed their ability to successfully respond to calls within the timeframe set in the RFP to comprehensive interpreter onboarding training, which includes covering client-specific standards, and company protocols. Bromberg requires staff members and all independent contracting interpreters and translators to sign a five-page addendum to their contracts that itemize the expectations and rules of confidentiality (including HIPAA), and covers training aligned with federal standards. Bromberg provided samples of their confidentiality statement/HIPAA addendum, as well as their instructional materials.

**VRI**

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Bromberg's OPI/VRI platform is both web- and app-based. Clients can access services from any device with an internet connection (e.g., desktop, laptop, tablet, iPad, or mobile device). Bromberg stated that it is rare for an interpreter to be unavailable. However, should that occur, a notification will instantly appear on the screen and will provide options to connect with a live operator for further assistance.

**Document Translation**

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Bromberg typically utilizes e-mail to accept documents from and deliver translated documents to clients, which can be in any legible delivery format (including all Microsoft platforms). Large files are delivered via cloud, encrypted e-mail services are available at a client's request, a client may use Bromberg's secure portal, or clients may also provide hard-copy documents. A Translation Project Manager will confirm receipt of the request within one (1) hour during business hours, which exceeds the 24-hour requirement in the RFP.

**CIT**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded CIT 150 points based on the Offeror's response. CIT uses tools such as a language identification card or chart. When a source language cannot be accurately identified, they utilize their pool of linguists to assist in the identification process and share their recommendations for the best approach. Should CIT require a linguist for a language not already available in their pool of translators, their recruiting team uses its resources to fill the gap. To safeguard client confidentiality and ensure HIPAA compliance, CIT provides staff training on HIPAA regulations, role-based access controls, and encryption of all PHI during transmission and storage. They reinforce confidentiality by requiring staff, linguists, Business Associate Agreements (BAA) with subcontractors and partners handling PHI to sign confidentiality agreements. CIT provided samples of their Interpreter Confidentiality and Non-Disclosure Agreement, as well as their instructional materials.

**Corporate Translation**

**OPI**

The Sourcing Team awarded Corporate Translation 123 points based on the Offeror's response. Corporate Translation's response in this section was not robust. They seem to rely on LEPs knowing how to say their language

in English. If the user does not know this, Corporate Translation's Call Center Representatives are trained to recognize common accents and determine the probable language needs based on the home country. They also have access to catalogues and indexes of language names, dialects and regions. No further information or details were provided. Corporate Translation utilizes their IVR system and boasts connections to the system within three (3) seconds, and connection times to interpreters within an average of 20 seconds. Although Corporate Translation recommends clients use its IVR system, clients may also elect to speak with a live operator, who can be reached within 12 seconds day or night. Corporate Translation utilizes a management system which can assist with forecasting, scheduling, enforcement, compliance for interpreters, and provides real-time information on call volume. They stated that they are a HIPAA and HITECH compliant company. However, they did not provide many details outside of confidentiality being covered in their employee handbook, subcontracting agreements and mandatory training. Corporate Translation provided samples of their Business Associate Subcontractor Agreement, Code of Ethics, a confidentiality statement, as well as their instructional materials.

**VRI**

The Sourcing Team awarded Corporate Translation 123 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Corporate Translation 123 points based on the Offeror's response. See score justification, in OPI, above.

**CyraCom**

**OPI**

The Sourcing Team awarded CyraCom 50 points based on the Offeror's response. CyraCom phone interpreters can be reached via one or more toll-free numbers. Their system requires both a 9-digit account number and a 4-digit PIN, before selecting a language and being connected to an interpreter. No additional equipment is necessary to request services and auto-authentication is an option, which bypasses the need to enter an account number and PIN. A language menu can be customized for quicker selection, and live client services representative (CSR) are available. However, there is an additional fee if a client opts to route all its calls through a CSR, but there is no disclosure of that fee in CyraCom's proposal. If a call waits in a queue without connecting to an interpreter, the call is automatically routed to a CSR for assistance, who may offer a call-back (within 15 minutes or sooner) while the CSR contacts standby interpreters. CyraCom stated that it handles large call volumes 24/7/365, daily, but provided no information on what they consider large. Their intelligent call-routing system is monitored by an analysis team, who will make adjustment to schedules, staffing, and other resources. CyraCom stated they have achieved a 45% increase in volume within one week. They conduct annual HIPAA compliance training, along with internal and external audits, and internal controls. HIPAA compliance is documented in CyraCom's Employee Handbook, internal policies and procedures, and they require staff/interpreters to sign an Information Confidentiality Agreement. CyraCom stated that their written translation services are not compliant with all HIPAA regulations, but did not provide details to clarify. They do utilize a secure Translation Portal to help ensure data security and confidentiality. All documents containing PII or PHI data remain in the US, and only US-based linguists are selected to perform translations. However, it's not clear which data does not remain on US-based servers, and raised a question as to whether a Participating Entity may request/require that their data be exclusively stored on US-based servers. CyraCom provided samples of their instructional materials; however, they did not provide their Confidentiality Agreement, only a statement which appears to be from their Employee Handbook.

**VRI**

The Sourcing Team awarded CyraCom 50 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded CyraCom 50 points based on the Offeror's response. See score justification, in OPI, above.

**Geneva**

**OPI**

The Sourcing Team awarded Geneva 93 points based on the Offeror's response. Geneva's response in this section was very sparse. Regarding connecting an LEP with an interpreter or translator, Geneva stated that they will rely on the language specified by the requesting agency for written translations and pre-scheduled calls. For VRI, they claimed their platform features a comprehensive list of available languages displayed in English and the native language. No further explanation was provided. Their system does not have the capability to recognize unknown languages, and they didn't expand on any steps they might take to identify an unknown language. Although Geneva stated they are confident they can meet the timeframes in the RFP, their current average connection time is 17 minutes, which greatly exceeds the 30-second requirement in the RFP. Geneva stated that they require all interpreter candidates to demonstrate a firm commitment to HIPAA compliance and a strict adherence to a recognized interpreter code of ethics. No details were provided. Geneva provided something labelled "Client Confidentiality and Non-Disclosure" obligation, but it looks more like a section from some other document rather than a separate Confidentiality Statement. They provided a sample of their instructional materials.

**VRI**

The Sourcing Team awarded Geneva 93 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Geneva 93 points based on the Offeror's response. See score justification, in OPI, above.

**Global Impact**

**OPI**

The Sourcing Team awarded Global Impact 145 points based on the Offeror's response. Global Impact relies on several tools to identify an LEP client's language, their IVR system (which automatically offers connection to a live operator if no language selection is made), language identification cards, and operator assistance. OPI clients access services by calling a provided toll-free number and entering their unique PIN number. The system prompts a language selection, and the call is routed to the next available certified interpreter (within an average of 30 seconds). If a linguist is not immediately available, requests are escalated to a secondary pool of linguists, for which the system provides updates on estimated wait times and gives the option to schedule a callback or use alternative communication methods. In certain cases, related dialects or fallback languages may be offered as a stopgap, or Global Impact will leverage their partnerships with third-party networks. To ensure interpreters respond within the RFP's 30-second timeframe, Global Impact provided multiple methods and protocols. Global Impact maintains several HIPAA-related policies and employs safeguards to protect client confidentiality. They conduct routine audits and monitoring of systems, address violations with disciplinary actions, and maintain an incident response plan. Global Impact provided their HIPAA-related policies in their proposal, along with their instructional materials. However, no sample of their Confidentiality Statement was provided.

**VRI**

The Sourcing Team awarded Global Impact 98 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, connecting to an LEP client to VRI services was unclear. Although Global Impact stated that users can access VRI services using a computer, tablet, or smart phone, they only addressed scheduling a VRI session, which does not comply with RFP's 30-second connection timeframe. Global Impact sends a video conference link to the interpreting session.

**Document Translation**

The Sourcing Team awarded Global Impact 145 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Global Impact explained that documents to be translated are securely uploaded through their portal. A qualified translator with expertise in the required language and subject matter is assigned. The document will be reviewed by a second linguist, then returned to the client, which the client may elect to receive the document via e-mail.

### **Hanna**

#### **OPI**

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. Hanna provides a language identification guide, staff and linguist support, and an AI-powered language identification tool for written language. Connecting to an interpreter was outlined in a step-by-step process for each Category (OPI, VRI, and Document Translation). For OPI, the process begins by calling Hanna's toll-free number. Once the language has been identified, the system connects the client to a qualified interpreter within seconds. Hanna's platform permits clients to save frequent requests or language preferences, reducing wait-times. Hanna keeps clients informed of their request status, including estimated timelines. To ensure interpreters for OPI/VRI services are connected within the RFP's 30-second timeframe, Hanna cited their advanced call routing and connection technology, extensive interpreter network, scalable infrastructure, performance monitoring and quality assurance, and contingency measures. They provided their extensive multi-layered approach to confidentiality to ensure HIPAA compliance; including policies and governance, various internal safeguards, oversight by a HIPAA Compliance Officer, and a commitment to security enhancements. Hanna provided a sample of their Vendor Service Agreement, containing confidentiality and HIPAA-related clause, as well as their instructional materials.

#### **VRI**

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, the connection process for VRI begins when the client logs into Hanna's secure VRI portal, accessible via desktop, tablet, or mobile device. No software installation is necessary. Clients select their language from a translated menu, then the client is connected to a live interpreter.

#### **Document Translation**

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, the Document Translation process allows clients to submit documents through Hanna's encrypted portal or send documents via e-mail. Project managers assess the document to determine the best linguist match, then certified linguists are assigned.

### **Human Touch**

#### **OPI**

N/A

#### **VRI**

N/A

#### **Document Translation**

The Sourcing Team awarded Human Touch 80 points based on the Offeror's response. Human Touch addressed their ability to identify the language of a source document. The document is reviewed by a project manager or quality assurance staff, then double-checked by a translator to ensure accuracy. Although the need to identify a client LEP's language in the document translation process does not face the immediacy which can be critical to OPI or VRI services, Human Touch can work with Participating Entities to develop "I Speak" cards, to assist the entity in identifying an LEP's language. With their team of over 7,000 linguists, they are confident that the likelihood of them not being able to provide a translator is incredibly unlikely. However, should a translator not be available, they will

and request time to recruit a qualified linguist, as well as request that the client not select a different service provider. The potential for delay that these requests may cause could affect the required turnaround time in the Scope of Work and may not be permissible by a Participating Entity. Human Touch stated that they have adopted an approach of continual improvement and continual recruiting, to provide services that meet client needs. Although, their use of Amazon Web Services (AWS) caused the Sourcing Team to question where client data is stored (onshore or offshore).

**ILC**  
**OPI**

The Sourcing Team awarded ILC 75 points based on the Offeror's response. ILC stated that their protocol for identifying an LEP client's language is multi-faceted, but their response lacked detail. They rely on self-identification, assistance from a companion or third-party, asking the LEP individual if they speak English or another language, or another option, "If they are in person and holding documentation, we politely inquire whether the material is in a language they understand." These methods are either presumptive (that the LEP individual speaks enough English to engage) or confusing (in person and holding documentation?). ILC in-house staff is fluent in eleven (11) languages and can assist with language identification. They also utilize language identification cards. When the requested language has been identified, ILC stated that their portal connects the LEP individual with a qualified interpreter. No other details were provided. ILC stated that it is rare for an interpreter to be unavailable, but in that instance, they collect the individual's name and contact information to arrange assistance promptly; no other information was provided. ILC's automated attendant answers OPI and VRI calls in under five (5) seconds, which complies with the requirement in the RFP, but no other details were provide. ILC's current response time average for Spanish and the top 12 languages from Attachment P is less than 20 seconds, which is under the 30-second requirement in the RFP. They require all staff and linguists to complete annual HIPAA Compliance training and testing and employ third-party audits. ILC attached samples of their Code of Conduct and their instruction materials.

**VRI**

The Sourcing Team awarded ILC 75 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded ILC 75 points based on the Offeror's response.

**Language Global**  
**OPI**

The Sourcing Team awarded Language Global 150 points based on the Offeror's response. Language Global utilizes a multilingual IVR which offers the most commonly requested languages (e.g., Spanish, American Sign Language (ASL), Chinese (Mandarin & Cantonese), etc.), and immediately routes unlisted languages to a live operator for assistance. They utilize an on-screen "Point-to-Language" card, including rare or less commonly requested languages. Once the requested language has been identified, Language Global's system employs automated matching to connect client with interpreter. They also maintain standby interpreters for high-demand languages. If a language is not available, they rely on their backup network and third-party support, and ensure communication with the client related to delays, alternative options, like a follow up session or pre-translated materials. To ensure the meet the RFP's 30-second connection timeframe, Language Global credited their operational measures, system scalability and dynamic resource allocation, and performance audits. They outline their approach to HIPAA compliance including secure data handling, interpreter and staff confidentiality and HIPAA Compliance Agreements, physical and digital security, and HIPAA-compliant platforms. Language Global provided samples of their Non-Disclosure Agreement and instructional materials.

**VRI**

The Sourcing Team awarded Language Global 150 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Language Global 150 points based on the Offeror's response. See score justification, in OPI, above.

**Linguistica**

**OPI**

The Sourcing Team awarded Linguistica 150 points based on the Offeror's response. Linguistica centers their approach to identifying an LEP client's language around the expertise of their coordinators, along with strategic tools and resources. Coordinators are provided with extensive training to recognize linguistic patterns, phonetic characteristics, and cultural nuances. Senior interpreter consultants are available for additional assistance. Calls for interpreter services are answered by an automated attendant, the language is identified, and the call connected to an interpreter. Linguistica's network of over 14,000 qualified linguists means nearly all calls are connected. If an interpreter for a requested language is unavailable, their coordinators will work on actively searching for available linguists, offering other options. Linguistica's average connection time for Spanish is immediate, and other NASPO ValuePoint languages is 16 seconds, which is under the 30-second requirement in the RFP. Linguistica is able to maintain rapid connection speeds by utilizing their platform's dynamic resources allocation, relying on their pool of qualified languages, their advanced auto attendant, as well as real-time system monitoring and regular audits. They employ technological and staff safeguards. Linguistica provided samples of their Confidentiality Statement and their instructional materials.

**VRI**

The Sourcing Team awarded Linguistica 150 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Linguistica 150 points based on the Offeror's response. See score justification, in OPI, above.

**Lionbridge**

**OPI**

The Sourcing Team awarded Lionbridge 150 points based on the Offeror's response. Lionbridge provided numerous ways LEP clients may identify their language; connect with a trained, live operator 24/7/365, use a provided "Point to your Language" poster; a widget added to a client's website, mobile website, or agency app which greets the caller with an in-language experience based on their browser or phone's preferences, then connected simultaneously to an interpreter and the agency; and a phone tree intended to bring callers directly to language groups and connect simultaneously to an interpreter and the agency. Lionbridge boasted that their average connection to interpreters is 10 seconds, which is under the 30-second requirement in the RFP. If an interpreter is not immediately available to the caller, a live operator will first attempt to seek an interpreter, then offer to schedule for a future date and time, the caller may continue to hold and will be provided with a time estimate to connect to an interpreter. Lionbridge stated that it currently and routinely provides connections under the 30-second requirement in the RFP. They do this via multiple methods, including their extensive interpreter pool, around-the-clock performance monitoring, and their unique call routing technology. Lionbridge stated they make maintaining confidentiality and HIPAA requirements the highest priority on their government contracts. Lionbridge provided samples of their Non-Disclosure Agreement and their instructional materials.

**VRI**

N/A

**Document Translation**

N/A

**PGLS**

**OPI**

The Sourcing Team awarded PGLS 75 points based on the Offeror's response. PGLS' response in this section did not provide all the required information. They started off by stating that a client can request an interpreter through their platform by submitting a request (i.e., filling out an online form) or by e-mail. This request process, along with their statement, "On the specified date and time, the interpreter will arrive at the location or connect via phone or video call", called into question PGLS' ability to provide on-demand services. The client can provide a conference platform link (e.g., Zoom, Google Meets, or Microsoft Teams) or a phone number when completing the request form. The request form, also, requires the requestor to identify the language. PGLS did not provide any information on how to identify an LEP individual's language, or what the process is if an interpreter or translator is not available. PGLS' response to the requirement regarding meeting the 30-second connection time was confusing. They stated that only a standard telephone is necessary to access their 24/7/365 service through a toll-free number; however, this conflicts with their response to the preceding requirement regarding filling out a form online or sending an e-mail. They state that their OPI system can connect to an interpreter in 20 seconds and maintains a 99.95% up-time, and their initial answer time averages less than ten (10) seconds. This average is double the required average answer time in the RFP (five (5) seconds). To maintain confidentiality, PGLS stated they require each interpreter to sign an agreement and provided the text (or partial text) of that agreement; it was unclear. Additionally, the provided text contained a different interpreting supplier's name, who is not PGLS. They discussed their security measures for maintaining client confidentiality, but, again, the response referred to a different interpreting supplier, except when they discussed Translation services. It called into question the credibility of PGLS' response in this section and how much or how many of the requirements they can meet. PGLS provided a copy of their Non-Disclosure Agreement; however, that agreement differed from their response regarding confidentiality. They provided samples of their instructional materials.

**VRI**

The Sourcing Team awarded PGLS 75 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded PGLS 75 points based on the Offeror's response. See score justification, in OPI, above.

**Taika**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Taika 150 points based on the Offeror's response. Taika stated that they typically do not have any issues with identifying language pairs needed. Their Project Managers can identify most major languages by sight and can have a translator available within an hour for the most common languages. Taika does have an in-house interpretation team, which allows them to communicate with any potential customer. Taika boasted that their robust safeguards and policies are designed to protect PHI at all states of the translation process. They start with workforce training and awareness. Files containing PHI are encrypted and stored using SFTP servers. The sensitive data is retained only for the duration of the project. Access to PHI data is role-based. They require all employees, contractors and vendors who handle PHI to sign confidentiality agreements. Taika conducts compliance reviews, internal audits and assessments, and employs a QA process. They have a HIPAA Compliance Officer and provided their HIPAA Compliance Plan. Taika provided samples of their Non-Disclosure Agreement and instructional materials.

**Todd-Reyes**

**OPI**

The Sourcing Team awarded Todd-Reyes 50 points based on the Offeror's response. Todd-Reyes' response to this section was brief, lacked substantive information, and did not fully address the requirements. Their response to identify an LEP client's language was "simply state 'help' to be connected with a representative trained to assist with language identification." For face-to-face interactions, they stated "a card listing various languages might be used." They, then, stated that "representatives may consider the speaker's likely geographic origin." No further information was provided, nor did they address the process for connecting to an interpreter or the process if an interpreter is not immediately available. Todd-Reyes did not describe how they will meet the 30-second connection requirement in the RFP; they only provided their current statistics. They stated that their services adhere to HIPAA regulations by having third parties sign a Business Associate Agreement, training interpreters on confidentiality and having them sign confidentiality agreements and then stated that patient consent is not required when healthcare providers use interpreter services for communication purposes. It was unclear what they meant by the latter statement. Todd-Reyes provided a sample of their Confidentiality Agreement for Subcontractors and instruction materials.

**VRI**

The Sourcing Team awarded Todd-Reyes 50 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Todd-Reyes 50 points based on the Offeror's response. See score justification, in OPI, above.

**ULS**

**OPI**

The Sourcing Team awarded ULS 150 points based on the Offeror's response. ULS' OPI services can be accessed via a toll-free number using a traditional telephone (or via ULS' audio/video platform). They confirmed calls are answered in less than five(5) seconds, which meets the requirements in the RFP. There is a quick selection menu for common languages (Spanish, Cantonese, Mandarin, Vietnamese, and Russian). Clients may choose to speak to an Operator, who will assist in identifying a language. ULS does offer high-volume users toll-free numbers pre-programmed with their dedicated access code, and IVR menus can be customized for frequently used languages. Once the language has been identified, the call is transferred to an interpreter queue, then connected to an interpreter. Calls exceeding a wait threshold are routed to an Operator, who will check the status of the request. For extremely rare languages, Participating Entities may pre-schedule a call to eliminate wait times. ULS cites their call routing platform as central to their ability to provide connection speeds within the RFP's 30-second timeframe, as well as dynamic monitoring of interpreter availability, network of interpreters, and automated alerts to supervisors. To maintain confidentiality and HIPAA compliance, they adhere to applicable federal and state laws. Their interpreters and translators are bound by not only a code of professional conduct, but also a Business Associate Agreement. They maintain SFTP protocols to handle PHI and other confidential data. ULS provided samples of their Confidentiality of Client Information and HIPAA Compliance Agreement and instructional materials.

**VRI**

The Sourcing Team awarded ULS 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, VRI services are accessible via ULS' audio/video platform, which is accessible via multiple devices (e.g., PC, tablet, smartphone). On their home screen is language identification tool in both English and the target language, allowing the LEP individual to point to his/her language. Once the language has been identified, the request is placed in a queue for the next available interpreter. If a rare language is not available, the call may be automatically routed to an available qualified audio interpreter after two (2) minutes or may speak with an Operator, while remaining on the platform.

**Document Translation**

The Sourcing Team awarded ULS 150 points based on the Offeror's response. See score justification, in OPI, above.

Additional documents may be submitted via e-mail, uploaded through ULS' website, or through any other preferred delivery method. When submitting through ULS' website, both source language and target language are required. ULS' team may reach out for more information. Documents are routed to a Translation Coordinator who verifies the translation requirements, then assigned to a qualified and/or specialized translator. Urgent rare languages receive priority, and if a translator is not immediately available, the client will be notified and provided with an anticipated turnaround time. The translated document will be quality checked by a second, independent translator.

**UTT**

**OPI**

The Sourcing Team awarded UTT 112 points based on the Offeror's response. UTT's response in this section was brief and lacking detail. Although they provided their means to identify an LEP client's language ("Point to Your Language" cards), they stated that the cards are used when the client is physically present. They also stated that operators and customer service agents are available to help, but did not explain further. In rare cases where a language is not available, UTT's operators can provide a status on the request or ask for a call back number. Lastly, UTT can redirect a call to a strategic onshore business partner. No further explanation was provided. They explained that speedy connection times are a function of ensuring an adequate number of interpreters that are available to take calls 24/7/365. They also cite being data-driven and maintaining an ongoing aggressive recruiting campaign, but no details were provided. UTT looks to historical data, studies the dynamics of customer demographics, and keeps a surplus of qualified interpreters and translators in their database, to handle volume surges. They provided their current connection times of Spanish (less than 10 seconds) and all other languages (less than 30 seconds), which meet the 30-second requirement in the RFP. UTT stated that their call centers are Payment Card Industry (PCI) data security compliant, but it is not clear how that industry's standard figures into confidentiality and HIPAA compliance. It appears as though UTT records and saves calls, which they stated are stored encrypted on a U.S.-based file server, with limited personnel access. They did state that call recording capabilities can be disabled at the request of a customer, and that paper and electronic media is destroyed by a certified destruction firm, but it was not clear when that occurs or how long data may be stored. It was also not clear whether clients are made aware of their ability to request that calls not be recorded. PII data is encrypted with limited access to staff. Interpreters must sign and adhere to UTT's Code of Ethics and Standards of Practice, as well as sign a customer Confidentiality Agreement. Employees receive ongoing training on HIPAA compliance and fraud detection. UTT provided samples of their Subcontractor Agreement and instructional materials.

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded UTT 112 points based on the Offeror's response. See score justification, in OPI, above.

**Stage 2: Attachment H, Sections VI.A and VI.D, E, & F Quality Assurance, Screening Process, and Compliance-Related Requirements – Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), and Document Translation (150 Total Points, each Category)**

| <u>Offeror</u>        | <u>OPI</u> | <u>VRI</u> | <u>Document Translation</u> |
|-----------------------|------------|------------|-----------------------------|
| Accent                | 125        | 125        | 125                         |
| Ad Astra              | 115        | 115        | 115                         |
| Avantpage             | 145        | 145        | 145                         |
| Baystate              | 105        | 105        | 120                         |
| Bromberg              | 150        | 150        | 150                         |
| CIT                   | N/A        | N/A        | 120                         |
| Corporate Translation | 140        | 140        | 140                         |

|                        | <u>Offeror</u> | <u>VRI</u> | <u>Document Translation</u> |
|------------------------|----------------|------------|-----------------------------|
| <b>CyraCom</b>         | <b>135</b>     | <b>135</b> | <b>135</b>                  |
| <b>Geneva</b>          | <b>85</b>      | <b>85</b>  | <b>85</b>                   |
| <b>Global Impact</b>   | <b>145</b>     | <b>145</b> | <b>145</b>                  |
| <b>Hanna</b>           | <b>150</b>     | <b>150</b> | <b>150</b>                  |
| <b>Human Touch</b>     | <b>N/A</b>     | <b>N/A</b> | <b>150</b>                  |
| <b>ILC</b>             | <b>115</b>     | <b>115</b> | <b>115</b>                  |
| <b>Language Global</b> | <b>145</b>     | <b>145</b> | <b>145</b>                  |
| <b>Linguistica</b>     | <b>145</b>     | <b>145</b> | <b>145</b>                  |
| <b>Lionbridge</b>      | <b>140</b>     | <b>N/A</b> | <b>N/A</b>                  |
| <b>PGLS</b>            | <b>137</b>     | <b>137</b> | <b>132</b>                  |
| <b>Taika</b>           | <b>N/A</b>     | <b>N/A</b> | <b>145</b>                  |
| <b>Todd-Reyes</b>      | <b>97</b>      | <b>97</b>  | <b>97</b>                   |
| <b>ULS</b>             | <b>147</b>     | <b>147</b> | <b>147</b>                  |
| <b>UTT</b>             | <b>140</b>     | <b>N/A</b> | <b>140</b>                  |

**Requirements:**

Provide a written response to each of the following, for each applicable Category:

A. Summarize your company's Quality Assurance Plan (QAP). Attach a current copy of your company's complete QAP to this form. (A separate QAP for each Category is not required. However, the QAP must address each Category for which the Offeror has indicated in Section I, above).

B. If Offeror is currently using Artificial Intelligence (AI), how is it being used and to what extent? How does the Offeror envision using AI in the future? Describe when and where it will be used, along with the security mechanisms in place (including, but not limited to, client data protection, interpretation/translation accuracy, etc.) and specific tools in use.

C. Is the Offeror willing to not use AI if prohibited by a Participating Entity through their Participating Addendum?

D. Over-the-Phone Interpretation (OPI):

i) Describe your screening process for language interpreters and the general minimum requirements for experience, education, language proficiency, and certifications. Include detailed information regarding any testing instruments or tools you use to determine the interpreter's skill level.

ii) Describe how your company will ensure that all interpreters are providing (and will continue to provide) a quick, courteous response with accurate interpretation.

iii) How will your company ensure that the interpreter provided is properly licensed or certified in medical and/or legal interpreting?

iv) Service Tests for OPI may be conducted at the discretion of the Lead State and Multistate Sourcing Team. If selected as a finalist, Offerors must agree to allow the Sourcing Team to place test calls at no cost as part of the selection process.

Offerors must provide a toll-free number, code, and other necessary information as part of their Proposal to allow the Sourcing Team to place a no-cost test call. At the discretion of the Sourcing Team, test calls shall be a minimum of one call for no more than five (5) minutes.

Confirm your company's agreement to allow a test call free of charge and provide the toll-free number, code, etc. that the Sourcing Team will need to make the call.

v) List all additional languages for which your company can provide Over-the-Phone Interpretation (OPI) services beyond those specified in Attachment P – Languages.

- i) Describe your screening process for language (including ASL) interpreters and the general minimum requirements for experience, education, language proficiency, and certifications. Include detailed information regarding any testing instruments or tools you use to determine the interpreter's skill level.
- ii) Describe how your company will ensure that all interpreters are providing (and will continue to provide) a quick, courteous response with accurate interpretation.
- iii) How will your company ensure that the interpreter provided is properly licensed and/or certified in medical and/or legal interpreting?
- iv) List all additional languages for which your company can provide Video Remote Interpretation (VRI) services beyond those specified in Attachment P – Languages.

F. Document Translation Services:

- i) Describe your screening process for translators and the general minimum requirements for experience, education, language proficiency, and certifications. Include detailed information regarding any testing instruments or tools you use to determine the translator's skill level.
- ii) Describe how your company will ensure that translators provide (and will continue to provide) timely and accurate translated documents.
- iii) How will your company ensure that the translator provided is properly licensed or certified in medical and/or legal translating?
- iv) List all additional languages for which your company can provide Document Translating services beyond those specified in Attachment P – Languages.

**Evaluation Factors:**

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The relevancy, strength, and extent of Offeror's Quality Assurance Plan, and its response to each individual category (listed below).

- A. Over-the-Phone Interpreters (OPI)
- B. Video Remote Interpreters (VRI)
- C. Document Translation

In addition, the applicability and extent of Offeror's reliance on Artificial Intelligence (AI) to provide services, as well as its willingness to discontinue such use in accordance with Participating Entity requirements, and the strength and extent of Offeror's AI security mechanism and specific tools will also be weighed.

**Evaluation:**

**Accent**  
**OPI**

The Sourcing Team awarded Accent 125 points based on the Offeror's response. Accent provided thorough response in this section. They provided a detailed summary of their Quality Control Plan (QCP) for interpreting, citing a rigorous recruitment process, consistent training and evaluation, and continuous monitoring and evaluation (weekly and monthly) as the means to quality interpreting services. Although, Accent's response in this set of requirements focused heavily on Spanish. A copy of their detailed QCP was provided. Accent does not currently use AI for customer translation projects or for interpretation services, but they do have the capability to produce AI-generated written translations, should that be needed in the future. They view AI as a tool to assist human linguists/translators. They acknowledge not all languages may have sufficient data to support AI systems. Accent agreed to not utilize AI if it is prohibited by a Participating Entity. Accent provided their strategy for linguist recruitment, from reviewing resumes, verifying experience and certifications, background checks, and proficiency testing for languages without certification programs. Accent stated that it will follow various interpreting standards (e.g., National Council on Interpreting in Health Care (NCIHC), International Medical Interpreter Association (IMIA)). They specified they will use U.S. based U.S. citizens or legal permanent residents for this contract, which exceeds the requirement in the RFP. Accent provided interpreter and translator requirements for fluency, years of experience, and education. They specifically verify RID certifications for ASL interpreters. Medical Interpreters must have a specified amount of professional medical interpreting experience or formal higher education. To ensure high levels of customer service, Accent provides ongoing training, continuous professional development, along with maintaining protocols for managing the flow of the call. They provided their Code of Ethics for Interpreters. Accent agreed to participate in a service call for OPI. However, Accent did not provide an appropriate response to the requirement regarding additional language, stating only that they are capable of providing all languages on Attachment P.

**VRI**

The Sourcing Team awarded Accent 125 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Accent 125 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, QA for Accent's translation services follows a four-stage, dynamic 360-degree QA plan, which includes performance evaluation of translators. They utilize CAT tools to assist human translators. Accent is able to share large files securely which comply with federal encryption requirements. Translators are held to the American Translators Association (ATA) Code of Ethics and Professional Responsibility guidelines. They provided their Code of Ethics for Translators.

**Ad Astra**

**OPI**

The Sourcing Team awarded Ad Astra 115 points based on the Offeror's response. Ad Astra stated that their QAP. Emphasis was placed on the identification, investigation, and analysis of issues. They track against key performance indicators (KPI) and are committed to continuous improvement. Ad Astra provided a copy of their QAP. Ad Astra actively incorporates AI to enhance their language services, particularly in translation accuracy, efficiency, and data management. They use AI-powered tools to assist human translators. AI provides an initial translation of the text, linguists then review the translation for accuracy. Ad Astra utilizes AI to assist in the proofreading process, to identify potential errors and suggest improvements. They plan to expand their use of AI in several areas; real-time translations and security mechanisms. They currently use AI tools to support language services. Ad Astra agreed to not utilize AI if it is prohibited by a Participating Entity and stated that they do not use AI in their services unless specifically requested by a client. Although Ad Astra provided a description of its screening process, they did not provide details. The initial screening process evaluates interpreter experience, skills, and motivation. It is unclear what they mean by "motivation". Ad Astra performs various proficiency assessments. Although they stated that the OPI and VRI screening processes are closely aligned, the information regarding minimum requirements for education, experience, specializations, and fluency varied. Ad Astra acknowledges certifications from recognized organizations, like American Translators Association (ATA). They provided an outline of their process for ensuring quality and customer service. To ensure their interpreters are properly licensed or certified in medical or legal interpreting, Ad Astra's response focused on their previously discussed screening process and did not really address the question. Ad Astra agreed to participate in a service call for OPI and provided the information required to make such a call. However, they did not provide an appropriate response to the requirement regarding additional language, providing only an exhibit of their complete list of languages.

**VRI**

The Sourcing Team awarded Ad Astra 115 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Ad Astra 115 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, translator screening begins with third-party testing, but no explanation was provided beyond stating they use industry-standard, timed tests from reputable providers. They alluded to a stringent benchmark for fluency levels, but do not mention the standard for translators. Document translation is performed by a qualified linguist, reviewed by a second linguist, then proofread. They stated that their typical translation requests are completed within three business days. It was not clear in Ad Astra's response if this turnaround time meets the requirements in the RFP.

**Avantpage****OPI**

The Sourcing Team awarded Avantpage 145 points based on the Offeror's response. Avantpage provided a summary of its Quality Management System (QMS). OPI and VRI quality is based on people, feedback, and monitoring. Corrective measures are in place to adjust deficient performance. Avantpage provided a copy of their QMS. Avantpage pointed out that AI should not be confused with machine learning, which has been used in the translation industry for years. They use AI primarily as a business tool; including data security (to mask PHI/PII), content generation (training materials, marketing), and administrative tasks (scheduling, billing). However, they do have the ability to utilize AI to enhance the translation process but will do so only with express approval from clients. Avantpage identified a couple of barriers to AI, namely, it cannot currently be specialized in the way a human linguist may be specialized, and there are limitations of its use on less common languages (due to the lack of data). They agreed to not utilize AI if it is prohibited by a Participating Entity. Avantpage provided requirements for interpreters and translators education, fluency, experience, and certifications. Linguists are subject to background checks, fluency and interpreting proficiency testing, and ongoing training, which addresses HIPAA compliance. There are additional requirements for ASL interpreters and for translators. Avantpage does internal quality checks via test calls. Legal and medical credentials are validated every two years. Medical interpreters must hold a combination of specific certifications, which each have their own requirements for recertification and Continuing Education Units. Legal interpreters must hold a certificate from specific organizations. Avantpage agreed to participate in a service call for OPI and provided the information required to make such a call. However, they did not provide an appropriate response to the requirement regarding additional language, stating only they can provide OPI/VRI services in over 150 languages, including those on Attachment P, and can provide Document Translation services in virtually any language.

**VRI**

The Sourcing Team awarded Avantpage 145 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Avantpage 145 points based on the Offeror's response. See score justification, in OPI, above.

**Baystate****OPI**

The Sourcing Team awarded Baystate 105 points based on the Offeror's response. Baystate's response in this section lacked detail in all requirements. They summarized their QAP, stating they adhere to HIPAA, Joint Commission, and IMIA standards, and addressed recruitment, onboarding, and data privacy. Baystate provided a copy of their QAP. Baystate does not currently utilize AI in their language services. They envision AI in more of an administrative function, such as optimizing scheduling systems, managing resource allocation, and as supplementary tools to support human interpreters and translators. Any future use of AI by Baystate would need to adhere to stringent data protection standards and be subject to rigorous testing for security, accuracy, and reliability. Baystate agreed to not utilize AI if it is prohibited by a Participating Entity. Baystate stated its screening process is comprehensive but failed to provide details to explain what that entails. Interpreters are required to complete annual HIPAA training, testing, and certification. They indicated that interpreters must go through extensive medical interpreter testing and credentialing, but again did not provide details. Legal interpreters are required to hold certifications or licenses by relevant state or national organizations and rigorous testing. Regarding customer service, they referred to privacy and security regulations, and simply stated they "ensure their interpreters provide quick, courteous responses with accurate interpretation". No details were provided. Baystate agreed to participate in a service call for OPI. However, Baystate did not provide an appropriate response to the requirement regarding additional language, stating only that they offer services in over 350 different languages, then listing many of the languages they offer.

**VRI**

The Sourcing Team awarded Baystate 105 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Baystate 120 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Baystate provided more details regarding the translator screening process than was provided for OPI and VRI. So, it is unclear whether interpreters are held to the same requirements as translators. They provided requirements for experience (including specialized fields) and education. Candidates are subject to testing that mirror real-world scenarios. Regarding medical and legal certifications, Baystate provided a bit more information than in the OPI and VRI sections by stating that their advanced platform and management system allows them to track translation projects, monitor deadlines, and track certificates, qualifications and specializations of their translators.

**Bromberg**

**OPI**

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. Bromberg meets quality standards of ASTM F2575-14 standard for Quality Assurance in Translation and Interpretation. They maintain a Quality Assessment Process Flow of potential linguists. Bromberg maintains a 24/7 Customer and Technical Support Team to resolve technical issues. Bromberg provided a copy of their QAP. Bromberg does not utilize Generative AI for translation; however, they do employ Machine Translation Engines if the content allows for it, such as employee or technical manuals. They utilize human post-editing for machine translations (MTPE). They utilize CAT tools for translation projects and ensure data protection with encryption, access controls, and anonymizing client information. In the future, Bromberg plans to leverage AI for tasks like terminology management, predictive translation, workflow automation, and enhanced tools for automated quality assurance, real-time translation support, and predictive project management. They view AI as having the potential to enhance their efficiency and improve processes, but with strict guardrails and professional human oversight. Bromberg agreed to not utilize AI if it is prohibited by a Participating Entity through their Participating Addendum. Bromberg relies on an internal department for recruitment, as well as word of mouth. They provided requirements for fluency, experience, education, HIPAA compliance, and background and certification checks. Bromberg also screens on the professional presentation of an interpreter, their interpersonal skills, and the tone of their voice (good projection/respect). They ensure interpreters maintain a high level of customer service by conducting random quality spot checks, considering client feedback, providing ongoing training, and adhering to the Interpreter Code of Ethics. Bromberg stated that medical and legal certifications for interpreters are encouraged but can be limited to specific languages (such as Certified Medical Interpreters (CMI) certification is limited to languages like Cantonese, Korean, Mandarin, Russian, Spanish, and Vietnamese). ASL requirements vary across states, but Bromberg searches for certifications, such as RID. Where certification is not available, Bromberg requires specialized training through a respected online training platform. Bromberg agreed to participate in a service call for OPI and provided the information required to make such a call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

**VRI**

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. See score justification, in OPI, above.

**CIT**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded CIT 120 based on the Offeror's response. CIT maintains a QCP with the primary goal of proactively identifying areas where improvements can be made and potential points of conflict that could compromise service. It covers continuity of services, outlines recruiting, vetting and certifying of linguists, ongoing professional development, and remediation measures to address any deficiency in quality of service. CIT provided a copy of their QCP. CIT has the ability to use AI tools but will do so only when expressly requested by the client and exclusively within CIT's platform. AI is utilized only during the initial translation phase, which is then reviewed and refined by CIT's linguists. Their platform incorporates advanced security mechanisms, including all data being encrypted both during transmission and storage, access being limited to authorized personnel with multi-factor authentication. CIT did not describe how they envision using AI in the future. They did agree not to utilize AI if it is prohibited by a Participating Entity. CIT provided its requirements for education, experience, fluency, certifications (ATA), regulatory compliance (such as HIPAA), and ethical considerations. Translator assessment includes multiple factors, such as terminology, cultural appropriateness, etc. CIT Project Managers, working in three (3) different time zones, monitor e-mail inboxes for emergency requests, resulting in requests being acknowledged quickly. They provided their turnaround times for translation projects, which meet and exceed the requirements in the RFP. Translators, editors, and proofreaders work on the same project or file in a cloud-based environment to increase consistency and efficiency. Regarding medical and/or legal translating, their response lacked detail. CIT provided general information regarding their robust database of translators who are subject to rigorous credential verification, but provided no details beyond stating that they would work closely with clients in the medical and legal sector. CIT did not provide an appropriate response to the requirement regarding additional language, stating only that they can provide translation services in over 200 languages including rare and Indigenous languages from Central and South America and the African regions, then provided a non-comprehensive list of available languages.

**Corporate Translation****OPI**

The Sourcing Team awarded Corporate Translation 140 points based on the Offeror's response. Corporate Translation employs a Ten-Step QA Process of checks and reviews to ensure the highest degree of quality, along with recording (when allowed by clients) and monitoring calls. They provided a list of reflective questions they utilize to identify and prevent deficiencies in quality. Corporate Translation attached copies of their Ten-Step QA Process. Corporate Translation has the capability to utilize AI in their Document Translation processes, but their default processes and procedures utilize only human translators, editors, proofreaders, formatters, QA analysts, and project managers. If permitted by a client, they can provide AI translation, which is edited and reviewed by human translators. They did not describe how they envision future use of AI. Corporate Translation agreed to not utilize AI if it is prohibited by a Participating Entity. Corporate Translation has a department dedicated to recruiting and vetting. Their requirements include language proficiency, technical/non-technical knowledge, interpreting ability, and adherence to a Code of Conduct and Ethics. ASL interpreters are RID-certified. Corporate Translation tests candidate, including specialized fields like medical and legal. To ensure quick, courteous, accurate interpretation, they referred to their Ten-Step QA Process. Regarding medical and legal interpreting, Corporate Translation mentioned general requirements of their screening process, then stated that supporting documentation is required. No specific medical or legal information was provided. Corporate Translation agreed to participate in a service call for OPI and provided the information required to make such a call. However, Corporate Translation did not provide an appropriate response to the requirement regarding additional language, stating they provide on-demand access to over 300 languages and providing a complete list of their languages.

**VRI**

The Sourcing Team awarded Accent Corporate Translation 140 based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Accent Corporate Translation 140 based on the Offeror's response. See score justification, in OPI, above.

**CyraCom****OPI**

The Sourcing Team awarded CyraCom 135 points based on the Offeror's response. CyraCom considers interpreter quality to be a vital component of their services. CyraCom follows the ISO 9001:2015 Total Quality Management philosophy and has maintained other ISO accreditations. Quality of translations is monitored. CyraCom provided a copy of their QAP. CyraCom does not use AI for OPI or VRI interpretation services. However, they utilize AI to assist translators with speech recognition transcription and automated synthetic voiceover. CyraCom did not address future use of AI. They did agree to not utilize AI if a Participating Entity prohibits its use through a Participating Addendum. CyraCom interpreters are vetted, screened, and tested for fluency. They included minimum requirements in education, competency testing, and background and sanctions checks. CyraCom trains and qualifies their employee interpreters to meet or surpass healthcare and medical standards and requires double the amount of training than is common industry standards. Training includes HIPAA. Continuing education is required. To ensure quick, courteous, accurate interpreting, CyraCom cited their Code of Ethics, and established protocols which are reinforced through training and enforced through quality monitoring and continuing education. CyraCom stated their client base supports the need for CyraCom to provide dedicated training in medical interpretation, which includes a wide range of topics within that field, including practice areas, common medical scenarios, insurance, etc. CyraCom agreed to participate in a service call for OPI. However, they did not provide an appropriate response to the requirement regarding additional languages, stating only that they support over 250 languages for OPI, 35 languages for VRI (which does not meet the requirements in the RFP), 300 languages for Document Translation and provided separate language lists.

**VRI**

The Sourcing Team awarded CyraCom 135 based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded CyraCom 135 based on the Offeror's response. See score justification, in OPI, above.

**Geneva****OPI**

The Sourcing Team awarded Geneva 85 points based on the Offeror's response. Geneva's response in this section was very brief and lacked detail. Geneva attributes its quality to its strong focus on accuracy, consistency and professionalism. Written translations employ a three-part process, involving a translator, an editor, and a proofreader. Geneva provided a copy of their QAP. However, compared to the format and organization of their Business Continuity Plan, the QAP was more a narrative of their QA process than an actual plan. Geneva does not currently utilize AI. They did not describe any future use of AI, and they agreed not to utilize AI if it is prohibited by a Participating Entity. Instead of providing responses to requirements (regarding screening process, minimum requirements, and ensuring quick, courteous, and accurate services) in the appropriate sections, Geneva referred only to their attached QAP and their response to the Key Staff Qualifications. They did provide information on their screening process in the Key Staff Qualifications, providing their requirements for fluency, experience, certifications/licenses, ethics considerations, and background checks. However, only translators seemed to require a specific level of education and a specified experience. Although Geneva's QAP addresses the quality aspects of linguistic service, because they did not directly answer the requirement regarding ensuring quick, courteous, and accurate services, the Sourcing Team could only guess as to which aspects met the requirement. Medical or legal interpreters must either demonstrate interpreting experience within medical facilities or legal environments or possess an applicable certificate. No specifics were provided. They provided a similarly generic response for translator medical and legal requirements, stating that since most of Geneva's clientele fall within the medical and legal domains, their contracted linguists bring extensive, field-specific experience. Geneva agreed to participate in a service call for OPI. They provided an attached Additional Language List; however, they included languages already on Attachment P (e.g., ASL, Afrikaans, Italian, etc.), so their response was unclear as to whether the list was actually additional languages or only the languages they provide.

**VRI**

The Sourcing Team awarded Geneva 85 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Geneva 85 points based on the Offeror's response. See score justification, in OPI, above.

**Global Impact**

**OPI**

The Sourcing Team awarded Global Impact 145 points based on the Offeror's response. Global Interpreting provided a thorough summary of their QAP, addressing each of the plan's main components. It addresses screening and credentialing, pre-service assessment and planning, execution of services, post-service actions, continuous improvement, and compliance with quality standards, such as ISO certification. Global Impact provided a copy of their QAP. Global Impact utilizes CAT tools which utilize AI for terminology management, quality checks, and consistency. They stated that they envision AI to expand to include real-time interpretation support, such as AI-assisted note-taking and contextual glossaries. They plan on integrating machine translation technology for quick pre-translation with post-editing by certified linguists. Safeguards include adherence to HIPAA requirements and ISO 9001 standards. Global Impact agreed to not utilize AI if it is prohibited by a Participating Entity. Global Impact provided their minimum qualification requirements, including education, experience and certifications for interpreters and translators. They utilize testing to gauge language proficiency and subject matter expertise, as well as technology-related skills. Global Impact conducts regular assessments and provides interpreters with professional development opportunities. They credit monitoring and performance tracking as the key to their ability to meet performance metrics and maintain client satisfaction. Global Impact reviews and authenticates linguist certifications, including those for medical and legal, and conducts periodic audits to ensure certifications remain valid. Translation projects are subject to a multi-layered process, including use of memory tools and dual review. Global Impact agreed to participate in a service call for OPI. However, they did not provide an appropriate response to the requirement regarding additional language, stating only that their services align with all the languages listed in Attachment P and they can expand their services based on client need.

**VRI**

The Sourcing Team awarded Global Impact 145 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Global Impact 145 points based on the Offeror's response. See score justification, in OPI, above.

**Hanna**

**OPI**

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. Hanna's response to this requirement was thorough. They concisely summarized their QAP, which includes requirements for linguist qualifications, screening, training, services delivery, performance evaluation, and continuous improvement. They provided a copy of their QAP. Hanna stated that it is strategically incorporating AI into its operations in the areas of service delivery, efficiency, and quality. They currently use an AI-powered language recognition tool, AI-enabled Machine-Assisted Translation (MT) tools, operational analytics, and quality assurance. Hanna plans to integrate advanced AI applications into its services, such as real-time interpreter assistance, advanced language identification, contextual translations, training, and forecasting. Safeguards and security mechanisms include data encryption, data privacy (including HIPAA), and industry security standards. Hanna agreed to not utilize AI if it is prohibited by a Participating Entity. Hanna provided their linguist screening process, including their minimum requirements of language proficiency/skills, interpreting experience, professional demeanor, education, and desirable certifications. They employ various methods of testing and assessing linguists and require ongoing training. Hanna attributes their exceptions services to such things as their onboarding process, training (including specialized industries), ongoing education, performance standards and monitoring, support technology, and client-centered approach. Medical and legal interpretation are closely monitored. They provided examples of acceptable certifications, as well as experience and proficiency requirements. Hanna specifically maintains a separate pool of linguists for medical and legal

services. Hanna agreed to participate in a service call for OPI and provided the information required to make such a call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

**VRI**

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Hanna has ISO certifications to maintain high document translation standards. Document translation is subject to a three-step QA process involving human translators, editors, and proofreaders. Specialized documents (medical/legal) may trigger additional reviews.

**Human Touch**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Human Touch 150 based on the Offeror's response. Human Touch provided a detailed summary of their QAP. They have a ten-point quality monitoring program and are ISO 9001:2015 certified. Human Touch maintains quality measures that begin with linguist credentialing and involve layers of assessments, weekly reviews, issue resolution, satisfaction guarantees, and customer feedback. They attached a copy of their QAP. Human Touch utilizes AI on a limited basis, employing selective MT translations (on certain projects and select common languages) via multiple MT providers, which are subject to MTPE. Such translations are reviewed and edited by a professional linguist with experience in machine translated text. It is, then, subject to editing/proofreading by another qualified linguist. Human Touch stated that they do not utilize MT platforms or subscriptions that use client-provided data to train the platform, nor do they use MT for materials requiring a heightened level of confidentiality (such as HIPAA). Human Touch agrees to forego the use of any AI if a Participating Entity prohibits its use. Human Touch provided their screening process and included minimum requirements for language proficiency, education, experience, specializations, and certifications. They offer equivalent, alternative criteria for foreign-educated linguists and foreign certifications. Human Touch provided a thorough description of their testing and assessment processes, which proactively promotes quality translations. Their project workflow involves multiple steps, like pre-review of source materials, secondary review, QA review, and desktop publishing. Medical and legal translators must hold certifications related to their specialization from recognized certifying entities, which are verified and tracked. Human Touch provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

**ILC**

**OPI**

The Sourcing Team awarded ILC 115 points based on the Offeror's response. ILC's response in this section was not robust and was disorganized, making it difficult to follow. They provided a brief summary of their QAP, citing their structured workflow which includes linguist selection, review process, and monitoring of performance metrics, along with the use of CAT tools and QA software. ILC provided a copy of their QAP, but it was more of a process than a plan. ILC does not utilize AI in their operations. They rely on a CAT tool managing translation memories, termbases and glossaries management, and streamlining translation processes. They do not currently plan to incorporate AI into their workflows. Future developments in AI-driven tools would be thoroughly evaluated. ILC agreed to not utilize AI if it is prohibited by a Participating Entity. ILC discussed screening in vague terms of what their pool of linguists currently has regarding experience and education, stating also their interpreters "maintain multiple certifications" but

provided no examples. They train linguists (including HIPAA). In response to the requirement on how ILC will ensure quick, courteous, and accurate service, it is here where they provided the minimum linguist requirements, including experience, language proficiency, what appears to be internal trainings, ethical considerations, and background checks. Only translators appear to have minimum requirements regarding education. Although, they provide additional requirements for ASL interpreters, including being RID- or Certified Deaf Interpreters (CDI)-certified, and translators, including being ATA-certified. They place test calls to linguists to ensure quality, and take corrective measures, if necessary. Medical and legal certifications are required upon onboarding and are verified. It is not clear whether certifications are tracked by ILC, because their response stated, “[linguists] must regularly provide updated proof of their credentials and demonstrate compliance with certification renewal requirements.” It is unclear what “regularly” or “demonstrate” mean. ILC agreed to participate in a service call for OPI and provided the information required to make such a call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

#### **VRI**

The Sourcing Team awarded ILC 115 points based on the Offeror’s response. See score justification, in OPI, above.

#### **Document Translation**

The Sourcing Team awarded ILC 115 points based on the Offeror’s response. See score justification, in OPI, above.

Additionally, translation projects are assigned a dedicated Project Manager for the term of the project and the single point-of-contact for clients. Translation projects are proofread three (3) times; original translator, translator/editor, QA. ILC does not charge clients for stylistic edits.

#### **Language Global**

##### **OPI**

The Sourcing Team awarded Language Global 145 points based on the Offeror’s response. Language Global provided a summary of their QAP, which included recruitment and screening, performance monitoring, client feedback mechanisms, compliance standards, and reports. And, although they indicated that a complete copy of their QAP was attached, the only QAP-related submission was a QAP checklist, which did not follow the summary provided. Language Global currently utilizes AI-powered tools to support human translators. They stated that their approach to AI emphasizes human oversight. They also use AI to automate workflows, for QA, and transcription. Language Global envisions the future of AI to consist of real-time assistance for interpreters, advanced post-AI editing, predictive analytics, and continuous learning. Security measures include using AI for data protection and limiting access to PHI via role-based access, along with ensuring compliance with relevant regulations, like HIPAA. Language Global agreed to not utilize AI if a Participating Entity prohibits its use through a Participating Addendum. Minimum requirements for linguists were provided, including education, experience, certifications, and language proficiency. Language Global also provided their screening process from review of resumes to language and ability assessments to background checks. They provide training at onboarding, as well as continuing education for their linguists. Language Global provided a multi-layered approach to ensure high standards of service delivery; including, automated call distribution, professional conduct training and client interaction guides, QA audits, error analysis and feedback, along with technological support. Language Global conducts ongoing monitoring, as well as annual recertification review. They provided specific requirements for both medical and legal interpreters, which include holding one or more specified certifications and verifying those certifications. Language Global agreed to participate in a service call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

#### **VRI**

The Sourcing Team awarded Language Global 145 points based on the Offeror’s response. See score justification, in OPI, above.

#### **Document Translation**

The Sourcing Team awarded Language Global 145 points based on the Offeror’s response. See score justification, in OPI, above.

Additionally, Language Global provided a separate multi-layered approach to timely and accurate document translations; including workflow management, scalable teams, and a three-step process that includes the initial translation, peer review, and final proofreading.

### **Linguistica**

#### **OPI**

The Sourcing Team awarded Linguistica 145 points based on the Offeror's response. Linguistica provided a summary of their QAP, which emphasizes prevention through hiring, training and evaluation. They monitor, track and assess service quality, in addition to maintaining protocols for identifying and addressing performance gaps. They have separate, but similar, QA processes for OPI, VRI, and Document Translation, which include performance metrics, structured workflows, HIPAA compliance, feedback mechanisms, and random assessments. Linguistica provided a copy of their QAP. Linguistica does not currently use AI in their services but recognizes its potential in such areas as workflow automation, scheduling optimization, and data analysis. Any future adoption of AI tools will be subject to strict security measures, including encryption, access controls, and HIPAA compliance. Linguistica agreed to not utilize AI if it is prohibited by a Participating Entity. Linguistica provided their linguist screening process, from the application review process, through verifying credentials, language proficiency/fluency/specialized assessments, and new-hire training. VRI screening specifically involves technology-related assessments, with additional requirements for ASL interpreters. Document Translation requirements include ATA certification or equivalent and/or variable education. Although, their response for OPI lacked minimum requirements details, and no educational requirements were stated for VRI interpreters. They described their process for providing quick, courteous, and accurate service to their comprehensive approach, which combines real-time monitoring, performance evaluations, technological support tools, and training. Linguistica explained their process for verifying linguist medical/legal certifications, which include tracking linguist credentials, compliance audits, and ongoing training. Linguistica agreed to participate in a service call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

#### **VRI**

The Sourcing Team awarded Linguistica 145 points based on the Offeror's response. See score justification, in OPI, above.

#### **Document Translation**

The Sourcing Team awarded Linguistica 145 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Linguistica attributed their process for timely and accurate service to their multi-step workflow, ability to make customizations to accommodate high-volume clients, performance monitoring, and QA that extends beyond those required in the RFP.

### **Lionbridge**

#### **OPI**

The Sourcing Team awarded Lionbridge 140 points based on the Offeror's response. Lionbridge provided a thorough summary of their QAP, which addresses screening, assessments, onboarding, training and skills development, complaint resolution, risk mitigation, account management and end user feedback. They also provided a copy of their QAP. Lionbridge did not expressly state they do not use AI, but it seemed to be implied due to their discussion of AI's limitations regarding live interpreting. They did address possible future uses for AI within OPI services, including call flow navigation, language recognition, and interpreter support. Lionbridge agreed to not utilize AI if it is prohibited by a Participating Entity. Interpreter screening involves review of baseline requirements, skills test, professionalism and ethics, and industry certifications. Minimum requirements for interpreters include residency check, experience, education, language fluency, and background check. Although, no specific details regarding education or experience requirements were provided. To ensure quick, courteous, and accurate services, Lionbridge employs live QA monitoring (clients may opt out), provides 24/7/365 access to their training portal, conducts skills webinars, provides counseling and retraining, as well as end-user surveys. Lionbridge provided an abundance of information on how it ensures medical and legal interpreters are vetted and ready for duty. However, the requirement

specifically asked about ensuring proper licensing/certification of medical/legal interpreters, which was only partially answered by Lionbridge, who stated that they "require candidates to provide any evidence of outside industry certifications from healthcare or legal interpretation organizations." No other information was provided on maintaining those certifications. Lionbridge agreed to participate in a service call for OPI and provided the information required to make such a call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

**VRI**

N/A

**Document Translation**

N/A

**PGLS**

**OPI**

The Sourcing Team awarded PGLS 137 points based on the Offeror's response. PGLS provided a detailed response to the QAP requirement, including ISO/ASTM certifications and/or standards, quality controls, responsible positions, correction of deficiencies and documentation. However, the response seemed to be specific to document translation, and no QAP was provided. PGLS stated they do not currently use AI and agreed not to use AI if prohibited by a Participating Entity. They provided no discussion of the future of AI. PGLS provided their screening process, including pre-screening to meet minimum requirements, reference check, interview, and ethical considerations. Their response for VRI included ASL requirements. Minimum requirements for education, experience, language proficiency, and certifications were provided. To ensure quick, courteous, and accurate services, PGLS ensures interpreters understand their role in the interpreting process, adhere to PGLS' Interpreter Code of Ethics and interpreting protocols, and demonstrate cultural competency. PGLS did not provide a response specific to medical or legal services, only stating that they review and validate credentials for prospective linguists, which are added to PGLS' database. PGLS confirmed their agreement to participate in a service call for OPI. However, they did not provide an appropriate response to the requirement regarding additional language, stating only that they "currently provide access to 250+ languages and regional varieties (dialects)".

**VRI**

The Sourcing Team awarded PGLS 137 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded PGLS 132 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, translator screening was addressed but the provided workflow referred to TRRS quality standards, which, through a document search, seemed to refer to Toms River Regional Schools. So, it was unclear what PGLS was trying to convey. They utilize a variety of CAT tools, to support human translation. However, like the screening, they referred to TRRS and Toms River Regional Schools when discussing cost savings. And, although they did not include information regarding translation review process when discussing timely and accurate translations, they did address multiple levels of review; peer, weekly supervisory, spot checks, monthly quality control verification, and quarterly quality control consistency.

**Taika**

**OPI**

N/A

**VRI**

N/A

The Sourcing Team awarded Taika 145 based on the Offeror's response. Taika provided a summary of their QAP, including dual verification by ATA-certified linguists, three-stage QA review process, translation workflow, tools and technologies and data security and confidentiality. They submitted a copy of their QAP. Taika uses AI, but in an administrative capacity, to streamline back-office functions. They employ multiple security mechanisms, like SFTP, data storage security, and access controls. Taika plans to explore AI for supplementary roles, such as enhanced terminology management, workflow optimization, and predictive analysis. They did state that AI will not be used to replace human translators. Taika agreed to not utilize AI if it is prohibited by a Participating Entity. Taika included their multi-step screening process, including initial application review, proficiency (language technological, etc.) assessments, interview, QA review, and continuous monitoring. They provided translator minimum requirements for education, language proficiency, and certifications (ATA is prioritized). Taika's approach to client satisfaction begins with project management, which combines tracking tools, project managers and quality control protocols. Medical and legal translation licenses and certifications are verified, and translators are required to maintain active certifications and provide updates as credentials are renewed or expanded. Taika did not provide an appropriate response to the requirement regarding additional language, stating only, "...see attached Languages Served List".

### **Todd-Reyes**

#### **OPI**

The Sourcing Team awarded Todd-Reyes 97 points based on the Offeror's response. Todd-Reyes' response in this section was brief and lacked details. They provided a brief summary of their QAP, which includes requirements, certification, training, performance monitoring, client feedback, and technology. They provided a copy of their QAP. Todd-Reyes indicated they rarely, if ever, use AI; however, they use online dictionaries as tools. They stated that they do not enter sensitive data or names on such sites. Nothing additional was provided; they did not address future use of AI. However, they did agree to not utilize AI if it is prohibited by a Participating Entity. Todd-Reyes included their screening process, which includes application review, language proficiency and skills assessments, background checks, drug screening and training. Minimal specifics were provided. They did not provide minimum linguist requirements for education, experience, language proficiency, or certifications. Todd-Reyes relies on their screening and training processes, along with quality monitoring, to provide quick, courteous, and accurate service. Translation projects pass through a multi-level proofreading process. They also rely on client feedback. But, again, no details were provided. To address medical and legal licenses and certifications, the response simply stated, "no interpreter will be assigned to a medical or legal assignment if they are not certified by national certifying bodies", then provided some examples. Translators are required to be up-to-date with CEUs. No further explanation was provided. Todd-Reyes agreed to participate in a service call for OPI. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

#### **VRI**

The Sourcing Team awarded Todd-Reyes 97 points based on the Offeror's response. See score justification, in OPI, above.

### **Document Translation**

The Sourcing Team awarded Todd-Reyes 97 points based on the Offeror's response. See score justification, in OPI, above.

### **ULS**

#### **OPI**

The Sourcing Team awarded ULS 147 points based on the Offeror's response. ULS provided a summary of their QAP, which includes qualification standards, training, performance monitoring, feedback resolution, risk management, and continuous improvement processes. They provided a copy of their QAP. ULS does not use AI for interpreting or translating services. They addressed the future of AI, which may be used for identifying an LEP client's language; they would not use it to perform interpreting services. ULS agreed not to use AI if it is prohibited by a participating Entity through their Participating Addendum. ULS provided an overview of their screening process, including qualifications assessment and training. Minimum requirements were stated for education, experience, language proficiency, ethical considerations, training, and certifications (including medical, legal, and

ASL). ULS creates their QA process for supporting their commitment to exceptional service. Performance monitoring and feedback factor heavily into the process, along with factors such as, holistic training and continuing education, technological infrastructure, call quality assessment, interpretation skills, and response time targeting. ULS did not specifically address maintaining medical and legal interpreting licenses and certificates, but, instead, explained their electronic tracking system into which linguist credentials (including licenses and certifications) are entered. They have a team dedicated to managing linguist credentials, and their system automatically flags expiring credentials at pre-set time intervals. ULS agreed to participate in a service call for OPI. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

**VRI**

The Sourcing Team awarded ULS 147 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded ULS 147 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, ULS' translation process involves multiple reviewers and has a dedicated coordinator to oversee the process, which includes regular check-ins with translators.

**UTT**

**OPI**

The Sourcing Team awarded UTT 140 points based on the Offeror's response. UTT provided a summary of their QAP, which includes their standards of practice covering such areas as call/document quality, to monitoring, to KPI tracking, and communication with clients. They provided a copy of a QA training/presentation, as well as their QAP. UTT does not use AI, currently. However, they are actively evaluating potential uses of AI. Although, no specifics were provided. UTT agreed not to use AI if it is prohibited by a Participating Entity. UTT provided their screening process, including the multiple channels they use for recruitment, credential verification, and internal assessments. They also provided minimum requirements for experience, education, and certifications/state accreditations. Ensuring quick, courteous, and accurate services begins with a multi-layered assessment administered to linguist candidates, for which only candidates scoring in the highest percentile are considered. New linguists are assigned a mentor, subject to UTT's Code of Ethics and Standards of Practice, assigned required annual training, and subject to performance monitoring. Medical and legal linguists must provide proof of certification/accreditation, if one is available, but provided no explanation of how or if UTT ensures certifications/accreditations are maintained. UTT agreed to participate in a service call for OPI and provided the information required to make such a call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded UTT 140 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, UTT's translation process focuses on standards-based quality metrics built into their quality management software. They explained their thorough QA review and error assessment process, including SAE J2450 standards and Six Sigma principles, and provide a 100% customer satisfaction guarantee, with no additional charge for making corrections. They credit their training (new-hire, QA, refresher) for setting the bar for quality standards of service.

**Stage 2: Attachment H, Section VII Implementation and Promotion of the NASPO ValuePoint Master Agreement (25 Total Points)**

| <u>Offeror</u> | <u>OPI</u> | <u>VRI</u> | <u>Document Translation</u> |
|----------------|------------|------------|-----------------------------|
| Accent         | 22         | 22         | 22                          |

|                              | <u>Q1</u> | <u>VRI</u> | <u>Document Translation</u> |
|------------------------------|-----------|------------|-----------------------------|
| <b>Ad Astra</b>              | 22        | 22         | 22                          |
| <b>Avantpage</b>             | 18        | 18         | 18                          |
| <b>Baystate</b>              | 18        | 18         | 18                          |
| <b>Bromberg</b>              | 23        | 23         | 23                          |
| <b>CIT</b>                   | N/A       | N/A        | 22                          |
| <b>Corporate Translation</b> | 22        | 22         | 22                          |
| <b>CyraCom</b>               | 18        | 18         | 18                          |
| <b>Geneva</b>                | 15        | 15         | 15                          |
| <b>Global Impact</b>         | 20        | 20         | 20                          |
| <b>Hanna</b>                 | 18        | 18         | 18                          |
| <b>Human Touch</b>           | N/A       | N/A        | 22                          |
| <b>ILC</b>                   | 15        | 15         | 15                          |
| <b>Language Global</b>       | 22        | 22         | 22                          |
| <b>Linguistica</b>           | 22        | 22         | 22                          |
| <b>Lionbridge</b>            | 23        | N/A        | N/A                         |
| <b>PGLS</b>                  | 22        | 22         | 22                          |
| <b>Taika</b>                 | N/A       | N/A        | 22                          |
| <b>Todd-Reyes</b>            | 18        | 18         | 18                          |
| <b>ULS</b>                   | 22        | 22         | 22                          |
| <b>UTT</b>                   | 22        | N/A        | 22                          |

**Requirements:**

- A. Describe your company's experience working with contracting cooperatives.
- B. List the cooperatives through which you currently have a contract, and provide sales volume information for each. Identify any restrictions on pricing and sales (e.g., most-favored nation clauses) imposed by your other cooperative contracts.
- C. Describe how you intend to market your Master Agreement and encourage participation among potential Participating Entities, including state governments.
- D. Describe how you intend to encourage adoption and usage of your Master Agreement by Participating and Purchasing Entities.
- E. Describe your approach to negotiation of Participating Addenda. Describe the extent to which you will provide Participating Entities flexibility in incorporating entity-specific language into their Participating Addenda. (e.g., Do you require entities to provide statutory citations for their entity-specific language? Are you able to devote resources to simultaneous negotiation of multiple Participating Addenda?)
- F. Describe your ability to provide products and services immediately upon execution of a Master Agreement and Participating Addenda.

**Evaluation Factors:**

Points will be awarded based on the thoroughness, clarity, ingenuity, relevancy, and extent of Offeror's descriptive response in this Section.

**Evaluation:**

**Accent**

**OPI**

The Sourcing Team awarded Accent 22 points based on the Offeror's response. Accent has five (5) cooperative contracts and has held a federal General Services Administration Agreement (GSA) for over twenty (20) years. Although they provided several avenues for marketing a Master Agreement (MA); including outreach materials, webinars, social media campaigns, conferences/events; the committee did not find Accent's approach ingenious. They did propose potential incentives to encourage adoption of an MA. Accent stated they are willing to negotiate and be flexible. They are ready to provide services immediately upon execution of an MA and Participating Addenda (PA), and included an outline of an implementation plan.

**VRI**

The Sourcing Team awarded Accent 22 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Accent 22 points based on the Offeror's response. See score justification, in OPI, above.

**Ad Astra**

**OPI**

The Sourcing Team awarded Ad Astra 22 points based on the Offeror's response. Ad Astra holds a federal GSA and a state cooperative contract. Although they provided plans to market a Master Agreement (MA); including relationship building, marketing materials (brochures, case studies, fact sheets), digital channels, social media promotions and e-mail; the Sourcing Team did not find the plan ingenious. Ad Astra provided a similar explanation for how they would encourage Participating Entities (PE) to utilize the MA; outreach, marketing materials, also onboarding support and attending NASPO events. They stated that they adopt a collaborative and flexible approach to negotiating, along with transparency and open communication. Ad Astra is fully prepared to provide services immediately upon execution of an MA and PAs.

**VRI**

The Sourcing Team awarded Ad Astra 22 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Ad Astra 22 points based on the Offeror's response. See score justification, in OPI, above.

**Avantpage**

**OPI**

The Sourcing Team awarded Avantpage 18 points based on the Offeror's response. Avantpage has seven (7) cooperative agreements and a pending GSA. However, two of the cooperatives have zero (\$0) spend. Their plan to market an MA combines outreach, various marketing campaigns, conference attendance, and a referral program. The Sourcing Team did not find anything ingenious about the marketing approach. They created two roles to encourage adoption and usage of an MA, one to implement the marketing strategies and the other to onboard new clients. Avantpage implied they utilize a collaborative approach to negotiations and are ready to provide services upon execution of an MA and PAs.

**VRI**

The Sourcing Team awarded Avantpage 18 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Avantpage 18 points based on the Offeror's response. See score justification, in OPI, above.

**Baystate**

**OPI**

The Sourcing Team awarded Baystate 18 points based on the Offeror's response. Baystate does not hold any cooperative contracts. Although they stated they have experience meeting the needs of large-scale contracts, they did not explain further. Baystate intends to market through direct communication, webinars and tailored presentations, along with e-mail campaigns and an updated website. The Sourcing Team did not find the plan ingenious. To encourage adoption and use of an MA, they reiterated the preceding marketing strategy and emphasizing their onboarding support. Response to the preceding two requirements lacked details. Baystate takes a collaborative and flexible approach to negotiation, prioritizing communications and are fully prepared to provide services immediately upon the execution of an MA and PAs.

**VRI**

The Sourcing Team awarded Baystate 18 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Baystate 18 points based on the Offeror's response. See score justification, in OPI, above.

**Bromberg**

**OPI**

The Sourcing Team awarded Bromberg 23 points based on the Offeror's response. Bromberg has been a provider on the NASPO On-Demand Interpreting and Translating Services MA since 2019. They have held a federal GSA for over 20 years, and have three (3) other cooperative contracts. Bromberg's marketing strategy centers around referrals, Search Engine Optimization (SEO), outreach e-mails, dedicated page on their website, and attendance at NASO conferences. They intend to focus efforts regarding MA adoption and usage towards targeted outreach (e-mail, calls, meetings) awareness and support for PEs. The Sourcing Team did not find anything ingenious about Bromberg's marketing approach. They stated they offer flexibility in negotiating, along with collaboration and transparency. They stated they are able to provide services immediately upon the execution of an MA and PAs.

**VRI**

The Sourcing Team awarded Bromberg 23 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Bromberg 23 points based on the Offeror's response. See score justification, in OPI, above.

**CIT**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded CIT 22 points based on the Offeror's response. CIT has held cooperative contracts with various states, purchasing cooperatives, as well as a federal GSA. They intend a multi-faceted marketing strategy

tailored to government entities, including direct outreach, digital campaigns, educational initiatives, localized efforts and partnerships. The Sourcing Team did not find the plan ingenious. CIT will leverage their over 14 years of government experience to promote a client-centered approach to negotiating PAs. They are fully equipped to provide services immediately upon execution of an MA and PAs.

### **Corporate Translation**

#### **OPI**

The Sourcing Team awarded Corporate Translation 22 points based on the Offeror's response. Corporate Translation was a provider for NASPO and three (3) other cooperatives, in addition to a federal GSA. They have a dedicated team to market an MA, including marketing materials on social media, their website and other locations. No details were provided. The Corporate Translation team will work to support prospective PEs and guide them through the PA process. They aim to be extremely flexible and keep changes minimal and are ready to provide services upon execution of an MA and PAs.

#### **VRI**

The Sourcing Team awarded Corporate Translation 22 points based on the Offeror's response. See score justification, in OPI, above.

### **Document Translation**

The Sourcing Team awarded Corporate Translation 22 points based on the Offeror's response. See score justification, in OPI, above.

### **CyraCom**

#### **OPI**

The Sourcing Team awarded CyraCom 18 points based on the Offeror's response. CyraCom provided six (6) cooperatives, for which they have contracts. They didn't provide much of a response when addressing how they intend to market an MA, only stating that they actively promote the NASPO ValuePoint program and have made a financial commitment to support PEs. No real marketing information was provided. To encourage MA adoption and use, they plan to have account managers reach out to eligible participants to explain the benefits, and they have a NASPO landing page. No further explanation was provided. CyraCom stated they have a flexible approach to negotiation, and only require statutory citations for specific instances. They are available to provide services immediately upon execution of an MA and PAs.

#### **VRI**

The Sourcing Team awarded CyraCom 18 points based on the Offeror's response. See score justification, in OPI, above.

### **Document Translation**

The Sourcing Team awarded CyraCom 18 points based on the Offeror's response. See score justification, in OPI, above.

### **Geneva**

#### **OPI**

The Sourcing Team awarded Geneva 15 points based on the Offeror's response. Geneva has one cooperative; however, there is no usage under that contract. Geneva plans to create a landing page to advertise and explain the MA, along with hosting quarterly lunch-and-learns, downloadable marketing material, e-mail campaigns, social media and blog posts, and webinars. The Sourcing Team did not find anything ingenious about the marketing approach. To encourage MA adoption and use, they plan to emphasize the numerous benefits it offers and explain how it can expedite onboarding. Geneva's approach to negotiation is collaborative and flexible, and will be ready to provide services once agreements are executed and integrated into their system and accounts are setup.

**VRI**  
The Sourcing Team awarded Geneva 15 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Geneva 15 points based on the Offeror's response. See score justification, in OPI, above.

**Global Impact**

**OPI**

The Sourcing Team awarded Global Impact 20 points based on the Offeror's response. Global Impact has two (2) cooperatives, but did not provide sales volumes. So, although, they claim extensive cooperative experience, without supporting data, their experience is unclear. The marketing strategy they propose includes direct outreach to decision-makers, presence on their website and SEO strategies, marketing campaigns (e-mail, social media, webinars), attendance at exhibitions and events, and ongoing relationship management. They will encourage MA adoption and use by the previously mentioned marketing strategy. Global Impact stated they have adopted a collaborative and flexible approach to negotiation and are fully equipped to provide services immediately upon execution of an MA and PAs.

**VRI**

The Sourcing Team awarded Global Impact 20 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Global Impact 20 points based on the Offeror's response. See score justification, in OPI, above.

**Hanna**

**OPI**

The Sourcing Team awarded Hanna 18 points based on the Offeror's response. Hanna does not hold any cooperative contracts; however, they claim multi-million-dollar agreements with public entities. Hanna proposed a multi-faceted marketing strategy to promote an MA; including e-mail campaigns, personalized presentations, word of mouth, MA landing page, traditional advertising, and participation in conference-type events. Although the plan provided is detailed, the Sourcing Team did not find it ingenious. Hanna will encourage adoption and use of a resulting MA by such activities as promoting education and awareness, streamlining processes, direct engagement with PEs, along with the preceding marketing strategies. Hanna states it will take a collaborative and flexible approach to negotiating that focuses on proactive support for PEs and focuses on mutual benefit. They are fully equipped to provide services immediately upon execution of an MA and PAs.

**VRI**

The Sourcing Team awarded Hanna 18 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Hanna 18 points based on the Offeror's response. See score justification, in OPI, above.

**Human Touch**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Human Touch 22 points based on the Offeror's response. Human Touch currently holds a GSA and two (2) other cooperatives. Their marketing strategy includes developing a master plan that will include touchpoints, marketing materials, webpage, list of contacts, e-mail and phone call campaigns, and trade shows. The Sourcing Team did not find anything ingenious about the marketing approach. Human Touch will encourage adoption and usage of an MA by demonstrating the value obtained by using it, streamlining the onboarding process, and developing tailored communications. They claim to take a flexible and collaborative approach to negotiating. Human Touch is ready to provide services immediately upon execution of an MA and PAs.

**ILC**  
**OPI**

The Sourcing Team awarded ILC 15 points based on the Offeror's response. ILC listed only one (1) state cooperative agreement but provided no sales volume. So, the extent of their cooperative experience is unclear. Their marketing strategy is to use NASPO ValuePoint's eMarketPlace, nothing else. To encourage adoption and usage, they will communicate with their clients, nothing else. ILC's stated that it utilizes a flexible, client-centric approach to negotiation and are ready to immediately provide services upon execution of an MA and PAs.

**VRI**

The Sourcing Team awarded ILC 15 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded ILC 15 points based on the Offeror's response. See score justification, in OPI, above.

**Language Global**

**OPI**

The Sourcing Team awarded Language Global 22 points based on the Offeror's response. Language Global currently has three (3) cooperative contracts and included sales volumes. They included marketing strategies, such as targeted outreach, social media and online advertising, networking events, webinars and workshops, and marketing materials. The Sourcing Team did not find the plan ingenious. Language Global intends to encourage adoption and usage through the preceding marketing strategies, supported by training, analytics, and word of mouth. Their approach to negotiation is collaborative and flexible and are fully prepared to provide services immediately upon execution of an MA and PAs.

**VRI**

The Sourcing Team awarded Language Global 22 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Language Global 22 points based on the Offeror's response. See score justification, in OPI, above.

**Linguistica**

**OPI**

The Sourcing Team awarded Linguistica 22 points based on the Offeror's response. Linguistica has held nine (9) state-centered cooperatives contracts, one being the previous NASPO ValuePoint On-Demand Interpreting and Translating Services. They will implement a multi-channel approach that includes printed materials, targeted e-mail campaigns, and direct engagement with potential Participating Entities. The Sourcing Team did not find anything ingenious about the marketing approach. To encourage adoption and usage of an MA, they will target key state agencies, engaging with decision-makers, in-person visits, and participation in procurement events. Linguistica stated that they are well-versed in unique, entity-specific requirements and anticipate working collaboratively to ensure compliance. They credited their experience on the recent NASPO contract as the means which allow them to be ready to provide services immediately upon execution of an MA and PAs.

**VRI**

The Sourcing Team awarded Linguistica 22 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Linguistica 22 points based on the Offeror's response. See score justification, in OPI, above.

**Lionbridge**

**OPI**

The Sourcing Team awarded Lionbridge 23 points based on the Offeror's response. Lionbridge currently holds a GSA and another cooperative contract. They presented a four-phased approach to marketing an MA. Phase One is comprised of preliminary research and announcement via social media and their website. Phase Two includes marketing initiatives, such as ad space, social media campaigns, targeted ad campaigns. Phase Three implements sales initiatives, like outreach and e-mail campaigns. Phase Four involves conference attendance and monthly meetings with NASPO. Whereas the Sourcing Team appreciated the incremental approach, they did not find the plan ingenious. To encourage adoption and usage of an MA, Lionbridge pointed to its Phase Four approach, and included detailed educational outreach efforts, like sharing case studies with potential clients. They are amenable to the addition of entity-specific language into a PA and stated they are capable of providing OPI services within one business day of an executed MA or any PA.

**VRI**

N/A

**Document Translation**

N/A

**PGLS**

**OPI**

The Sourcing Team awarded PGLS 22 points based on the Offeror's response. PGLS identified two (2) cooperatives with which they participate. They plan to implement a multi-channel marketing approach that includes digital marketing, targeted outreach, conferences and trade shows, and collaborative marketing with NASPO. The Sourcing Team did not find anything ingenious about the marketing approach. To encourage adoption and usage of an MA, PGLS plans to highlight its value, enhance accessibility, foster collaboration, and explore incentives. PGLS stated that they will prioritize a collaborative and flexible framework to negotiation. PGLS did not explicitly commit to providing services immediately upon execution of an MA or PAs, instead they stated that specific timeframes for service will vary based on factors they identified.

**VRI**

The Sourcing Team awarded PGLS 22 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded PGLS 22 points based on the Offeror's response. See score justification, in OPI, above.

**Taika**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Taika 22 points based on the Offeror's response. Taika has experience with two (2) cooperatives, but sales were minimal (less than \$10K, annually). Their marketing plan will be headed-up by their marketing team and will include website integration, monthly e-mail campaigns, press releases, outreach, collaboration with NASPO, and social media campaigns. And, although their plan was thorough, the Sourcing Team did not find the plan ingenious. Taika intends to promote adoption and usage of an MA through such means as direct engagement, digital outreach, client communication, industry events, and client education. They attached an example of a possible marketing brochure. Taika stated they adopt a highly flexible and collaborative approach to negotiation, intended to foster partnerships while maintaining compliance with the MA. They are fully prepared to provide services immediately upon the execution of an MA and PAs.

**Todd-Reyes**

**OPI**

The Sourcing Team awarded Todd-Reyes 18 points based on the Offeror's response. Todd-Reyes has no prior experience with cooperatives. Their marketing plan includes tailored flyers, brochures, e-mail campaigns, and a landing page. The Sourcing Team did not find anything ingenious about the marketing approach. They will drive adoption through a targeted outreach campaign using the preceding marketing plan. Todd-Reyes intends to foster discussions regarding entity-specific language, on a case-by-case basis. They did not indicate they are able to provide services immediately upon execution of an MA and PAs but, instead, stated they have drafted a launch plan that will be expanded if they are awarded.

**VRI**

The Sourcing Team awarded Todd-Reyes 18 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded Todd-Reyes 18 points based on the Offeror's response. See score justification, in OPI, above.

**ULS**

**OPI**

The Sourcing Team awarded ULS 22 points based on the Offeror's response. ULS has three (3) cooperative contracts. They intend to market an MA by attending procurement-related events, hosting interactive webinars and demonstrations, e-mail campaigns, and developing marketing materials. The Sourcing Team did not find this approach ingenious. ULS will promote adoption and usage by focusing on education, partnerships, demonstrating ease-of use, value and efficiency, and relationship building. Their approach to negotiation is rooted in collaboration, transparency and adaptability. They stated they are fully prepared to immediately begin providing services upon the execution of an MA and PAs. They provided an implementation plan which estimates their ability to provide services at least three to four weeks after award.

**VRI**

The Sourcing Team awarded ULS 22 points based on the Offeror's response. See score justification, in OPI, above.

**Document Translation**

The Sourcing Team awarded ULS 22 points based on the Offeror's response. See score justification, in OPI, above.

**UTT**

**OPI**

The Sourcing Team awarded UTT 22 points based on the Offeror's response. UTT holds five (5) cooperative contracts. They intend to market an MA by networking events, online events, and promoting their MA. The Sourcing Team did not find anything ingenious about the marketing approach. To encourage adoption and usage of an MA, UTT merely stated they will rely on their experience with cooperative agreements. They indicated that their approach

to negotiation will be provided. UTT stated it can onboard Participating Entities services immediately upon execution of an MA and PAs.

VRI

N/A

**Document Translation**

The Sourcing Team awarded UTT 22 points based on the Offeror's response. See score justification, in OPI, above.

**Stage 2: Attachment N, Organizational References (25 Total Points)**

| <u>Offeror</u>        | <u>OPI</u> | <u>VRI</u> | <u>Document Translation</u> |
|-----------------------|------------|------------|-----------------------------|
| Accent                | 8          | 25         | 25                          |
| Ad Astra              | 25         | 8          | 25                          |
| Avantpage             | 0          | 0          | 25                          |
| Baystate              | 25         | 25         | 25                          |
| Bromberg              | 25         | 25         | 25                          |
| CIT                   | N/A        | N/A        | 25                          |
| Corporate Translation | 25         | 0          | 25                          |
| CyraCom               | 25         | 25         | 25                          |
| Geneva                | 19         | 20         | 25                          |
| Global Impact         | 5          | 0          | 0                           |
| Hanna                 | 25         | 25         | 25                          |
| Human Touch           | N/A        | N/A        | 25                          |
| ILC                   | 25         | 8          | 25                          |
| Language Global       | 0          | 0          | 0                           |
| Linguistica           | 25         | 25         | 25                          |
| Lionbridge            | 25         | N/A        | N/A                         |
| PGLS                  | 25         | 25         | 25                          |
| Taika                 | N/A        | N/A        | 25                          |
| Todd-Reyes            | 25         | 25         | 25                          |
| ULS                   | 17         | 25         | 0                           |
| UTT                   | 25         | N/A        | 25                          |

**Requirements:**

(RFP Overview, Section II.K)

Offeror should provide a minimum of three (3) external references from similar projects/programs performed for private, state, or large local government clients within the last three (3) years.

Offeror must submit Attachment N – Organizational Reference Questionnaire (“Questionnaire”) to the businesses providing references. **The business references must submit the Questionnaire directly to the designee identified**

**Attachment N. The business references must not return the completed Questionnaire to the Offeror.** It is the Offeror's responsibility to ensure the completed forms are submitted on or before the date indicated in Section II.D.6 Important Dates, above, for inclusion in the evaluation process.

Organizational References that are not received or are not complete may adversely affect the Offeror's score in the evaluation process. Offerors are encouraged to specifically request that their Organizational References provide detailed comments.

**Evaluation Factors:**

Points will be awarded based upon an evaluation of the responses to the questions provided on the Organizational Reference Questionnaire (Attachment N). Offeror will be evaluated on references that show positive service history, successful execution of services and evidence of satisfaction by each reference. References indicating significantly similar services/scopes of work and comments provided by a submitted reference will add weight and value to a recommendation during the evaluation process. Points will be awarded for each individual response up to 1/3 of the total points for this category. References not received by the stated deadline on Attachment N will earn zero (0) points. For example: if two (2) references are received, the Offeror would only be eligible for a maximum of two-thirds (2/3) the total available points.

**Evaluation:**

**Accent**

**OPI**

The Sourcing Team awarded Accent 8 points based on the submitted references. One of the three (3) requested OPI references was correctly submitted and timely received for Accent. Because of this, Accent was only eligible to receive a maximum of 8 points. Overall, the reference was very satisfied. The reference stated that Accent provided great customer service, customizable billing, and is proactive in understanding clients' needs and in communication.

**VRI**

The Sourcing Team awarded Accent 25 points based on the submitted references. Four (4) VRI references were correctly submitted and timely received for Accent. Overall, the references were excellent, exceeding expectations. The references stated that Accent provided great customer service, flexible, and timely.

**Document Translation**

The Sourcing Team awarded Accent 25 points based on the submitted references. Four (4) Document Translation references were correctly submitted and timely received for Accent. Overall, the references were excellent, exceeding expectations. The references stated that Accent provided great customer service, flexible, and timely.

**Ad Astra**

**OPI**

The Sourcing Team awarded Ad Astra 25 points based on the submitted references. Three (3) OPI references were correctly submitted and timely received for Ad Astra. Overall, the references were very satisfied. The references stated that Ad Astra provided great customer service – on time, prepared, professional, very responsive, and flexible. Additionally, they're very responsive to any issues.

**VRI**

The Sourcing Team awarded Ad Astra 8 points based on the submitted references. One of the three (3) requested VRI references was correctly submitted and timely received for Ad Astra. Because of this, Ad Astra was only eligible to receive a maximum of 8 points. Overall, the reference was consistently satisfied. The reference stated that Ad Astra provided great customer service – on time, prepared, and professional.

**Document Translation**

The Sourcing Team awarded Ad Astra 25 points based on the submitted references. Four (4) Document Translation references were correctly submitted and timely received for Ad Astra. Overall, the references were very satisfied. The references stated that Ad Astra provided great customer service – on time, prepared, professional, very responsive, flexible, and excellent work product.

**Avantpage**

**OPI**

The Sourcing Team awarded Avantpage 0 points based on the submitted references. Zero (0) OPI references were correctly submitted and timely received for the Offeror.

**VRI**

The Sourcing Team awarded Avantpage 0 points based on the submitted references. Zero (0) VRI references were correctly submitted and timely received for the Offeror.

**Document Translation**

The Sourcing Team awarded Avantpage 25 points based on the submitted references. Three (3) Document Translation references were correctly submitted and timely received for Avantpage. Overall, the references were very satisfied. The references stated that Avantpage provided great customer service, high quality product, and they are timely and efficient.

**Baystate**

**OPI**

The Sourcing Team awarded Baystate 25 points based on the submitted references. Six (6) OPI references were correctly submitted and timely received for Baystate. Overall, the references were excellent. The references stated that Baystate provided very good customer service and was flexible, professional, transparent, and knowledgeable.

**VRI**

The Sourcing Team awarded Baystate 25 points based on the submitted references. Six (6) VRI references were correctly submitted and timely received for Baystate. Overall, the references were excellent. The references stated that Baystate provided very good customer service and was flexible, professional, transparent, and knowledgeable.

**Document Translation**

The Sourcing Team awarded Baystate 25 points based on the submitted references. Five (5) Document Translation references were correctly submitted and timely received for Baystate. Overall, the references were excellent. The references stated that Baystate provided very good customer service and was flexible, professional, transparent, and knowledgeable.

**Bromberg**

**OPI**

The Sourcing Team awarded Bromberg 25 points based on the submitted references. Four (4) OPI references were correctly submitted and timely received for Bromberg. Overall, the references were very satisfied. The references stated that Bromberg provided great customer service, being professional and personable, while delivering accurate and exceptional language services in a timely manner.

**VRI**

The Sourcing Team awarded Bromberg 25 points based on the submitted references. Four (4) VRI references were correctly submitted and timely received for Bromberg. Overall, the references were very satisfied. The references stated that Bromberg provided great customer service, being professional and personable, while delivering accurate and exceptional language services in a timely manner.

**Document Translation**

The Sourcing Team awarded Bromberg 25 points based on the submitted references. Five (5) OPI references were correctly submitted and timely received for Bromberg. Overall, the references were very satisfied. The references stated that Bromberg provided great customer service, being professional and personable, while delivering accurate and exceptional language services in a timely manner.

**CIT**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded CIT 25 points based on the submitted references. Three (3) Document Translation references were correctly submitted and timely received for CIT. Overall, the references were very satisfied. The references stated that CIT provided excellent customer service, is knowledgeable, flexible, professional, and meets deadlines in a timely manner.

**Corporate Translation**

**OPI**

The Sourcing Team awarded Corporate Translation 25 points based on the submitted references. Three (3) OPI references were correctly submitted and timely received for Corporate Translation. Overall, the references were satisfactory. The references stated that Corporate Translation provided good customer service, is flexible, and is responsive.

**VRI**

The Sourcing Team awarded Corporate Translation 0 points based on the submitted references. Zero (0) VRI references were correctly submitted and timely received for the Offeror.

**Document Translation**

The Sourcing Team awarded Corporate Translation 25 points based on the submitted references. Five (5) Document Translation references were correctly submitted and timely received for Corporate Translation. Overall, the references were satisfactory. The references stated that Corporate Translation provided good customer service, is flexible, very knowledgeable, and responsive.

**CyraCom**

**OPI**

The Sourcing Team awarded CyraCom 25 points based on the submitted references. Six (6) OPI references were correctly submitted and timely received for CyraCom. Overall, the references were very satisfied. The references stated that CyraCom is very flexible, has top notch customer services, and has lowered costs while providing reliable service.

**VRI**

The Sourcing Team awarded CyraCom 25 points based on the submitted references. Five (5) OPI references were correctly submitted and timely received for CyraCom. Overall, the references were satisfied. The references stated that CyraCom is flexible and accommodating, and are always available when needed.

**Document Translation**

The Sourcing Team awarded CyraCom 25 points based on the submitted references. Six (6) Document Translation references were correctly submitted and timely received for CyraCom. Overall, the references were extremely satisfied. The references stated that CyraCom provided great customer service, was professional and knowledgeable, and provided quality translations and communication with the Project Manager.

**Geneva**

**OPI**

The Sourcing Team awarded Geneva 19 points based on the submitted references. Three (3) OPI references were correctly submitted and timely received for the Offeror. Overall, the references were satisfied. The references stated that Geneva provided flexible and professional customer service, with knowledgeable interpreters. However, one reference indicated that calls were dropped with no callback, and reporting was not provided in a timely manner. Another reference reported scratchy sound quality that sometimes cut out.

**VRI**

The Sourcing Team awarded Geneva 20 points based on the submitted references. Five (5) VRI references were correctly submitted and timely received for the Offeror. Overall, the references were very satisfied. The references stated that Geneva provided flexible and professional customer service, with knowledgeable interpreters, and on-time billing with flexible payments. However, one reference indicated that calls were dropped with no callback, and reporting was not provided in a timely manner. Another reference reported scratchy sound quality that sometimes cut out. A third reference indicated that they received negative feedback regarding Geneva's interpreters, bias, etc., but it was resolved quickly.

**Document Translation**

The Sourcing Team awarded Geneva 25 points based on the submitted references. Four (4) Document Translation references were correctly submitted and timely received for Geneva. Overall, the references were excellent. The references stated that Geneva provided great customer service, is highly collaborative, reliable, and professional, with clear communication, on-time billing, and innovative solutions to problems.

**Global Impact**

**OPI**

The Sourcing Team awarded Global Impact 5 points based on the submitted references. One (1) OPI references were correctly submitted and timely received for the Offeror. Overall, the reference was very satisfied. The references stated that Global Impact are always available, regardless of the time. However, they noted that Navajo and Pueblo languages are not available, of which Navajo is a required language on Attachment P.

**VRI**

The Sourcing Team awarded Global Impact 0 points based on the submitted references. Zero (0) VRI references were correctly submitted and timely received for the Offeror. Although all three categories were listed on the one reference received, only OPI was mentioned in the reference.

**Document Translation**

The Sourcing Team awarded Global Impact 0 points based on the submitted references. Zero (0) Document Translation references were correctly submitted and timely received for the Offeror. Although all three categories were listed on the one reference received, only OPI was mentioned in the reference.

**Hanna**

**OPI**

The Sourcing Team awarded Hanna 25 points based on the submitted references. Six (6) OPI references were correctly submitted and timely received for Hanna. Overall, the references were satisfied. The references stated that Hanna provided great customer service, has skilled and flexible interpreters who come prepared for appointments, and are punctual.

**VRI**

The Sourcing Team awarded Hanna 25 points based on the submitted references. Five (5) VRI references were correctly submitted and timely received for Hanna. Overall, the references were satisfied. The references stated that Hanna provided great customer service, has skilled and flexible interpreters who come prepared for appointments, and are punctual.

**Document Translation**

The Sourcing Team awarded Hanna 25 points based on the submitted references. Five (5) Document Translation references were correctly submitted and timely received for Hanna. Overall, the references were very satisfied. The references stated that Hanna provided great customer service and has skilled and flexible translators.

**Human Touch**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Human Touch 25 points based on the submitted references. Five (5) Document Translation references were correctly submitted and timely received for Human Touch. Overall, the references were very satisfied. The references stated that Human Touch provided great customer service.

**ILC**

**OPI**

The Sourcing Team awarded ILC 25 points based on the submitted references. Four (4) OPI references were correctly submitted and timely received for ILC. Overall, the references were very satisfied. The references stated that ILC provided timely communication, extremely accurate interpretations, superior customer service, and professional and positive.

**VRI**

The Sourcing Team awarded ILC 8 points based on the submitted references. One of the three (3) requested VRI references was correctly submitted and timely received for ILC. Because of this, ILC was only eligible to receive a maximum of 8 points. Overall, the reference was satisfied. The reference stated that ILC provided timely communication.

**Document Translation**

The Sourcing Team awarded ILC 25 points based on the submitted references. Four (4) Document Translation references were correctly submitted and timely received for ILC. Overall, the references were very satisfied. The references stated that ILC provided timely communication, extremely accurate translations, superior customer service, and accurate quoting and billing.

**Language Global**

**OPI**

The Sourcing Team awarded Language Global 0 points based on the submitted references. Zero (0) OPI references were correctly submitted and timely received for the Offeror.

**VRI**

The Sourcing Team awarded Language Global 0 points based on the submitted references. Zero (0) VRI references were correctly submitted and timely received for the Offeror.

**Document Translation**

The Sourcing Team awarded Language Global 0 points based on the submitted references. Zero (0) Document Translation references were correctly submitted and timely received for the Offeror.

Linguistica

**OPI**

The Sourcing Team awarded Linguistica 25 points based on the submitted references. Six (6) OPI references were correctly submitted and timely received for Linguistica. Overall, the references were satisfied. The references stated that Linguistica provided great customer service.

**VRI**

The Sourcing Team awarded Linguistica 25 points based on the submitted references. Three (3) VRI references were correctly submitted and timely received for Linguistica. Overall, the references were very satisfied. The references stated that Linguistica provided great customer service, demonstrating good knowledge and expertise.

**Document Translation**

The Sourcing Team awarded Linguistica 25 points based on the submitted references. Five (5) Document Translation references were correctly submitted and timely received for Linguistica. Overall, the references were satisfied. The references stated that Linguistica provided great customer service, with extensive knowledge and expertise in the translation field and good communication.

Lionbridge

**OPI**

The Sourcing Team awarded Lionbridge 25 points based on the submitted references. Five (5) OPI references were correctly submitted and timely received for Lionbridge. Overall, the references were very satisfied. The references stated that Lionbridge provided extremely flexible and accommodating customer service.

**VRI**

N/A

**Document Translation**

N/A

PGLS

**OPI**

The Sourcing Team awarded PGLS 25 points based on the submitted references. Three (3) OPI references were correctly submitted and timely received for PGLS. Overall, the references were satisfied. The references stated that PGLS provided excellent customer service, with timely and accurate guidance, and professional and empathetic interpreters.

**VRI**

The Sourcing Team awarded PGLS 25 points based on the submitted references. Three (3) VRI references were correctly submitted and timely received for PGLS. Overall, the references were satisfied. The references stated that PGLS provided excellent customer service, with timely and accurate guidance, and professional and empathetic interpreters.

**Document Translation**

The Sourcing Team awarded PGLS 25 points based on the submitted references. Three (3) Document Translation references were correctly submitted and timely received for PGLS. Overall, the references were satisfied. The references stated that PGLS provided excellent customer service, with timely and accurate guidance, and quality work with excellent delivery timeframes.

Taika

**OPI**

N/A

N/A

**Document Translation**

The Sourcing Team awarded Taika 25 points based on the submitted references. Four (4) Document Translation references were correctly submitted and timely received for Taika. Overall, the references were very satisfied. The references stated that Taika provided a wealth of knowledge and expertise, great customer service, and adaptable.

**Todd-Reyes**

**OPI**

The Sourcing Team awarded Todd-Reyes 25 points based on the submitted references. Three (3) OPI references were correctly submitted and timely received for Todd-Reyes. Overall, the references were excellent. The references stated that Todd-Reyes provided great customer service, is polite, flexible, consistently meets deadlines, and is highly knowledgeable and skilled in her field, in addition to understanding procurement procedures.

**VRI**

The Sourcing Team awarded Todd-Reyes 25 points based on the submitted references. Four (4) VRI references were correctly submitted and timely received for Todd-Reyes. Overall, the references were very satisfied. The references stated that Todd-Reyes provided great customer service, is polite, flexible, consistently meets deadlines, and her knowledge and expertise among the best in her field, in addition to understanding procurement procedures.

**Document Translation**

The Sourcing Team awarded Todd-Reyes 25 points based on the submitted references. Seven (7) Document Translation references were correctly submitted and timely received for Todd-Reyes. Overall, the references were highly satisfied. The references stated that Todd-Reyes provided great customer service, is polite, flexible, consistently meets deadlines, and her knowledge and expertise among the best in her field, in addition to understanding procurement procedures.

**ULS**

**OPI**

The Sourcing Team awarded ULS 17 points based on the submitted references. Two of the three (3) requested OPI references were correctly submitted and timely received for ULS. Because of this, ULS was only eligible to receive a maximum of 17 points. Overall, the references were very satisfied. The references stated that ULS provided great customer service and were very responsive, knowledgeable, flexible, and kind.

**VRI**

The Sourcing Team awarded ULS 25 points based on the submitted references. Three (3) VRI references were correctly submitted and timely received for ULS. Overall, the references were very satisfied. The references stated that ULS provided great customer service and were very responsive, knowledgeable, flexible, and kind.

**Document Translation**

The Sourcing Team awarded ULS 0 points based on the submitted references. Zero (0) Document Translation references were correctly submitted and timely received for the Offeror.

**UTT**

**OPI**

The Sourcing Team awarded UTT 25 points based on the submitted references. Four (4) OPI references were correctly submitted and timely received for UTT. Overall, the references were very satisfied. The references stated that UTT provided flexible customer service, is professional and knowledgeable, had great communication, and is highly efficient.

VRI  
N/A

**Document Translation**

The Sourcing Team awarded UTT 25 points based on the submitted references. Four (4) OPI references were correctly submitted and timely received for UTT. Overall, the references were very satisfied. The references stated that UTT provided flexible customer service, is professional and knowledgeable, returns documents in a timely manner, is highly efficient, and is very responsive.

**Stage 3: Service Testing for Over-the-Phone Interpretation (OPI). (Pass/Fail)**

The Lead State and the Sourcing Team determined OPI service tests would not be conducted.

**Stage 4: Attachment I, Cost Proposal (400 Total Points)**

| <u>Offeror</u>        | <u>OPI</u> | <u>VRI</u> | <u>Document Translation</u> |
|-----------------------|------------|------------|-----------------------------|
| Accent                | 167        | 117        | 253                         |
| Ad Astra              | 314        | 269        | 267                         |
| Avantpage             | 262        | 205        | 218                         |
| Baystate              | 227        | 199        | 400                         |
| Bromberg              | 279        | 194        | 229                         |
| CIT                   | N/A        | N/A        | 282                         |
| Corporate Translation | 309        | 314        | 282                         |
| CyraCom               | 296        | 400        | 218                         |
| Geneva                | 177        | 169        | 178                         |
| Global Impact         | 181        | 117        | 253                         |
| Hanna                 | 222        | 180        | 300                         |
| Human Touch           | N/A        | N/A        | 218                         |
| ILC                   | 262        | 320        | 192                         |
| Language Global       | 340        | 226        | 150                         |
| Linguistica           | 400        | 354        | 282                         |
| Lionbridge            | 346        | N/A        | N/A                         |
| PGLS                  | 324        | 267        | 229                         |
| Taika                 | N/A        | N/A        | 320                         |
| Todd-Reyes            | 131        | 152        | 114                         |
| ULS                   | 136        | 144        | 145                         |
| UTT                   | 314        | N/A        | 253                         |

**Requirements:**

See Exhibit A of this document.

**Evaluation Factors:**

Lowest Responsive Proposal Category Total

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This Offeror's Proposal Category Total

X Available Award Points

**Evaluation:**

**Accent**

**OPI**

The Sourcing Team awarded Accent 167 points based on the Offeror's response.  
 $\$0.51 / \$1.22 = .042 \times 400 = 167$

**VRI**

The Sourcing Team awarded Accent 117 points based on the Offeror's response.  
 $\$0.84 / \$2.87 = 0.29 \times 400 = 117$

**Document Translation**

The Sourcing Team awarded Accent 253 points based on the Offeror's response.  
 $\$0.12 / \$0.19 = 0.63 \times 400 = 253$

**Ad Astra**

**OPI**

The Sourcing Team awarded Ad Astra 314 points based on the Offeror's response.  
 $\$0.51 / \$0.65 = 0.78 \times 400 = 314$

**VRI**

The Sourcing Team awarded Ad Astra 269 points based on the Offeror's response.  
 $\$0.84 / \$1.25 = 0.67 \times 400 = 269$

**Document Translation**

The Sourcing Team awarded Ad Astra 267 points based on the Offeror's response.  
 $\$0.12 / \$0.18 = 0.67 \times 400 = 267$

**Avantpage**

**OPI**

The Sourcing Team awarded Avantpage 262 points based on the Offeror's response.  
 $\$0.51 / \$0.78 = 0.65 \times 400 = 262$

**VRI**

The Sourcing Team awarded Avantpage 205 points based on the Offeror's response.  
 $\$0.84 / \$1.64 = 0.51 \times 400 = 205$

**Document Translation**

The Sourcing Team awarded Avantpage 218 points based on the Offeror's response.  
 $\$0.12 / \$0.22 = 0.55 \times 400 = 218$

**Baystate**

**OPI**

The Sourcing Team awarded Baystate 227 points based on the Offeror's response.  
 $\$0.51 / \$0.90 = 0.57 \times 400 = 227$

**VRI**

The Sourcing Team awarded Baystate 199 points based on the Offeror's response.  
 $\$0.84 / \$1.69 = 0.50 \times 400 = 199$

**Document Translation**

The Sourcing Team awarded Baystate 400 points based on the Offeror's response.  
 $\$0.12 / \$0.12 = 1.0 \times 400 = 400$

**Bromberg**

**OPI**

The Sourcing Team awarded Bromberg 279 points based on the Offeror's response.  
 $\$0.51 / \$0.73 = 0.70 \times 400 = 279$

**VRI**

The Sourcing Team awarded Bromberg 194 points based on the Offeror's response.  
 $\$0.84 / \$1.73 = 0.49 \times 400 = 194$

**Document Translation**

The Sourcing Team awarded Bromberg 229 points based on the Offeror's response.  
 $\$0.12 / \$0.21 = 0.57 \times 400 = 229$

**CIT**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded CIT 282 points based on the Offeror's response.  
 $\$0.12 / \$0.17 = 0.71 \times 400 = 282$

**Corporate Translation**

**OPI**

The Sourcing Team awarded Corporate Translation 309 points based on the Offeror's response.  
 $\$0.51 / \$0.66 = 0.77 \times 400 = 309$

**VRI**

The Sourcing Team awarded Corporate Translation 314 points based on the Offeror's response.  
 $\$0.84 / \$1.07 = 0.79 \times 400 = 314$

**Document Translation**

The Sourcing Team awarded Corporate Translation 282 points based on the Offeror's response.  
 $\$0.12 / \$0.17 = 0.71 \times 400 = 282$

**CyraCom**

**OPI**

The Sourcing Team awarded CyraCom 296 points based on the Offeror's response.  
 $\$0.51 / \$0.69 = 0.74 \times 400 = 296$

**VRI**

The Sourcing Team awarded CyraCom 400 points based on the Offeror's response.  
 $\$0.84 / \$0.84 = 1.0 \times 400 = 400$

**Document Translation**

The Sourcing Team awarded CyraCom 218 points based on the Offeror's response.  
 $\$0.12 / \$0.22 = 0.55 \times 400 = 218$

**Geneva**

**OPI**

The Sourcing Team awarded Geneva 177 points based on the Offeror's response.  
 $\$0.51 / \$1.15 = 0.44 \times 400 = 177$

**VRI**

The Sourcing Team awarded Geneva 169 points based on the Offeror's response.  
 $\$0.84 / \$1.99 = 0.42 \times 400 = 169$

**Document Translation**

The Sourcing Team awarded Geneva 178 points based on the Offeror's response.  
 $\$0.12 / \$0.27 = 0.44 \times 400 = 178$

**Global Impact**

**OPI**

The Sourcing Team awarded Global Impact 181 points based on the Offeror's response.  
 $\$0.51 / \$1.13 = 0.45 \times 400 = 181$

**VRI**

The Sourcing Team awarded Global Impact 117 points based on the Offeror's response.  
 $\$0.84 / \$2.87 = 0.29 \times 400 = 117$

**Document Translation**

The Sourcing Team awarded Global Impact 253 points based on the Offeror's response.  
 $\$0.12 / \$0.19 = 0.63 \times 400 = 253$

**Hanna**

**OPI**

The Sourcing Team awarded Hanna 222 points based on the Offeror's response.  
 $\$0.51 / \$0.92 = 0.55 \times 400 = 222$

**VRI**

The Sourcing Team awarded Hanna 180 points based on the Offeror's response.  
 $\$0.84 / \$1.87 = 0.45 \times 400 = 180$

**Document Translation**

The Sourcing Team awarded Hanna 300 points based on the Offeror's response.  
 $\$0.12 / \$0.16 = 0.75 \times 400 = 300$

**Human Touch**

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Human Touch 218 points based on the Offeror's response.

$$\$0.12 / \$0.22 = 0.55 \times 400 = 218$$

**ILC**

**OPI**

The Sourcing Team awarded ILC 262 points based on the Offeror's response.

$$\$0.51 / \$0.78 = 0.65 \times 400 = 262$$

**VRI**

The Sourcing Team awarded ILC 320 points based on the Offeror's response.

$$\$0.84 / \$1.05 = 0.80 \times 400 = 320$$

**Document Translation**

The Sourcing Team awarded ILC 192 points based on the Offeror's response.

$$\$0.12 / \$0.25 = 0.48 \times 400 = 192$$

**Language Global**

**OPI**

The Sourcing Team awarded Language Global 340 points based on the Offeror's response.

$$\$0.51 / \$0.60 = 0.85 \times 400 = 340$$

**VRI**

The Sourcing Team awarded Language Global 226 points based on the Offeror's response.

$$\$0.84 / \$1.49 = 0.56 \times 400 = 226$$

**Document Translation**

The Sourcing Team awarded Language Global 150 points based on the Offeror's response.

$$\$0.12 / \$0.32 = 0.38 \times 400 = 150$$

**Linguistica**

**OPI**

The Sourcing Team awarded Linguistica 400 points based on the Offeror's response.

$$\$0.51 / \$0.51 = 1.0 \times 400 = 400$$

**VRI**

The Sourcing Team awarded Linguistica 354 points based on the Offeror's response.

$$\$0.84 / \$0.95 = 0.88 \times 400 = 354$$

**Document Translation**

The Sourcing Team awarded Linguistica 282 points based on the Offeror's response.

$$\$0.12 / \$0.17 = 0.71 \times 400 = 282$$

Lionbridge

**OPI**

The Sourcing Team awarded Lionbridge 346 points based on the Offeror's response.  
 $\$0.51 / \$0.59 = 0.86 \times 400 = 346$

**VRI**

N/A

**Document Translation**

N/A

PGLS

**OPI**

The Sourcing Team awarded PGLS 324 points based on the Offeror's response.  
 $\$0.51 / \$0.63 = 0.81 \times 400 = 324$

**VRI**

The Sourcing Team awarded PGLS 267 points based on the Offeror's response.  
 $\$0.84 / \$1.26 = 0.67 \times 400 = 267$

**Document Translation**

The Sourcing Team awarded PGLS 229 points based on the Offeror's response.  
 $\$0.12 / \$0.21 = 0.57 \times 400 = 229$

Taika

**OPI**

N/A

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded Taika 320 points based on the Offeror's response.  
 $\$0.12 / \$0.15 = 0.80 \times 400 = 320$

Todd-Reyes

**OPI**

The Sourcing Team awarded Todd-Reyes 131 points based on the Offeror's response.  
 $\$0.51 / \$1.56 = 0.33 \times 400 = 131$

**VRI**

The Sourcing Team awarded Todd-Reyes 152 points based on the Offeror's response.  
 $\$0.84 / \$2.21 = 0.38 \times 400 = 152$

**Document Translation**

The Sourcing Team awarded Todd-Reyes 114 points based on the Offeror's response.  
 $\$0.12 / \$0.42 = 0.29 \times 400 = 114$

ULS

**OPI**

The Sourcing Team awarded ULS 136 points based on the Offeror's response.

**VRI**

The Sourcing Team awarded ULS 144 points based on the Offeror's response.  
 $\$0.84 / \$2.33 = 0.36 \times 400 = 144$

**Document Translation**

The Sourcing Team awarded ULS 145 points based on the Offeror's response.  
 $\$0.12 / \$0.33 = 0.36 \times 400 = 145$

**UTT**

**OPI**

The Sourcing Team awarded UTT 314 points based on the Offeror's response.  
 $\$0.51 / \$0.65 = 0.78 \times 400 = 314$

**VRI**

N/A

**Document Translation**

The Sourcing Team awarded UTT 253 points based on the Offeror's response.  
 $\$0.12 / \$0.19 = 0.63 \times 400 = 253$

**Remote Interpreting and Translating Services  
RFP # 40-00000-24-00076 Evaluation Point Summary - OPI**

| Over-the-Phone Interpreting (OPI)  | Evaluation Criteria |            |            |            |            |                       |            |            |               |            |            |                 |            |            |            |            |            |            |
|--|---------------------|------------|------------|------------|------------|-----------------------|------------|------------|---------------|------------|------------|-----------------|------------|------------|------------|------------|------------|------------|
|  | Accent              | Ad Astra   | AvantPage  | Baystate   | Bromberg   | Corporate Translation | CyraCom    | Geneva     | Global Impact | Hanna      | I.C.       | Language Global | Linguisica | Lionbridge | PGLS       | Todd-Reyes | TLS        | TTT        |
| Attachment H, Section II Organizational Experience (100 Points)  | 75                  | 100        | 80         | 100        | 100        | 100                   | 100        | 100        | 100           | 82         | 73         | 90              | 100        | 100        | 100        | 72         | 100        | 100        |
| Attachment H, Section III Organizational Infrastructure (125 Points)   | 108                 | 87         | 100        | 70         | 125        | 125                   | 110        | 100        | 125           | 125        | 125        | 125             | 125        | 125        | 125        | 43         | 125        | 80         |
| Attachment H, Section IV Key Staff Qualifications (25 Points)  | 22                  | 20         | 25         | 15         | 25         | 25                    | 25         | 25         | 25            | 25         | 25         | 25              | 25         | 25         | 25         | 15         | 25         | 25         |
| Attachment H, Section V Operational Information (150 Points)   | 130                 | 133        | 133        | 97         | 150        | 123                   | 50         | 93         | 145           | 150        | 75         | 150             | 150        | 150        | 75         | 50         | 150        | 112        |
| Attachment H, Section VI.A & VI.D (OPI) Quality Assurance, Screening Process, and Compliance-Related Requirements (150 Points) | 125                 | 115        | 145        | 105        | 150        | 140                   | 135        | 85         | 145           | 150        | 115        | 145             | 145        | 140        | 137        | 97         | 147        | 140        |
| Attachment H, Section VII Implementation and Promotion of the NASPO ValuePoint Master Agreement (25 Points)                    | 22                  | 22         | 18         | 18         | 23         | 22                    | 18         | 15         | 20            | 18         | 15         | 22              | 22         | 23         | 22         | 18         | 22         | 22         |
| Attachment N Organizational References (25 Points)   | 8                   | 25         | 0          | 25         | 25         | 25                    | 25         | 19         | 5             | 25         | 25         | 0               | 25         | 25         | 25         | 25         | 17         | 25         |
| Stage 3: Service Testing for Over-the-Phone Interpretation (OPI) (Pass/Fail)   | N/A                 | N/A        | N/A        | N/A        | N/A        | N/A                   | N/A        | N/A        | N/A           | N/A        | N/A        | N/A             | N/A        | N/A        | N/A        | N/A        | N/A        | N/A        |
| <b>SUBTOTAL</b>  | <b>490</b>          | <b>502</b> | <b>501</b> | <b>430</b> | <b>598</b> | <b>560</b>            | <b>463</b> | <b>437</b> | <b>565</b>    | <b>575</b> | <b>453</b> | <b>557</b>      | <b>592</b> | <b>588</b> | <b>509</b> | <b>320</b> | <b>586</b> | <b>504</b> |
| Stage 4: Cost Evaluation (400 Points)  | 167                 | 314        | 262        | 227        | 279        | 309                   | 296        | 177        | 181           | 222        | 262        | 340             | 400        | 346        | 324        | 131        | 136        | 314        |
| <b>GRAND TOTAL</b>   | <b>657</b>          | <b>816</b> | <b>763</b> | <b>657</b> | <b>877</b> | <b>869</b>            | <b>759</b> | <b>614</b> | <b>746</b>    | <b>797</b> | <b>715</b> | <b>897</b>      | <b>992</b> | <b>934</b> | <b>833</b> | <b>451</b> | <b>722</b> | <b>818</b> |
| <b>(1,000 POINTS AVAILABLE)</b>  |                     |            |            |            |            |                       |            |            |               |            |            |                 |            |            |            |            |            |            |

**Remote Interpreting and Translating Services  
RFP # 40-00000-24-00076 Evaluation Point Summary - VRI**

| Video Remote Interpreting (VRI)  | Accent     | Ad Astra   | AvantPage  | Baystate   | Bromberg   | Corporate Translation | CytraCom   | Geneva     | Global Impact | Hanna      | H.C.       | Language Global | Lingvistica | PGIS       | Todd-Reyes | TLS        |
|--|------------|------------|------------|------------|------------|-----------------------|------------|------------|---------------|------------|------------|-----------------|-------------|------------|------------|------------|
| Attachment H, Section II Organizational Experience (100 Points)  | 75         | 100        | 80         | 100        | 100        | 100                   | 100        | 100        | 100           | 82         | 73         | 90              | 100         | 100        | 72         | 100        |
| Attachment H, Section III Organizational Infrastructure (125 Points)   | 108        | 87         | 100        | 70         | 125        | 125                   | 100        | 100        | 125           | 125        | 125        | 125             | 125         | 125        | 43         | 125        |
| Attachment H, Section IV Key Staff Qualifications (25 Points)  | 22         | 20         | 25         | 15         | 25         | 25                    | 25         | 25         | 25            | 25         | 25         | 25              | 25          | 25         | 15         | 25         |
| Attachment H, Section V Operational Information (150 Points)   | 130        | 133        | 133        | 97         | 150        | 123                   | 50         | 93         | 98            | 150        | 75         | 150             | 150         | 75         | 50         | 150        |
| Attachment H, Section VI.A & VI.E (VRI) Quality Assurance, Screening Process, and Compliance-Related Requirements (150 Points) | 125        | 115        | 145        | 105        | 150        | 140                   | 135        | 85         | 145           | 150        | 115        | 145             | 145         | 137        | 97         | 147        |
| Attachment H, Section VII Implementation and Promotion of the NASPO ValuePoint Master Agreement (25 Points)                    | 22         | 22         | 18         | 18         | 23         | 22                    | 18         | 15         | 20            | 18         | 15         | 22              | 22          | 22         | 18         | 22         |
| Attachment N Organizational References (25 Points)   | 25         | 8          | 0          | 25         | 25         | 0                     | 25         | 20         | 0             | 25         | 8          | 0               | 25          | 25         | 25         | 25         |
| <b>SUBTOTAL</b>  | <b>507</b> | <b>485</b> | <b>501</b> | <b>430</b> | <b>598</b> | <b>535</b>            | <b>453</b> | <b>438</b> | <b>513</b>    | <b>575</b> | <b>436</b> | <b>557</b>      | <b>592</b>  | <b>509</b> | <b>320</b> | <b>594</b> |
| Stage 4: Cost Evaluation (400 Points)  | 117        | 269        | 205        | 199        | 194        | 314                   | 400        | 169        | 117           | 180        | 320        | 226             | 354         | 267        | 152        | 144        |
| <b>GRAND TOTAL (1,000 POINTS AVAILABLE)</b>  | <b>624</b> | <b>754</b> | <b>706</b> | <b>629</b> | <b>792</b> | <b>849</b>            | <b>853</b> | <b>607</b> | <b>630</b>    | <b>755</b> | <b>756</b> | <b>783</b>      | <b>946</b>  | <b>776</b> | <b>472</b> | <b>738</b> |

**Remote Interpreting and Translating Services  
RFP # 40-00000-24-00076 Evaluation Point Summary – Document Translation**

| Document Translation  | Accent     | Ad Astra   | AvantPage  | Baystate   | Bromberg   | CTI        | Corporate Translation | CyralCom   | Geneva     | Global Impact | Ilanna     | Human Touch | H.C.       | Language Global | Lingvistica | PGIS       | Tatka      | Todd-Reyes | TLS        | T.T.       |
|---|------------|------------|------------|------------|------------|------------|-----------------------|------------|------------|---------------|------------|-------------|------------|-----------------|-------------|------------|------------|------------|------------|------------|
| Attachment H, Section II Organizational Experience (100 Points)   | 75         | 100        | 80         | 100        | 100        | 100        | 100                   | 100        | 100        | 100           | 82         | 80          | 73         | 90              | 100         | 100        | 100        | 72         | 85         | 100        |
| Attachment H, Section III Organizational Infrastructure (125 Points)  | 108        | 87         | 100        | 70         | 125        | 108        | 125                   | 110        | 100        | 125           | 125        | 125         | 100        | 125             | 125         | 125        | 125        | 43         | 125        | 125        |
| Attachment H, Section IV Key Staff Qualifications (25 Points)   | 22         | 20         | 25         | 15         | 25         | 25         | 25                    | 25         | 25         | 25            | 25         | 25          | 25         | 25              | 25          | 25         | 25         | 15         | 25         | 25         |
| Attachment H, Section V Operational Information (150 Points)  | 130        | 133        | 142        | 97         | 150        | 150        | 123                   | 50         | 93         | 145           | 150        | 80          | 75         | 150             | 150         | 75         | 150        | 50         | 150        | 112        |
| Attachment H, Section VI A & VI F (Document Translation) Quality Assurance, Screening Process, and Compliance-Related Requirements (150 Points) | 125        | 115        | 145        | 120        | 150        | 120        | 140                   | 135        | 85         | 145           | 150        | 150         | 115        | 145             | 145         | 132        | 145        | 97         | 147        | 140        |
| Attachment H, Section VII Implementation and Promotion of the NASPO ValuePoint Master Agreement (25 Points)                                     | 22         | 22         | 18         | 18         | 23         | 22         | 22                    | 18         | 15         | 20            | 18         | 22          | 15         | 22              | 22          | 22         | 22         | 18         | 22         | 22         |
| Attachment N Organizational References (25 Points)  | 25         | 25         | 25         | 25         | 25         | 25         | 25                    | 25         | 25         | 0             | 25         | 25          | 25         | 0               | 25          | 25         | 25         | 25         | 0          | 25         |
| <b>SUBTOTAL</b>   | <b>507</b> | <b>502</b> | <b>535</b> | <b>445</b> | <b>598</b> | <b>550</b> | <b>560</b>            | <b>463</b> | <b>443</b> | <b>560</b>    | <b>575</b> | <b>507</b>  | <b>428</b> | <b>557</b>      | <b>592</b>  | <b>504</b> | <b>592</b> | <b>320</b> | <b>554</b> | <b>549</b> |
| Stage 4: Cost Evaluation (400 Points)   | 253        | 267        | 218        | 400        | 229        | 282        | 282                   | 218        | 178        | 253           | 300        | 218         | 192        | 150             | 282         | 229        | 320        | 114        | 145        | 253        |
| <b>GRAND TOTAL</b>  | <b>760</b> | <b>769</b> | <b>753</b> | <b>845</b> | <b>827</b> | <b>832</b> | <b>842</b>            | <b>681</b> | <b>621</b> | <b>813</b>    | <b>875</b> | <b>725</b>  | <b>620</b> | <b>707</b>      | <b>874</b>  | <b>733</b> | <b>912</b> | <b>434</b> | <b>699</b> | <b>802</b> |
| <b>(1,000 POINTS AVAILABLE)</b>   |            |            |            |            |            |            |                       |            |            |               |            |             |            |                 |             |            |            |            |            |            |

**Sourcing Team Recommendation**

Based on the Sourcing Team's evaluation of the proposals submitted, as detailed above, the committee respectfully recommends awarding Master Agreements to perform the scope of work as outlined in the Remote Interpreting and Translating RFP #40-00000-24-00076 to the following Offerors receiving the highest scores in each Category (OPI, VRI, and Document Translation);

**OPI:**

- Bromberg
- Corporate Translation
- Language Global
- Linguistica
- Lionbridge
- PGLS

**VRI:**

- Bromberg
- Corporate Translation
- Language Global
- Linguistica
- PGLS

**Document Translation:**

- Baystate
- Bromberg
- CIT
- Corporate Translation
- Hanna
- Linguistica
- Taika

Awards are subject to agreement between the State of New Mexico General Services Department State Purchasing Division and the selected Offerors. Awarding Master Agreements to the recommended Offerors is in the best interest and is most advantageous to the State, the Agency, and Agency clients.

Portia Davis  
Portia Davis  
Sourcing Team Member

7/1/2025  
Date

Amy Monroe  
Amy Monroe  
Sourcing Team Member

6/26/2025  
Date

Leneka Williams  
Leneka Williams  
Sourcing Team Member

7/2/2025  
Date

Susan Inman  
Susan Inman  
Procurement Manager

7/3/2025  
Date

State Purchasing Signature Approval

Dorothy Mendonca  
Dorothy Mendonca  
State Purchasing Agent & Director

7/3/2025  
Date

## Exhibit A Attachment I Cost Proposal

### Category 1: Over-the-Phone Interpretation (OPI)

Instructions: Offeror must provide pricing for all yellow shaded cells for response to be valid. Proposal may be deemed nonresponsive for failure to provide pricing in all cells. \$0.00 is defined as "at no additional cost".  
If submitting a proposal for OPI services, Offeror must be able to provide all subcategories of services (General Services, Medical, and Legal), items 1a - 1c.

|   | Standard Hours                               |                                     |                                   |  | Extended Hours                                    |   |  |  |  |   |  |  |
|---|--|-------------------------------------|-----------------------------------|--|---|---|--|--|--|---|--|--|
|   | General Services<br>Unit Price<br>per Minute | Medical<br>Unit Price<br>per Minute | Legal<br>Unit Price<br>per Minute | General Services<br>Over 8 hrs<br>Unit Price<br>per Minute | Medical<br>Over 8 hrs<br>Unit Price<br>per Minute | Legal<br>Over 8 hrs<br>Unit Price<br>per Minute | General Services/<br>After Hours/<br>Weekend<br>Unit Price<br>per Minute | Medical<br>After Hours/<br>Weekend<br>Unit Price<br>per Minute | Legal<br>After Hours/<br>Weekend<br>Unit Price<br>per Minute | General Services<br>Holiday<br>Unit Price<br>per Minute | Medical<br>Holiday<br>Unit Price<br>per Minute | Legal<br>Holiday<br>Unit Price<br>per Minute |
| 1a. Over-the-Phone Interpretation (OPI) Services for the most requested language: Spanish   | \$0.00                                       | \$0.00                              | \$0.00                            | \$0.00   | \$0.00  | \$0.00  | \$0.00   | \$0.00   | \$0.00   | \$0.00  | \$1.00   | \$2.00                                       |
| 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 | \$0.00                                       | \$0.00                              | \$0.00                            | \$0.00   | \$0.00  | \$0.00  | \$0.00   | \$0.00   | \$0.00   | \$0.00  | \$1.00   | \$2.00                                       |
| 1c. Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment P - Languages, as well as for all unlisted languages that may be provided through the resultant Contract.                                      | \$0.00                                       | \$0.00                              | \$0.00                            | \$0.00   | \$0.00  | \$0.00  | \$0.00   | \$0.00   | \$0.00   | \$0.00  | \$1.00   | \$2.00                                       |
| <b>Category 1 Total:</b>  | \$0.00                                       | \$0.00                              | \$0.00                            | \$0.00   | \$0.00  | \$0.00  | \$0.00   | \$0.00   | \$0.00   | \$0.00  | \$1.00   | \$2.00                                       |

Category 1 Total: \$0.00

**Category 2: Video Remote Interpretation (VRI)**

Instructions: Offeror must provide pricing for all yellow shaded cells for response to be valid. Proposal may be deemed nonresponsive for failure to provide pricing in all cells. \$0.00 is defined as "at no additional cost".

If submitting a proposal for VRI services, Offeror must be able to provide all subcategories of services (General Services, Medical, and Legal). Items 2a - 2d

|   | Standard Hours                         |                               |                             |   | Extended Hours                           |  |  |   |   |  |                                       |                                     |
|---|--|-------------------------------|-----------------------------|---|--|--|--|---|---|--|---------------------------------------|-------------------------------------|
|   | General Services Unit Price per Minute | Medical Unit Price per Minute | Legal Unit Price per Minute | General Services Over 8 hrs Unit Price per Minute | Medical Over 8 hrs Unit Price per Minute | Legal Over 8 hrs Unit Price per Minute | General Services After-Hours/Weekend Unit Price per Minute | Medical After-Hours/Weekend Unit Price per Minute | Legal After-Hours/Weekend Unit Price per Minute | General Services Holiday Unit Price per Minute | Medical Holiday Unit Price per Minute | Legal Holiday Unit Price per Minute |
| 2a. Video Remote Interpretation (VRI) Services for the top VRI language: American Sign Language (ASL)   | \$0.00                                 | \$0.00                        | \$0.00                      | \$0.00  | \$0.00                                   | \$0.00                                 | \$0.00   | \$0.00  | \$0.00  | \$0.00   | \$0.00                                | \$0.00                              |
| 2b. Video Remote Interpretation (VRI) Services for Spanish  | \$0.00                                 | \$0.00                        | \$0.00                      | \$0.00  | \$0.00                                   | \$0.00                                 | \$0.00   | \$0.00  | \$0.00  | \$0.00   | \$0.00                                | \$0.00                              |
| 2c. Video Remote Interpretation (VRI) Services for the twelve most requested languages (other than ASL and Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.00                                 | \$0.00                        | \$0.00                      | \$0.00  | \$0.00                                   | \$0.00                                 | \$0.00   | \$0.00  | \$0.00  | \$0.00   | \$0.00                                | \$0.00                              |
| 2d. Video Remote Interpretation (VRI) Services for all other languages specified in Attachment P - Languages as well as for all unlisted languages that may be provided through the resultant Contract.   | \$0.00                                 | \$0.00                        | \$0.00                      | \$0.00  | \$0.00                                   | \$0.00                                 | \$0.00   | \$0.00  | \$0.00  | \$0.00   | \$0.00                                | \$0.00                              |
|   | \$0.00                                 | \$0.00                        | \$0.00                      | \$0.00  | \$0.00                                   | \$0.00                                 | \$0.00   | \$0.00  | \$0.00  | \$0.00   | \$0.00                                | \$0.00                              |

Category 2 Total: \$0.00

**Category 3: Document Translation Services**

**Instructions:** Offeror must provide pricing for all yellow shaded cells for response to be valid. Proposal may be deemed nonresponsive for failure to provide pricing in all cells. \$0.00 is defined as "at no additional cost." If submitting a proposal for Document Translation services, Offeror must be able to provide all subcategories of services: (General Services, Medical, and Legal); items 3a - 3i.

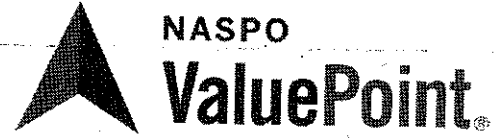
|     | Document Translation Services  | General Services Unit Price per Word | Medical Unit Price per Word | Legal Unit Price per Word | Percentage Discount on provided costs, if Artificial Intelligence is |
|-----|--|--------------------------------------|-----------------------------|---------------------------|--|
| 3a. | Standard Document Translation Services for the most requested language: <b>Spanish</b>   | \$0.00                               | \$0.00                      | \$0.00                    | 0%   |
| 3b. | Standard Document Translation Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian         | \$0.00                               | \$0.00                      | \$0.00                    | 0%   |
| 3c. | Standard Document Translation Services for all other languages specified in <b>Attachment P - Languages</b> , as well as for all unlisted languages that may be provided through the resultant Contract.   | \$0.00                               | \$0.00                      | \$0.00                    | 0%   |
| 3d. | <b>Expedited Document Translation Services</b> for the most requested language: <b>Spanish</b>   | \$0.00                               | \$0.00                      | \$0.00                    | 0%   |
| 3e. | <b>Expedited Document Translation Services</b> for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.00                               | \$0.00                      | \$0.00                    | 0%   |
| 3f. | <b>Expedited Document Translation Services</b> for all other languages specified in <b>Attachment P - Languages</b> , as well as for all unlisted languages that may be provided through the resultant Contract.                                     | \$0.00                               | \$0.00                      | \$0.00                    | 0%   |
| 3g. | Desktop Publishing (DTP) per hour  | \$0.00                               | \$0.00                      | \$0.00                    |  |
| 3h. | Rush Fee (percentage of expedited services total)  | 0%                                   | 0%                          | 0%                        |  |
|     |  | \$0.00                               | \$0.00                      | \$0.00                    |  |

**Category 3 Total:** \$0.00

**PARTICIPATING ADDENDUM**

**REMOTE INTERPRETING AND TRANSLATING SERVICES**

Led by the State of New Mexico



Master Agreement #: 40-00000-24-00076AD  
 Contractor: **Corporate Translation Services, LLC dba Language Link**  
 Participating Entity: **STATE OF NEW HAMPSHIRE**

This Participating Addendum is entered into by Contractor and Participating Entity (collectively, the "Parties").

PARTICIPATING ENTITY

|            |  |
|------------|--|
| Name:      | State of New Hampshire Department of Administrative Services |
| Address:   | 25 Capitol Street, Concord, NH 03301                         |
| Telephone: | 603-271-2201   |
| Fax:       | 603-271-2700   |
| Email:     | Gary.S.Lunetta@das.nh.gov                                    |

**1. Participating Entity Modifications and Additions to the Master Agreement**

- This Participating Addendum incorporates all terms and conditions of the Master Agreement as applied to the Participating Entity and Contractor.
- This Participating Addendum incorporates all terms and conditions of the Master Agreement as applied to the Participating Entity and Contractor, **subject to the following limitations, modifications, and additions:**

**PARTICIPATING ADDENDUM**

This Participating Addendum (the "Participating Addendum") is entered into by and between the STATE OF NEW HAMPSHIRE, acting by and through its Department of Administrative Services ("Participating State"), and Corporate Translation Services, LLC dba Language Link, a Delaware corporation with a principal place of business located at 1417 SE Rasmussen Blvd, Suite 101, Battle Ground, WA 98604-8623 ("Contractor"). Participating State and Contractor are sometimes referred to herein singularly as a "Party" or collectively as the "Parties".

RECITALS

WHEREAS, the State of New Mexico (the "Lead State"), acting on behalf of member states of the NASPO ValuePoint Purchasing Program; and Contractor entered into the Master Agreement (Contract ID 40-00000-24-00076AD) dated August 18, 2025 (the "Master Agreement"), wherein Contractor agreed to provide remote interpreting and translating services and other services ancillary thereto to Participating Entities upon the terms and conditions set forth in said Master Agreement;

WHEREAS, Participating State is a member of the NASPO ValuePoint Purchasing Program; and

WHEREAS, Participating State desires to participate in Contractor's offering the goods and services under the Master Agreement subject to the terms and conditions of this Participating Addendum;

Contractor initiated Michael Bearden

Date: 02/18/2026



NOW, THEREFORE, in consideration of the foregoing recitals, the receipt and sufficiency of which are hereby conclusively acknowledged, the Parties hereby agree as follows:

**1. SCOPE.**

a. This Participating Addendum governs Participating State's participation in the Master Agreement by and between Contractor and Lead State. This Participating Addendum shall cover all of the Products and Services offered by Contractor to Participating State under the Master Agreement. The Parties agree that the terms and conditions of the Master Agreement shall be subject to the terms and conditions of this Participating Addendum.

**2. INCORPORATION OF MASTER AGREEMENT.**

a. The terms and conditions of the Master Agreement are attached hereto as Schedule 1 and incorporated herein by reference. All undefined capitalized terms used herein shall have the same meanings assigned to them in the Master Agreement. Certain other capitalized terms are defined elsewhere within the text of this Participating Addendum, and throughout this Participating Addendum, those terms shall have the meanings respectively ascribed to them. In the event of any conflict or inconsistency between the terms and conditions of this Participating Addendum and any terms and conditions set forth in the Master Agreement, the terms and conditions of this Participating Addendum shall prevail.

**3. PARTICIPATION; AUTHORIZED PURCHASERS.**

a. The Products and Services available for purchase under the Master Agreement by way of this Participating Addendum may be ordered and purchased by all departments, divisions, or other executive agencies eligible to use statewide contracts within the State of New Hampshire (each, an "Authorized Purchaser"). Contractor shall not accept, and Participating State shall not be obligated to pay for, Orders from any person or entity that is not authorized by Participating State to order or purchase any of the Products and Services offered by Contractor under this Participating Addendum and the Master Agreement. All determinations of eligibility to participate in the Master Agreement through this Participating Addendum are solely within the authority of Participating State's Procurement Officer identified in Section 17(b) below.

**4. EFFECTIVE DATE OF PARTICIPATING ADDENDUM.**

a. Notwithstanding any terms and conditions in the Master Agreement to the contrary, this Participating Addendum is subject to the approval of the Governor and Executive Council of the State of New Hampshire, and Participating State shall not be bound by the terms and conditions of this Participating Addendum or the Master Agreement until the date of such approval (the "Participating Addendum Effective Date").

**5. TERM.**

a. This Participating Addendum shall become effective upon Governor and Executive Council approval and shall terminate upon the expiration or termination of the Master Agreement, as amended, unless the Participating Addendum is terminated sooner in accordance with the terms set forth herein.

**6. AMENDMENTS TO MASTER AGREEMENT.**

a. Any amendments to the Master Agreement, except for extending the term of the Master Agreement, are subject to the approval of the Governor and Executive Council of the State of New Hampshire and shall not be deemed incorporated into the Participating Addendum until the date of such approval.



**7. FUNDS AVAILABLE AND AUTHORIZED; NON-APPROPRIATION.**

a. Participating State's obligations under this Participating Addendum and the Master Agreement, including, without limitation, the continuance of payments hereunder, are subject to the availability of sufficient legislative appropriations allotments, or other expenditure authority and, if Participating State is expending federal funds, the availability of such federal funds. In the event of the reduction, elimination, or modification of the appropriation or availability of funding for this Participating Addendum, in whole or in part, Participating State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate this Participating Addendum immediately upon written notice to Contractor. Participating State shall not be required to transfer funds from any other account or source in the event funds are reduced or unavailable.

**8. CONTRACT PRICE LIMITATION.**

a. Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth as \$225,000.00. The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof and shall be the only and the complete compensation to the Contractor for the Services.

**9. ORDERS.**

a. Any Order placed by Participating State for the Products and Services available from this Master Agreement shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement, subject to the terms and conditions of this Participating Addendum, unless the parties to the order agree in writing that another contract or agreement applies to such order.

**10. NON-EXCLUSIVITY.**

a. This Participating Addendum is not exclusive, and Participating State may acquire the Products and Services available under the Master Agreement and this Participating Addendum from other third parties.

**11. INDEPENDENT CONTRACTOR.**

a. Contractor shall act at all times as an independent contractor, and not as an agent or employee of the Participating State, in the performance of its obligations under this Participating Addendum and the Master Agreement. Contractor shall not have any authority to legally bind Participating State. Neither Party shall make any statements, representations, or commitments of any kind or to take any action binding on the other except as expressly provided for herein or authorized in writing by the Party to be bound.

**12. SUBCONTRACTORS.**

a. The Contractor shall remain wholly responsible for the performance of the Agreement regardless of whether a Subcontractor is used. No work required by the agreement shall be subcontracted without prior written consent of the State.

**13. INVOICE REQUIREMENTS.**

a. To request payment for each Order made hereunder, Contractor shall submit an original invoice to the office of the Authorized Purchaser that submitted the Order. The contents of the invoice must include, at a minimum, the following:

- i. Contractor's name and address; Corporate Translation Services, LLC DBA Language Link , 1417 SE Rasmussen Blvd., Suite 101, Battle Ground WA 98604
- ii. Contractors Federal Employer Identification Number; 911506430

Contractor initials Michael Bearden  
Michael Bearden (Feb 18, 2026 06:58:54 PST)

Date: 02/18/2026

- iii. Contractor's payment address;
- iv. The Order number; and
  - 1. A description of the Products and Services that Contractor delivered with, as applicable, the date, serial number, quantity, unit price, and total price of the Products and Services for which payment is sought.
- b. If an invoice submitted by Contractor does not meet the requirements of this Section 10, then the Authorized Purchaser will send a written notice to Contractor that describes the defect or impropriety of the invoice and any additional information that Contractor needs to correct the invoice.
- c. Participating State may request Contractor for additional documentation to support payment of any invoice. Contractor shall respond to any such requests within ten (10) calendar days of receipt. Participating State's payment obligations are conditioned upon receipt of an invoice that complies with this Section 10 and includes any supporting documentation as may be requested by Participating State.
- d. Participating State's payment will not be due until thirty (30) calendar days after the latter of receipt of an invoice that complies with this Section 13, the completion of the Services, or the delivery of the Products.

**14. TERMINATION; DEFAULT AND REMEDIES.**

a. Termination for Convenience.

- i. Participating State may terminate this Participating Addendum, including any unfulfilled Orders made hereunder, in whole or in part, at any time without cause by providing Contractor with thirty (30) calendar days' advance written notice.

b. Termination for Cause.

- i. If Contractor fails to perform under this Participating Addendum, including any Orders made hereunder, or fails to comply with any of the terms or conditions of this Participating Addendum, Participating State may, in its sole and absolute discretion, immediately terminate all or any part of this Participating Addendum, including any unfulfilled Orders made hereunder.

c. Other Remedies Preserved.

- i. Termination is not the Participating State's exclusive remedy but will be in addition to any other rights and remedies available in law or in equity under this Participating Addendum and the Master Agreement. The exercise of any remedies hereunder will not constitute a termination of this Participating Addendum unless Participating State notifies Contractor in writing prior to the exercise of such remedy. Contractor shall also be liable for all costs and expenses, including attorney's fees and court costs, incurred by Participating State in enforcing the terms and conditions of this Participating Addendum.

d. No Liability Upon Termination.

- i. If this Participating Addendum is terminated for any reason, Participating State shall not be liable to Contractor for any damages arising from or related to the termination. In the event that Participating State terminates this Participating Addendum, Participating State shall not be liable to Contractor for any reason, except for the payment of the Products and Services ordered hereunder that are performed or delivered and accepted, as the case may be, in accordance with all terms and conditions of this Participating Addendum.



**15. ACCESS TO RECORDS.**

- a. Contractor will maintain all fiscal records relating to this Participating Addendum in accordance with generally accepted accounting principles and will maintain all other records relating to this Participating Addendum in such a manner as to clearly document Contractor's performance hereunder. Participating State shall have access to such fiscal books and records of Contractor which relate to this Participating Addendum to perform examination and audits and to make copies of the same. Contractor will retain and keep accessible all such fiscal books and records writings for a minimum of six (6) years, or such longer period as may be required by applicable law following final payment and termination of this Participating Addendum, or until the conclusion of any audit, controversy, or litigation arising out of or related to this Participating Addendum, whichever date is later.

**16. PUBLIC INFORMATION.**

a. Application of Right-to-Know Law.

- i. Participating State's obligations of confidentiality, if any, under the Master Agreement and this Participating Addendum are subject to disclosure pursuant to the New Hampshire Right-to-Know Law codified at RSA 91-A. Notwithstanding the terms and conditions set forth in Section 16(b) below, Participating State shall have the sole and final authority as to whether the disclosure of any information relating to the transactions contemplated in this Participating Addendum or the Master Agreement is required under RSA 91-A.

b. Contractor's Designation of Trade Secrets and Confidential Information.

- i. If Contractor considers any portion of the materials disclosed to Participating State to be confidential or protected as a trade secret, Contractor must clearly designate that portion of the material as "CONFIDENTIAL," "TRADE SECRET," or any other language of similar import when submitted to Participating State. In the event that Participating State receives any request made pursuant to RSA 91-A that seeks the disclosure of materials designated by Contractor as being confidential or protected as a trade secret, and Participating State determines that the provisions of 91-A require the disclosure of the materials so designated, Participating State will notify Contractor of the following:
  1. The scope of the information sought through the request;
  2. A description of the materials that Participating State will disclose in response to the request;
  3. A description of the materials, if any, that are exempt from disclosure under the Right-to-Know Law pursuant to RSA 91-A:5 or any other applicable exception or exemption to the Right-to-Know Law; and
  4. The date upon which Participating State will disclose the materials to the RSA 91-A requestor.
- ii. Notwithstanding the foregoing, this Agreement and all of its attachments shall become public upon submission to the Governor and Executive Council for approval.
- iii. If Participating State concludes that the disclosure of materials designated by Contractor as being confidential or protected as a trade secret is required under RSA 91-A, Contractor shall be responsible for taking whatever appropriate legal action it deems necessary to prevent such disclosure to the RSA 91-A requestor. Notwithstanding the preceding sentence, any and all claims against Participating State pursuant to RSA 91-A are subject to the terms and conditions set forth in



Sections 23 through 26, 28 and 29 of this Participating Addendum to the fullest extent permitted by law.

**17. PRIMARY CONTACTS; NOTICE.**

a. The Parties' respective primary points of contact for this Participating Addendum are the individuals named below as follows:

i. Contractor.

|            |   |
|------------|---|
| Name:      | Nathaniel Hehl  |
| Address:   | 1417 SE Rasmussen Blvd., Suite 101<br>Battle Ground, WA 98604 |
| Telephone: | (360) 914-3503  |
| Email:     | naspo@language.link.com                                       |

ii. Participating State.

|            |                                      |
|------------|--------------------------------------|
| Name:      | Gary Lunetta                         |
| Address:   | 25 Capitol Street, Concord, NH 03301 |
| Telephone: | (603) 271-2201                       |
| Email:     | Gary.S.Lunetta@das.nh.gov            |

b. Except as otherwise expressly provided by law, any and all notices or other communications required or permitted to be given pursuant to this Participating Addendum shall be in writing and shall be deemed to be delivered when sent by U.S. mail, postage prepaid, or by email to each Parties' respective primary contracts identified above. Each Party may change its respective primary contacts by providing written notice of such change to the other Party in the manner specified by this Section 17.

**18. USAGE REPORTING.**

a. Contractor shall submit quarterly usage reports for analysis by Participating State's Procurement Officer identified in Section 17(b) above for each quarter during the term of this Participating Addendum as follows:

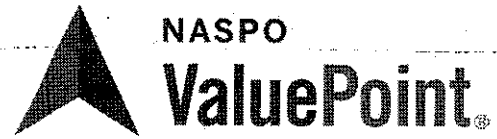
| Reporting Period         | Due Date   |
|--------------------------|------------|
| January 1 to March 31    | April 30   |
| April 1 to June 30       | July 31    |
| July 1 to September 30   | October 31 |
| October 1 to December 31 | January 31 |

i. Each quarterly usage report shall be submitted electronically in a ".xlsx" or "CSV" format and shall be organized by Authorized Purchaser. In addition, each quarterly usage report shall include, at a minimum, the following information:

1. Participating State's number assigned to this Participating Addendum, if any, and the number assigned to the Master Agreement;

Contractor initials: Michael Bearden  
(Sharden P# 18, 2016 05 18 24 P91)

Date: 02/18/2026



2. The names of all Authorized Purchasers that placed an Order under this Participating Addendum during the reporting period;
3. A description of the Products and Services purchased by each Authorized Purchaser as well as the total price for each Order;
4. The total price of all Orders during the reporting period; and
5. Any other information as Participating State may reasonably request.

**19. ADDITIONAL TERMS AND CONDITIONS.**

- a. If either Party uses a web based ordering system, an electronic purchase order system, an electronic order acknowledgement, a form of an electronic acceptance, or any software based ordering system with respect to any Products or Services ordered hereunder (each an "Electronic Ordering System"), the Parties acknowledge and agree that an Electronic Ordering System is for ease of administration only, and Contractor is hereby given notice that the persons using Electronic Ordering Systems on behalf of Participating State or any Authorized Purchaser do not have any actual or apparent authority to create legally binding obligations that vary from the terms and conditions of this Participating Addendum. Accordingly, where Participating State or Authorized Purchaser is required to "click through," otherwise accept, or be made subject to any terms and conditions in using an Electronic Ordering Systems, any such terms and conditions are deemed void upon presentation. Additionally, where Participating State or Authorized Purchaser is required to accept or be made subject to any terms and conditions in accessing or employing any Products or Services, through an Electronic Ordering System or otherwise, those terms and conditions will also be void.

| Req # | State Requirement Description   |
|-------|---|
| T6.1  | Web content and mobile applications must comply with WCAG 2.1, Level AA.  |
| T6.2  | Hardware that transmits information or has a user interface, such as display screens, variable message signs, and kiosks, must comply with ICT Accessibility Standards and Guidelines, Chapter 4: Hardware. |
| T6.3  | Vendor shall complete the VPAT 2.5 WCAG (November 2023) and submit with their proposal in Section III: Responses to Requirements and Deliverables ITI Accessibility Policy                                  |

**20. ARTIFICIAL INTELLIGENCE (AI) USE.**

- a. Any use of Artificial Intelligence will need prior approval from the State of New Hampshire CIO and CISO and follow Federal and State of New Hampshire policy, procedures, and standards as applicable.

**21. INSURANCE.**

- a. Contractor shall, at its own expense, obtain and continuously maintain in full force throughout the term of this Participating Addendum, the following types of insurance coverage:
  - i. Commercial general liability insurance against all claims of bodily injury, death, or property damage in an amount of not less than One-Million and 00/100 Dollars (\$1,000,000.00) per occurrence and Two-Million and 00/100 Dollars (\$2,000,000.00) in the aggregate; and
  - ii. Workers' compensation insurance as required by applicable workers' compensation laws for persons performing work under this Participating Addendum with limits not less than Five-Hundred Thousand and 00/100 Dollars (\$500,000.00) per accident.



- b. Contractor shall provide Participating State with certificates of insurance for all insurance required under this Section before furnishing any Products or Services pursuant to the Master Agreement and this Participating Addendum.

**22. EQUAL EMPLOYMENT OPPORTUNITY.**

- a. Contractor shall comply with all federal, state, and local laws, regulations, executive orders, and ordinances applicable to Contractor, this Participating Addendum, and any Orders made under this Participating Addendum, as may be modified or adopted from time to time. Without limiting the generality of the foregoing, Contractor expressly agrees to comply with the following laws, regulations, and executive orders to the extent they are applicable to this Participating Addendum and the Orders made hereunder that govern civil rights and equal employment opportunity. Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

**23. PARTICIPATING STATE'S SET-OFF RIGHTS.**

- a. Notwithstanding any terms and conditions contained herein to the contrary, Participating State shall have and retain all of its common law, equitable, and statutory rights of set-off. These set-off rights shall include, but not be limited to, Participating State's option to withhold any monies due to Contractor under this Participating Addendum up to any amounts due and owing to Participating State with regard to this Participating Addendum, or any other contracts or agreements between Contractor and Participating State, plus any amounts due and owing to Participating State for any other reason, including, without limitation, tax delinquencies, fee delinquencies, or monetary penalties relative thereto.

**24. INDEMNIFICATION.**

- a. Notwithstanding any terms and conditions set forth herein to the contrary, Contractor shall indemnify and hold Participating State harmless from and against, and to reimburse Participating State for, any and all liabilities, penalties, assessments, judgments, claims, demands, debts, obligations, fines, damages, losses, fees and expenses, including attorney's fees and litigations costs, suffered or incurred by Participating State arising from any acts or omissions of Contractor in the performance of its obligations under this Participating Addendum. The terms and conditions of this Section shall survive the expiration or termination of this Participating Addendum.

**25. LIMITATION OF LIABILITY.**

- a. To the fullest extent permitted by law, the Parties agree that in no event will Participating State, together with its officials, agents, and employees, be liable for any indirect, incidental, special, or consequential damages, including, without limitation, lost profits, even if Participating State had been advised, knew, or should have known of the possibility of such damages.

**26. SOVEREIGN IMMUNITY PRESERVED.**

- a. Notwithstanding any terms and conditions set forth herein to the contrary, this Participating Addendum shall not be construed as a waiver of Participating State's sovereign immunity, which is hereby reserved by Participating State. The terms and conditions of this Section shall survive the expiration or termination of this Participating Addendum.

**27. SUCCESSORS AND ASSIGNS.**

- a. The promises and covenants herein contained shall bind, and the benefits and advantages shall inure to, except as herein specifically limited, the respective successors and assigns of the Parties.



**28. ANTI-KICKBACK.**

- a. No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

**29. GOVERNING LAW.**

- a. The Parties acknowledge and agree that this Participating Addendum and the rights, obligations, and liabilities of the Parties hereunder, including matters of construction, validity, and performance, shall be exclusively governed by the laws of the State of New Hampshire without regard to any choice of law or conflict of law, rules, or provisions (whether of the State of New Hampshire or any other jurisdiction) that would cause the application of the laws of any jurisdiction other than the State of New Hampshire.

**30. CONSENT TO JURISDICTION AND VENUE.**

- a. The Parties hereby irrevocably and unconditionally (a) submit to exclusive personal jurisdiction in the Superior Courts of the State of New Hampshire over any suit, action, or proceeding arising out of or relating to this Participating Addendum, and (b) waive any and all personal rights under the laws of any other state to object to jurisdiction within the Superior Courts of the State of New Hampshire. The Parties agree that the only proper venue for any suit, action, or proceeding arising out of or related to this Participating Addendum shall be in the state courts of the State of New Hampshire.

**31. SEVERABILITY.**

- a. If any term or condition of this Participating Addendum or the application thereof to any party or circumstance shall to any extent be invalid or unenforceable, the remainder of this Participating Addendum, or the application of such term or condition to the Parties or circumstances other than those as to which it is invalid or unenforceable, shall not be affected thereby, and each term and condition of this Participating Addendum shall be valid and enforceable to the maximum extent permitted by law.

**32. WAIVER.**

- a. No delay on the part of Participating State in the exercise of any right or remedy hereunder shall operate as a waiver thereof, and no single or partial exercise by Participating State of any right or remedy shall preclude other or further exercise thereof or the exercise of any other right or remedy; nor shall any amendment, modification, or waiver of any of the provisions of this Participating Addendum be binding upon Participating State except as expressly set forth in a writing duly signed and delivered by an authorized agent of Participating State. No action of Participating State permitted hereunder shall in any way affect or impair the rights of Participating State or the obligations of Contractor under this Participating Addendum.

**33. MERGER.**

- a. This Participating Addendum, together with the Master Agreement, is intended by the Parties as the final, complete, and exclusive understanding of the Parties hereto. All prior or contemporaneous promises, agreements, and understandings, whether oral or written, are deemed to be superseded by this Participating Addendum, and no Party is relying on any promise, agreement, or understanding not set forth in this Participating Addendum. This Participating Addendum may not be amended or modified except by a written instrument describing such amendment or modification executed by the Parties hereto.

**34. CONSTRUCTION.**

- a. The recitals set forth at the outset of this Participating Addendum are a part of this Participating Addendum, as fully as if set forth in their entirety in the body hereof. The captions or headings in this



Participating Addendum are for ease of reference only, and no caption or heading shall affect in any way the interpretation, meaning, or construction of this Participating Addendum. Wherever used, the singular shall include the plural, the plural the singular, and the use of any gender or the neuter shall be applicable to all genders and the neuter. References to a person or entity are, unless the context otherwise requires, also to its owners, members, managers, shareholders, officers, directors, affiliates, heirs, executors, legal representatives, agents, successors, and assigns as applicable. As used in this Participating Addendum, the terms "include," "includes," and "including" shall be deemed to be followed by "without limitation" whether or not they are in fact followed by such word or words of similar import. The words "all" and "each" shall be construed as all and each, and the words "or" and "and" shall be construed either disjunctively or conjunctively, as the context may require.


**35. COUNTERPARTS; FACSIMILE AND ELECTRONIC SIGNATURES.**

- a. This Participating Addendum may be executed in two or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same Participating Addendum. A facsimile or portable document format (PDF) signature on this Participating Addendum shall be equivalent to, and have the same force and effect as, an original signature. In accordance with the New Hampshire Uniform Electronic Transactions Act, RSA 294-E, the Parties hereby agree that this Participating Addendum may be signed electronically, including any exhibits, schedules, addenda, or other attachments referenced herein.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK  
SIGNATURE PAGE FOLLOWS



IN WITNESS WHEREOF, the parties have executed this Participating Addendum as of the date their respective signatures parties below.

|  |  |
|--|--|
| Contracting Officer for Participating State<br>Gary Lunetta, Director<br>Division of Procurement & Support Services<br>Department of Administrative Services | Participating State Telephone Number<br>(603) 271-2201   |
| Contractor Signature<br><i>Michael Bearden</i><br>Michael Bearden (Feb 18, 2026 08:56:34 PST) Date:  | Name and Title of Contractor Signatory<br><b>Michael Bearden, CCO</b>  |
| Participating State Signature<br><br>Date: <i>5/6/26</i>                    | Name and Title of Participating State Signatory<br>Charles Arlinghaus, Commissioner<br>Department of Administrative Services |
| Approval by the N.H. Department of Administration, Division of Personnel <i>(if applicable)</i><br><br>By: _____ Director, On: _____                         |  |
| Approval by the Attorney General (Form, Substance and Execution) <i>(if applicable)</i><br><br>By: <i>Christen Lavers</i> On: <i>5/14/26</i>                 |  |
| Approval by the Governor and Executive Council <i>(if applicable)</i><br><br>G&C Item number: _____ G&C Meeting Date: _____                                  |  |

[Please email fully executed PDF copy of this document to [PA@naspovaluepoint.org](mailto:PA@naspovaluepoint.org) to support documentation of participation and posting in appropriate data bases]

Contractor initials: *Michael Bearden*  
Michael Bearden (Feb 18, 2026 08:56:34 PST)

Date: 02/18/2026








# PA\_State of New Mexico\_Contract\_Translation Services

Final Audit Report

2026-02-18

|                 |  |
|-----------------|--|
| Created:        | 2026-02-12                                       |
| By:             | BIG Language Solutions (isa@ctslanguagelink.com) |
| Status:         | Signed   |
| Transaction ID: | CBJCHBCAABAAbBXOMy_AiDhmaljScJn9Zx3Vff5SXX_7     |

## "PA\_State of New Mexico\_Contract\_Translation Services" History

-  Document created by BIG Language Solutions (isa@ctslanguagelink.com)  
2026-02-12 - 11:24:07 PM GMT- IP address: 4.155.112.198
-  Document emailed to michael.bearden@biglanguage.com for signature  
2026-02-12 - 11:32:55 PM GMT
-  Email viewed by michael.bearden@biglanguage.com  
2026-02-12 - 11:33:34 PM GMT- IP address: 35.91.215.253
-  Email viewed by michael.bearden@biglanguage.com  
2026-02-18 - 4:44:51 PM GMT- IP address: 184.73.64.247
-  Signer michael.bearden@biglanguage.com entered name at signing as Michael Bearden  
2026-02-18 - 4:56:32 PM GMT- IP address: 67.49.105.152
-  Document e-signed by Michael Bearden (michael.bearden@biglanguage.com)  
Signature Date: 2026-02-18 - 4:56:34 PM GMT - Time Source: server- IP address: 67.49.105.152
-  Agreement completed.  
2026-02-18 - 4:56:34 PM GMT

**Remote Interpreting and Translating Services  
 Master Agreement 40-00000-24-00076AD  
 Corporate Translation Services, LLC DBA Language Link  
 Attachment B  
 Pricing**

|  | Standard Hours                               |                                     |                                   |
|--|--|-------------------------------------|-----------------------------------|
|  | General Services<br>Unit Price<br>per Minute | Medical<br>Unit Price<br>per Minute | Legal<br>Unit Price<br>per Minute |
| <b>Over-the-Phone Interpretation</b>   |  |                                     |                                   |
| Over-the-Phone Interpretation (OPI) Services for the most requested language: <b>Spanish</b>   | \$0.56                                       | \$0.66                              | \$0.75                            |
| Over-the-Phone Interpretation (OPI) Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.56                                       | \$0.66                              | \$0.75                            |
| Over-the-Phone Interpretation (OPI) Services for all other languages specified in <b>Attachment P – Languages</b> , as well as for all unlisted languages that may be provided through the resultant Contract.                                     | \$0.56                                       | \$0.66                              | \$0.75                            |

## Corporate Translation Services, LLC DBA Language Link Attachment B Pricing

|  | Extended Hours   |   |   |  |  |  |   |  |  |
|--|--|---|---|--|--|--|---|--|--|
|  | General Services<br>Over 8 hrs<br>Unit Price<br>per Minute | Medical<br>Over 8 hrs<br>Unit Price<br>per Minute | Legal<br>Over 8 hrs<br>Unit Price<br>per Minute | General Services/<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | Medical<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | Legal<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | General Services<br>Holiday<br>Unit Price<br>per Minute | Medical<br>Holiday<br>Unit Price<br>per Minute | Legal<br>Holiday<br>Unit Price<br>per Minute |
| Over-the-Phone Interpretation (OPI) Services for the most requested language: <b>Spanish</b>   | \$0.66   | \$0.76  | \$0.85  | \$0.66   | \$0.76   | \$0.85   | \$0.66  | \$0.76   | \$0.85                                       |
| Over-the-Phone Interpretation (OPI) Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.66   | \$0.76  | \$0.85  | \$0.66   | \$0.76   | \$0.85   | \$0.66  | \$0.76   | \$0.85                                       |
| Over-the-Phone Interpretation (OPI) Services for all other languages specified in <b>Attachment P--Languages</b> , as well as for all unlisted languages that may be provided through the resultant Contract.                                      | \$0.66   | \$0.76  | \$0.85  | \$0.66   | \$0.76   | \$0.85   | \$0.66  | \$0.76   | \$0.85                                       |

**Corporate Translation Services, LLC DBA Language Link  
Attachment B  
Pricing**

|  | Standard Hours                               |                                     |                                   |
|--|--|-------------------------------------|-----------------------------------|
|  | General Services<br>Unit Price<br>per Minute | Medical<br>Unit Price<br>per Minute | Legal<br>Unit Price<br>per Minute |
| <b>Video Remote Interpretation</b>   |  |                                     |                                   |
| Video Remote Interpretation (VRI) Services for the top VRI language: <b>American Sign Language (ASL)</b>   | \$1.90                                       | \$1.90                              | \$1.90                            |
| Video Remote Interpretation (VRI) Services for <b>Spanish</b>  | \$0.75                                       | \$0.78                              | \$0.85                            |
| Video Remote Interpretation (VRI) Services for the <b>twelve most requested languages</b> (other than ASL and Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.75                                       | \$0.78                              | \$0.85                            |
| Video Remote Interpretation (VRI) Services for all other languages specified in <b>Attachment P – Languages</b> as well as for all unlisted languages that may be provided through the resultant Contract.   | \$0.75                                       | \$0.78                              | \$0.85                            |

## Corporate Translation Services, LLC DBA Language Link Attachment B Pricing

|  | Extended Hours   |   |   |   |  |  |   |  |  |
|--|--|---|---|---|--|--|---|--|--|
|  | General Services<br>Over 8 hrs<br>Unit Price<br>per Minute | Medical<br>Over 8 hrs<br>Unit Price<br>per Minute | Legal<br>Over 8 hrs<br>Unit Price<br>per Minute | General Services<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | Medical<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | Legal<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | General Services<br>Holiday<br>Unit Price<br>per Minute | Medical<br>Holiday<br>Unit Price<br>per Minute | Legal<br>Holiday<br>Unit Price<br>per Minute |
| <b>Video Remote Interpretation</b>   |  |   |   |   |  |  |   |  |  |
| Video Remote Interpretation (VRI) Services for the top VRI language: <b>American Sign Language (ASL)</b>   | \$1.99   | \$1.99  | \$1.99  | \$1.99  | \$1.99   | \$1.99   | \$1.99  | \$1.99   | \$1.99                                       |
| Video Remote Interpretation (VRI) Services for <b>Spanish</b>  | \$0.85   | \$0.88  | \$0.95  | \$0.85  | \$0.88   | \$0.95   | \$0.85  | \$0.88   | \$0.95                                       |
| Video Remote Interpretation (VRI) Services for the <b>twelve most requested languages</b> (other than ASL and Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.85   | \$0.88  | \$0.95  | \$0.85  | \$0.88   | \$0.95   | \$0.85  | \$0.88   | \$0.95                                       |
| Video Remote Interpretation (VRI) Services for all other languages specified in <b>Attachment P – Languages</b> as well as for all unlisted languages that may be provided through the resultant Contract.   | \$0.85   | \$0.88  | \$0.95  | \$0.85  | \$0.88   | \$0.95   | \$0.85  | \$0.88   | \$0.95                                       |

**Corporate Translation Services, LLC DBA Language Link  
Attachment B  
Pricing**

| Document Translation Services  | General Services Unit Price per Word | Medical Unit Price per Word | Legal Unit Price per Word | Percentage Discount on provided costs, if Artificial Intelligence is allowable by Participating Entity |
|--|--------------------------------------|-----------------------------|---------------------------|--|
| Standard Document Translation Services for the most requested language: <b>Spanish</b>   | \$0.10                               | \$0.11                      | \$0.11                    | 30%  |
| Standard Document Translation Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian         | \$0.14                               | \$0.15                      | \$0.15                    | 20%  |
| Standard Document Translation Services for all other languages specified in Attachment P – Languages, as well as for all unlisted languages that may be provided through the resultant Contract.   | \$0.18                               | \$0.19                      | \$0.19                    | 20%  |
| <b>Expedited</b> Document Translation Services for the most requested language: <b>Spanish</b>   | \$0.13                               | \$0.14                      | \$0.14                    | 30%  |
| <b>Expedited</b> Document Translation Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.18                               | \$0.19                      | \$0.19                    | 20%  |
| <b>Expedited</b> Document Translation Services for all other languages specified in Attachment P – Languages, as well as for all unlisted languages that may be provided through the resultant Contract.   | \$0.23                               | \$0.24                      | \$0.24                    | 20%  |
| Desktop Publishing (DTP) per hour  | \$35.00                              | \$35.00                     | \$35.00                   |  |
| Rush Fee (percentage of expedited services total)  | 30%                                  | 30%                         | 30%                       |  |

**Corporate Translation Services, LLC DBA Language Link  
Attachment B  
Pricing**

| <b>Tiered Discount Pricing</b><br>Offerors should submit any tiered pricing available under a resultant contract. (include additional rows/columns as necessary to include all available options, as it relates to Tiered Pricing) | <b>Tiered Pricing (specify tiers and corresponding unit price (minute or word))</b>  | <b>Tiered Pricing Category (OPI, VRI, Document Translation)</b> |
|--|--|---|
| Spanish  | 20,000 words per language, per project = 10% discount to the translation per word rate<br>30,000 words per language, per project = 15% discount to the translation per word rate<br>40,000 words and above per language, per project = 17% discount to the translation per word rate<br>*Does not apply to AI requested projects | Document Translation  |
| American Sign Language (ASL)<br>(excluding Document Translation)   |  |   |
| All Other Languages  | 20,000 words per language, per project = 10% discount to the translation per word rate<br>30,000 words per language, per project = 15% discount to the translation per word rate<br>40,000 words and above per language, per project = 17% discount to the translation per word rate<br>*Does not apply to AI requested projects | Document Translation  |

# State of New Hampshire

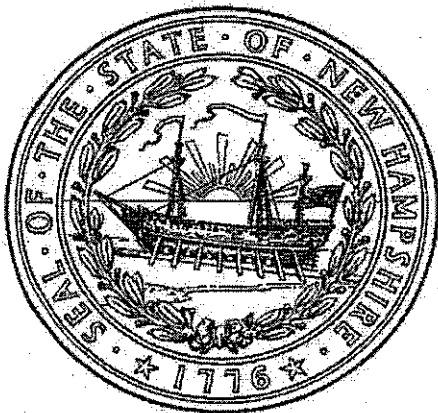
## Department of State

### CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that CORPORATE TRANSLATION SERVICES, LLC is a Delaware Limited Liability Company registered to transact business in New Hampshire on June 15, 2016. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 746214

Certificate Number: 0007838676



IN TESTIMONY WHEREOF,  
I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 13th day of March A.D. 2026.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan  
Secretary of State

**Business Information**

**Business Details**

Business Name: CORPORATE TRANSLATION SERVICES, LLC

Business ID: 746214

Business Type: Foreign Limited Liability Company

Business Status: Good Standing

Business Creation Date: 06/15/2016

Name in State of CORPORATION TRANSLATION SERVICES, Formation: LLC

Date of Formation in Jurisdiction: 04/28/2021

Principal Office Address: 1417 SE Rasmussen Blvd, Ste 101, Battle Ground, WA, 98604, USA

Mailing Address: 1417 SE Rasmussen Blvd, Ste 101, Battle Ground, WA, 98604, USA

Citizenship / State of Formation: Foreign/Delaware

Last Annual Report Year: 2026

Next Report Year: 2027

Duration: Perpetual

Business Email: managedreports@incorp.com  
Notification Email: managedreports@incorp.com

Phone #: 360-433-0426  
Fiscal Year End Date: NONE

**Principal Purpose**

| S.No | NAICS Code                                      | NAICS Subcode |
|------|---|---------------|
| 1    | OTHER / Language Interpretation and Translation |               |

Page 1 of 1, records 1 to 1 of 1

**Principals Information**

| Name/Title             | Business Address   |
|------------------------|--|
| Dan Nelson / President | 1417 SE Rasmussen Blvd, Ste 101, Battle Ground, WA, 98604, USA |

Page 1 of 1, records 1 to 1 of 1

**Registered Agent Information**

Name: INCORP SERVICES, INC.

Registered Office Address: 360 ROUTE 101 STE 13C, Bedford, NH, 03110 - 5046, USA

Registered Mailing Address: 360 ROUTE 101 STE 13C, Bedford, NH, 03110 - 5046, USA

**Trade Name Information**

No Trade Name(s) associated to this business.

**Trade Name Owned By**

No Records to View.

**Trademark Information**

| Trademark Number | Trademark Name | Business Address | Mailing Address |
|------------------|----------------|------------------|-----------------|
|------------------|----------------|------------------|-----------------|

No records to view.

- [Filing History](#)
- [Address History](#)
- [View All Other Addresses](#)
- [Name History](#)
- [Shares](#)
- [Businesses Linked to Registered Agent](#)
- [Return to Search](#)
- [Back](#)

*(Limited partnership, Limited liability professional partnership or LLC)*

**Limited Partnership or LLC Certification of Authority**

I, **Michael Bearden**, hereby certify that I am the sole Partner, Member or  
*(Name)*


Manager and the sole officer of Corporate Translation Services, LLC a limited liability  
partnership

*(Name of Partnership or LLC)*

under RSA 304-B, a limited liability professional partnership under RSA 304-D, or a limited  
liability company under RSA 304-C.

I certify that I am authorized to bind the partnership or LLC. I further certify that it is  
understood that the State of New Hampshire will rely on this certificate as evidence that the  
person listed above currently occupies the position indicated and that they have full authority  
to bind the partnership or LLC and that this authorization **shall remain valid for thirty (30)**  
days from the date of this Corporate Resolution.

DATED: 02/13/2026

ATTEST:   
Michael Bearden (Feb 13, 2026 08:19:05 PST)  
*(Name & Title)*







# Certificate\_of\_Authority\_CTS

Final Audit Report

2026-02-13

|                 |  |
|-----------------|--|
| Created:        | 2026-02-13                                       |
| By:             | BIG Language Solutions (isa@ctslanguagelink.com) |
| Status:         | Signed   |
| Transaction ID: | CBJCHBCAABAAlg-wYvs7QPx9Y1Ay67k2_jwwijDAPLxM     |

## "Certificate\_of\_Authority\_CTS" History

-  Document created by BIG Language Solutions (isa@ctslanguagelink.com)  
2026-02-13 - 3:10:06 PM GMT- IP address: 4.155.112.198
-  Document emailed to michael.bearden@biglanguage.com for signature  
2026-02-13 - 3:10:42 PM GMT
-  Email viewed by michael.bearden@biglanguage.com  
2026-02-13 - 3:11:21 PM GMT- IP address: 34.207.204.95
-  Signer michael.bearden@biglanguage.com entered name at signing as Michael Bearden  
2026-02-13 - 4:19:03 PM GMT- IP address: 107.115.224.109
-  Document e-signed by Michael Bearden (michael.bearden@biglanguage.com)  
Signature Date: 2026-02-13 - 4:19:05 PM GMT - Time Source: server- IP address: 107.115.224.109
-  Agreement completed.  
2026-02-13 - 4:19:05 PM GMT



# CERTIFICATE OF LIABILITY INSURANCE

9/11/2026

DATE (MM/DD/YYYY)

9/9/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

|   |                                       |                                |
|---|---------------------------------------|--------------------------------|
| <b>PRODUCER</b> Lockton Companies, LLC<br>DBA Lockton Insurance Brokers, LLC in CA<br>CA license #0F15767<br>444 W. 47th St., Ste. 900<br>Kansas City MO 64112-1906<br>(816) 960-9000 kcasu@lockton.com | <b>CONTACT NAME:</b><br>_____         |                                |
|   | <b>PHONE (A/C, No, Ext):</b><br>_____ | <b>FAX (A/C, No):</b><br>_____ |
| <b>E-MAIL ADDRESS:</b><br>_____   |                                       |                                |
| <b>INSURER(S) AFFORDING COVERAGE</b>  |                                       | <b>NAIC #</b>                  |
| <b>INSURER A:</b> The Continental Insurance Company   |                                       | 35289                          |
| <b>INSURER B:</b> National Fire Insurance Co of Hartford  |                                       | 20478                          |
| <b>INSURER C:</b> Certain Underwriters at Lloyd's, London   |                                       |                                |
| <b>INSURER D:</b> American Casualty Company of Reading, PA  |                                       | 20427                          |
| <b>INSURER E:</b>   |                                       |                                |
| <b>INSURER F:</b>   |                                       |                                |

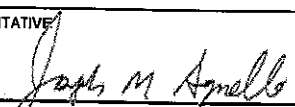
**INSURED**  
 1506743 CORPORATE TRANSLATION SERVICES, LLC  
 DBA LANGUAGE LINK  
 1417 SE RASMUSSEN BLVD., SUITE 101  
 BATTLE GROUND, WA 98604

**COVERAGES**      **CERTIFICATE NUMBER:** 20861423      **REVISION NUMBER:** XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE   | ADDL INSD | SUBR WVD | POLICY NUMBER            | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS  |
|----------|---|-----------|----------|--------------------------|-------------------------|-------------------------|---|
| B        | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY<br><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR<br><br>GEN'L AGGREGATE LIMIT APPLIES PER:<br><input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC<br>OTHER: _____ | N         | N        | 7094391327               | 9/11/2025               | 9/11/2026               | EACH OCCURRENCE \$ 1,000,000<br>DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000<br>MED EXP (Any one person) \$ 15,000<br>PERSONAL & ADV INJURY \$ 1,000,000<br>GENERAL AGGREGATE \$ 2,000,000<br>PRODUCTS - COMP/OP AGG \$ 2,000,000<br>\$ |
| A        | <input type="checkbox"/> AUTOMOBILE LIABILITY<br><input type="checkbox"/> ANY AUTO<br><input checked="" type="checkbox"/> OWNED AUTOS ONLY<br><input type="checkbox"/> HIRED AUTOS ONLY<br><input type="checkbox"/> SCHEDULED AUTOS<br><input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY                           | N         | N        | 7094391330               | 9/11/2025               | 9/11/2026               | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000<br>BODILY INJURY (Per person) \$ XXXXXXXX<br>BODILY INJURY (Per accident) \$ XXXXXXXX<br>PROPERTY DAMAGE (Per accident) \$ XXXXXXXX<br>\$ XXXXXXXX   |
| A        | <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR<br><input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE<br>DED <input checked="" type="checkbox"/> RETENTION \$ 10,000   | N         | N        | 7094391313               | 9/11/2025               | 9/11/2026               | EACH OCCURRENCE \$ 10,000,000<br>AGGREGATE \$ 10,000,000<br>\$ XXXXXXXX   |
| D        | <input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY<br>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)<br>If yes, describe under DESCRIPTION OF OPERATIONS below  | Y/N       | N/A      | 7094391280<br>7094391294 | 9/11/2025<br>9/11/2025  | 9/11/2026<br>9/11/2026  | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER<br>E.L. EACH ACCIDENT \$ 1,000,000<br>E.L. DISEASE - EA EMPLOYEE \$ 1,000,000<br>E.L. DISEASE - POLICY LIMIT \$ 1,000,000   |
| C        | <input type="checkbox"/> PROFESSIONAL LIABILITY   | N         | N        | PSN0340077402            | 9/11/2025               | 9/11/2026               | \$5,000,000 EACH OCCURRENCE<br>\$5,000,000 GENERAL AGGREGATE  |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

|  |   |
|--|---|
| <b>CERTIFICATE HOLDER</b><br><br><b>20861423</b><br>STATE OF NEW HAMPSHIRE, ADMINISTRATIVE SERVICES,<br>BUREAU OF PURCHASE AND PROPERTY<br>25 CAPITOL STREET, ROOM 102<br>CONCORD NH 03301 | <b>CANCELLATION</b> See Attachment<br><br>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.<br><br>AUTHORIZED REPRESENTATIVE<br> |
|--|---|

Named Insured Schedule

|  |
|--|
| BIG Language Solutions Holdings, LLC                     |
| BIG Language Solutions, LLC                              |
| Protranslating, LLC                                      |
| Interpreting Services International, LLC                 |
| Corporate Translating Services, LLC dba<br>Language Link |
| Professional Translating Services, LLC                   |
| Big Language Solutions International, Inc.               |
| Lawlinguists S.r.l.                                      |
| Dora Wirth (Languages) Limited                           |
| Paras and Associates, LLC                                |



State of New Mexico  
General Services Department  
State Purchasing Division

Master Agreement Cover Page

**Awarded Vendor:**  
Corporate Translation Services, LLC  
DBA Language Link  
1417 SE Rasmussen Blvd., Suite 101  
Battle Ground, WA 98604  
  
**Contact:** Nathaniel Hehl  
**Email:** [naspo@language.link](mailto:naspo@language.link)  
**Telephone No.:** (360)-914-3503

Agreement Number: 40-00000-24-00076AD

Payment Terms: Net 30

F.O.B.: Destination

Delivery: Per Master Agreement

**Ship To:**  
As requested at time of order

Procurement Specialist: Susan Inman <sup>SI</sup>

Telephone No.: 505-795-5551

Email: susan.inman@gsd.nm.gov

**Invoice:**  
Same as above

**Title:** Remote Interpreting and Translating Services

**Term:** August 18, 2025 through July 28, 2027

The attached Master Agreement is made subject to the "terms and conditions" as indicated.

**Attachment A:** Scope of Work

**Attachment B:** Corporate Translation Services, LLC DBA Language Link Pricing

Corporate Translation Services, LLC DBA Language Link has been awarded the following service categories:

- Over-the-Phone Interpreting (OPI)
- Video-Remote Interpreting (VRI)
- Document Translation



**Master Agreement No. 40-00000-24-00076AD**

THIS AGREEMENT for Temporary Employment Services is entered into by and between the **State of New Mexico, General Services Department** (hereinafter the "Lead State" or a "Participating Entity" and **Corporate Translation Services, LLC DBA Language Link** (hereinafter the "Contractor").

**Contractor Information:**

**Company Name:** Corporate Translation Services, LLC DBA Language Link

**Contact:** Nathaniel Hehl

**Address:** 1417 SE Rasmussen Blvd., Suite 101  
Battle Ground, WA 98604

**E-mail:** [naspo@language.link](mailto:naspo@language.link)

**Phone:** (360)-914-3503

**Awarded Categories:** **Over-the-Phone Interpreting (OPI)**  
**Video-Remote Interpreting (VRI)**  
**Document Translation**

**NASPO ValuePoint Master Agreement Terms and Conditions**

**I. Definitions**

- 1.1 **Acceptance** means acceptance of goods and services as set forth in Section IX of this Master Agreement.
- 1.2 **Contractor** means a party to this Master Agreement, whether a person or entity, that delivers goods or performs services under the terms set forth in this Master Agreement.
- 1.3 **Embedded Software** means one or more software applications which permanently reside on a computing device.
- 1.4 **Intellectual Property** means any and all patents, copyrights, service marks, trademarks, trade secrets, trade names, patentable inventions, or other similar proprietary rights, in tangible or intangible form, and all rights, title, and interest therein.
- 1.5 **Lead State** means the State centrally administering any resulting Master Agreement(s) who is a party to this Master Agreement.
- 1.6 **Master Agreement** means the underlying agreement executed by and between the Lead State, acting in cooperation with NASPO ValuePoint, and the Contractor, as now or hereafter amended.
- 1.7 **NASPO ValuePoint** is a division of the National Association of State Procurement Officials ("NASPO"), a 501(c)(3) corporation. NASPO ValuePoint facilitates

administration of the NASPO cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (*i.e.*, colleges, school districts, counties, cities, some nonprofit organizations, etc.) for all states, the District of Columbia, and territories of the United States. NASPO ValuePoint is identified in the Master Agreement as the recipient of reports and may perform contract administration functions relating to collecting and receiving reports, as well as other contract administration functions as assigned by the Lead State.

- 1.8 Order or Purchase Order** means any purchase order, sales order, contract or other document used by a Purchasing Entity to order the Products.
- 1.9 Participating Addendum** means a bilateral agreement executed by a Contractor and a Participating Entity incorporating this Master Agreement and any additional Participating Entity-specific language or other requirements (*e.g.*, ordering procedures specific to the Participating Entity, entity-specific terms and conditions, etc.).
- 1.10 Participating Entity** means a state (as well as the District of Columbia and US territories), city, county, district, other political subdivision of a State, or a nonprofit organization under the laws of some states properly authorized to enter into a Participating Addendum, that has executed a Participating Addendum.
- 1.11 Participating State** means a state that has executed a Participating Addendum or has indicated an intent to execute a Participating Addendum.
- 1.12 Product or Products and Services** means any equipment, software (including embedded software), documentation, service, or other deliverable supplied or created by the Contractor pursuant to this Master Agreement. The term Product includes goods and services.
- 1.13 Purchasing Entity** means a state (as well as the District of Columbia and US territories), city, county, district, other political subdivision of a State, or a nonprofit organization under the laws of some states if authorized by a Participating Addendum, that issues a Purchase Order against the Master Agreement and becomes financially committed to the purchase.

## II. Term of Master Agreement

- 2.1 Initial Term.** The initial term of this Master Agreement is for two (2) years. The term of this Master Agreement may be amended beyond the initial term for three (3) additional years in one (1) year increments, not to exceed five (5) years, at the Lead State's discretion and by mutual agreement and upon review of requirements of Participating Entities, current market conditions, and Contractor performance.
- 2.2 Amendment Limitations.** The terms of this Master Agreement will not be waived, altered, modified, supplemented, or amended in any manner whatsoever without prior written agreement of the Lead State and Contractor.
- 2.3 End-of-Term Extension.** The Master Agreement may be extended for a reasonable period of time, not to exceed six (6) months, if in the judgment of the Lead State a follow-on competitive procurement will be unavoidably delayed (despite good faith efforts) beyond the planned date of execution of the follow-on master agreement. This subsection will not be deemed to limit the authority of a Lead State under its state law to otherwise negotiate contract extensions.

### III. Order of Precedence

- 3.1 Order.** Any Order placed under this Master Agreement will consist of the following documents:
- 3.1.1** A Participating Entity's Participating Addendum ("PA");
  - 3.1.2** NASPO ValuePoint Master Agreement, including all attachments thereto;
  - 3.1.3** A Purchase Order or Scope of Work/Specifications issued against the Master Agreement;
  - 3.1.4** The Solicitation or, if separately executed after award, the Lead State's bilateral agreement that integrates applicable provisions;
  - 3.1.5** Contractor's response to the Solicitation, as revised (if permitted) and accepted by the Lead State.
- 3.2 Conflict.** These documents will be read to be consistent and complementary. Any conflict among these documents will be resolved by giving priority to these documents in the order listed above. Contractor terms and conditions that apply to this Master Agreement are only those that are expressly accepted by the Lead State and must be in writing and attached to this Master Agreement as an Exhibit or Attachment.
- 3.3 Participating Addenda.** Participating Addenda will not be construed to diminish, modify, or otherwise derogate any provisions in this Master Agreement between the Lead State and Contractor. The term of a Participating Addendum will not exceed the term of this Master Agreement, except when a Participating Entity determines an extension of its Participating Addendum is necessary to avoid a lapse in contract coverage and is permitted by law.

### IV. Participants and Scope

- 4.1 Requirement for a Participating Addendum.** Contractor may not deliver Products under this Master Agreement until a Participating Addendum acceptable to the Participating Entity and Contractor is executed.
- 4.2 Applicability of Master Agreement.** NASPO ValuePoint Master Agreement Terms and Conditions are applicable to any Order by a Participating Entity (and other Purchasing Entities covered by their Participating Addendum), except to the extent altered, modified, supplemented or amended by a Participating Addendum, subject to Section III. For the purposes of illustration and not limitation, this authority may apply to unique delivery and invoicing requirements, confidentiality requirements, defaults on Orders, governing law and venue relating to Orders by a Participating Entity, indemnification, and insurance requirements. Statutory or constitutional requirements relating to availability of funds may require specific language in some Participating Addenda in order to comply with applicable law. The expectation is that these alterations, modifications, supplements, or amendments will be addressed in the Participating Addendum or, with the consent of the Purchasing Entity and Contractor, may be included in the ordering document (e.g., purchase order or contract) used by the Purchasing Entity to place the Order.
- 4.3 Obligated Entities.** Obligations under this Master Agreement are limited to those Participating Entities who have signed a Participating Addendum and Purchasing Entities within the scope of those Participating Addenda. States or other entities permitted to participate may use an informal competitive process to determine which Master Agreements

to participate in through execution of a Participating Addendum. Participating Entities incur no financial obligations on behalf of other Purchasing Entities.

- 4.4 Notice of Participating Addendum.** Contractor shall email a fully executed PDF copy of each Participating Addendum to [pa@naspo.valuepoint.org](mailto:pa@naspo.valuepoint.org) to support documentation of participation and posting in appropriate databases.

**4.5 Participating Entities.**

- 4.5.1** If not proscribed by law or by the Chief Procurement Official of the state in which the entity is located, an entity may be eligible to execute a Participating Addendum directly with Contractor. Such entities may include:

**4.5.1.1** Political subdivisions, public agencies, and service districts;

**4.5.1.2** Public and private educational institutions, including K-12 public, charter, and private schools; institutions of higher education; and trade schools;

**4.5.1.3** Federally recognized tribes;

**4.5.1.4** Quasi-governmental entities; and

**4.5.1.5** Eligible non-profit organizations.

- 4.5.2** Prior to execution of a Participating Addendum with an entity listed above, Contractor shall coordinate with NASPO to confirm the entity's eligibility to execute a Participating Addendum. A determination that an entity is eligible to execute a Participating Addendum is not a determination that procurement authority exists; each entity must ensure it has the requisite procurement authority to execute a Participating Addendum.

- 4.6 Prohibition on Resale.** Subject to any specific conditions included in the solicitation or Contractor's Proposal as accepted by the Lead State, or as explicitly permitted in a Participating Addendum, Purchasing Entities may not resell Products purchased under this Master Agreement. Absent any such condition or explicit permission, this limitation does not prohibit: payments by employees of a Purchasing Entity for Products; sales of Products to the general public as surplus property; and fees associated with inventory transactions with other governmental or nonprofit entities and consistent with a Purchasing Entity's laws and regulations. Any sale or transfer permitted by this subsection must be consistent with license rights granted for use of intellectual property.

- 4.7 Individual Customers.** Except as may otherwise be agreed to by the Purchasing Entity and Contractor, each Purchasing Entity shall follow the terms and conditions of the Master Agreement and applicable Participating Addendum and will have the same rights and responsibilities for their purchases as the Lead State has in the Master Agreement and as the Participating Entity has in the Participating Addendum, including but not limited to any indemnity or right to recover any costs as such right is defined in the Master Agreement and applicable Participating Addendum for their purchases. Each Purchasing Entity will be responsible for its own charges, fees, and liabilities. The Contractor will apply the charges and invoice each Purchasing Entity individually.

- 4.8 Release of Information.** Throughout the duration of this Master Agreement, Contractor must secure from the Lead State prior approval for the release of information that pertains to the potential work or activities covered by the Master Agreement. This limitation does not

preclude publication about the award of the Master Agreement or marketing activities consistent with any proposed and accepted marketing plan.

- 4.9 No Representations.** The Contractor shall not make any representations of NASPO ValuePoint, the Lead State, any Participating Entity, or any Purchasing Entity's opinion or position as to the quality or effectiveness of the services that are the subject of this Master Agreement without prior written consent.

## **V. NASPO ValuePoint Provisions**

- 5.1 Applicability.** NASPO ValuePoint is not a party to the Master Agreement. The terms set forth in Section V are for the benefit of NASPO ValuePoint as a third-party beneficiary of this Master Agreement.

### **5.2 Administrative Fees**

- 5.2.1 NASPO ValuePoint Fee.** Contractor shall pay to NASPO ValuePoint, or its assignee, a NASPO ValuePoint Administrative Fee of one-quarter of one percent (0.25% or 0.0025) no later than sixty (60) days following the end of each calendar quarter. The NASPO ValuePoint Administrative Fee must be submitted quarterly and is based on all sales of products and services under the Master Agreement (less any charges for taxes or shipping). The NASPO ValuePoint Administrative Fee is not negotiable. This fee is to be included as part of the pricing submitted with a contractor's response to the Lead State's solicitation.

- 5.2.2 State Imposed Fees.** Some states may require an additional fee be paid by Contractor directly to the state on purchases made by Purchasing Entities within that state. For all such requests, the fee rate or amount, payment method, and schedule for such reports and payments will be incorporated into the applicable Participating Addendum. Unless agreed to in writing by the state, Contractor may not adjust the Master Agreement pricing to include the state fee for purchases made by Purchasing Entities within the jurisdiction of the state. No such agreement will affect the NASPO ValuePoint Administrative Fee percentage or the prices paid by Purchasing Entities outside the jurisdiction of the state requesting the additional fee.

### **5.3 NASPO ValuePoint Summary and Detailed Usage Reports**

- 5.3.1 Sales Data Reporting.** In accordance with this section, Contractor shall report to NASPO ValuePoint all Orders under this Master Agreement for which Contractor has invoiced the ordering entity or individual, including Orders invoiced to Participating Entity or Purchasing Entity employees for personal use if such use is permitted by this Master Agreement and the applicable Participating Addendum ("Sales Data"). Timely and complete reporting of Sales Data is a material requirement of this Master Agreement. Reporting requirements, including those related to the format, contents, frequency, or delivery of reports, may be updated by NASPO ValuePoint with reasonable notice to Contractor and without amendment to this Master Agreement. NASPO ValuePoint shall have exclusive ownership of any media on which reports are submitted and shall have a perpetual, irrevocable, non-exclusive, royalty free, and transferable right to display, modify, copy, and otherwise use reports, data, and information provided under this section.

- 5.3.2 Summary Sales Data.** "Summary Sales Data" is Sales Data reported as cumulative totals by state. Contractor shall, using the reporting tool or template provided by NASPO ValuePoint, report Summary Sales Data to NASPO ValuePoint for each calendar quarter no later than thirty (30) days following the end of the quarter. If Contractor has no reportable Sales Data for the quarter, Contractor shall submit a zero-sales report.
- 5.3.3 Detailed Sales Data.** "Detailed Sales Data" is Sales Data that includes for each Order all information required by the Solicitation or by NASPO ValuePoint, including customer information, Order information, and line-item details. Contractor shall, using the reporting tool or template provided by NASPO ValuePoint, report Detailed Sales Data to NASPO ValuePoint for each calendar quarter no later than thirty (30) days following the end of the quarter. Detailed Sales Data shall be reported in the format provided in the Solicitation or provided by NASPO ValuePoint. The total sales volume of reported Detailed Sales Data shall be consistent with the total sales volume of reported Summary Sales Data.
- 5.3.4 Sales Data Crosswalks.** Upon request by NASPO ValuePoint, Contractor shall provide to NASPO ValuePoint tables of customer and Product information and specific attributes thereof for the purpose of standardizing and analyzing reported Sales Data ("Crosswalks"). Customer Crosswalks must include a list of existing and potential Purchasing Entities and identify for each the appropriate customer type as defined by NASPO ValuePoint. Product Crosswalks must include Contractor's part number or SKU for each Product in Offeror's catalog and identify for each the appropriate Master Agreement category (and subcategory, if applicable), manufacturer part number, product description, eight-digit UNSPSC Class Level commodity code, and (if applicable) EPEAT value and Energy Star rating. Crosswalk requirements and fields may be updated by NASPO ValuePoint with reasonable notice to Contractor and without amendment to this Master Agreement. Contractor shall work in good faith with NASPO ValuePoint to keep Crosswalks updated as Contractor's customer lists and product catalog change.
- 5.3.5 Executive Summary.** Contractor shall, upon request by NASPO ValuePoint, provide NASPO ValuePoint with an executive summary that includes but is not limited to a list of states with an active Participating Addendum, states with which Contractor is in negotiations, and any Participating Addendum roll-out or implementation activities and issues. NASPO ValuePoint and Contractor will determine the format and content of the executive summary.

#### **5.4 NASPO ValuePoint Cooperative Program Marketing, Training, and Performance Review**

- 5.4.1 Staff Education.** Contractor shall work cooperatively with NASPO ValuePoint personnel. Contractor shall present plans to NASPO ValuePoint for the education of Contractor's contract administrator(s) and sales/marketing workforce regarding the Master Agreement contract, including the competitive nature of NASPO ValuePoint procurements, the master agreement and participating addendum process, and the manner in which eligible entities can participate in the Master Agreement.

- 5.4.2 Onboarding Plan.** Upon request by NASPO ValuePoint, Contractor shall, as Participating Addendums are executed, provide plans to launch the program for the Participating Entity. Plans will include time frames to launch the agreement and confirmation that the Contractor's website has been updated to properly reflect the scope and terms of the Master Agreement as available to the Participating Entity and eligible Purchasing Entities.
- 5.4.3 Annual Contract Performance Review.** Contractor shall participate in an annual contract performance review with the Lead State and NASPO ValuePoint, which may at the discretion of the Lead State be held in person and which may include a discussion of marketing action plans, target strategies, marketing materials, Contractor reporting, and timeliness of payment of administration fees.
- 5.4.4 Use of NASPO ValuePoint Logo.** The NASPO ValuePoint logos may not be used by Contractor in sales and marketing until a separate logo use agreement is executed with NASPO ValuePoint.
- 5.4.5 Most Favored Customer.** Contractor shall, within thirty (30) days of their effective date, notify the Lead State and NASPO ValuePoint of any contractual most-favored-customer provisions in third-party contracts or agreements that may affect the promotion of this Master Agreement or whose terms provide for adjustments to future rates or pricing based on rates, pricing in, or Orders from this Master Agreement. Upon request of the Lead State or NASPO ValuePoint, Contractor shall provide a copy of any such provisions.

## **5.5 NASPO ValuePoint eMarketPlace**

- 5.5.1** The NASPO ValuePoint cooperative provides an eMarketPlace for public entities to access a central online platform to view and/or purchase the goods, services, and solutions available from NASPO ValuePoint's cooperative Master Agreements. This eMarketPlace is provided by NASPO at no additional cost to the Contractor or public entities. Its purpose is to facilitate the connection of public entities with Contractors who meet the requisite needs for a good, service, or solution by that entity through a NASPO ValuePoint Master Agreement.
- 5.5.2** Contractor shall cooperate in good faith with NASPO, and any third party acting as an agent on behalf of NASPO, to integrate Contractor's industry presence by either an electronic hosted catalog, punchout site, or providing eQuotes through the NASPO eMarketPlace, per the Implementation Timeline as further described below.
- 5.5.3** Regardless of how Contractor's presence is reflected in the eMarketPlace (*i.e.*, hosted catalog, punchout site, or eQuote), Contractor's listed offerings must be strictly limited to Contractor's awarded contract offerings through the NASPO award. Products and/or services not authorized through the resulting NASPO cooperative contract should not be viewable by NASPO ValuePoint eMarketPlace users. Furthermore, products and/or services not authorized through a Participating Addendum should not be viewable by NASPO ValuePoint eMarketPlace users utilizing that Participating Addendum. The accuracy of Contractor's offerings through the eMarketPlace must be maintained by Contractor throughout the duration of the Master Agreement.

- 5.5.4** Contractor agrees that NASPO controls which Master Agreements appear in the eMarketPlace and that NASPO may elect at any time to remove any of Contractor's offerings from the eMarketPlace.
- 5.5.5** Contractor is solely responsible for the accuracy, quality, and legality of Contractor's Content on the eMarketPlace. "Content" means all information that is generated, submitted, or maintained by Contractor or otherwise made available by Contractor on the eMarketPlace, including Contractor catalogs. Contractor's Content shall comply with and accurately reflect the terms and pricing of this Master Agreement.
- 5.5.6** Contractor's use of the eMarketPlace shall comply with the eMarketPlace's Terms of Use.
- 5.5.7** Contractor is solely responsible for the security and accuracy of transactions facilitated through the eMarketPlace, including the assessment, collection, and remittance of any sales tax.
- 5.5.8** Lead State reserves the right to approve all pricing, catalogs, and information on the eMarketPlace. This catalog review right is solely for the benefit of the Lead State and Participating Entities, and the review and approval shall not waive the requirement that products and services be offered at prices required by the Master Agreement.
- 5.5.9** NASPO Participating Entities may have their own procurement system, separate from the NASPO eMarketPlace, that enables the use of certain NASPO Master Agreements. In the event one of these entities elects to use this NASPO ValuePoint Master Agreement (available through the eMarketPlace) but publish to their own eMarketPlace, Contractor agrees to work in good faith with the entity and NASPO to implement the catalog.
- 5.5.10** In the event a Participating Entity has entity-specific catalog requirements set forth in its Participating Addendum (*e.g.*, entity-specific pricing, restrictions in the scope of offerings, etc.), Contractor shall ensure its eMarketPlace Content for that Participating Entity accurately reflects and is compliant with these requirements.
- 5.5.11** Implementation Timeline: Following the execution of Contractor's Master Agreement, NASPO will provide a written request to Contractor to begin the onboarding process into the eMarketPlace. Contractor shall have fifteen (15) days from receipt of written request to work with NASPO to set up an enablement schedule, at which time the technical documentation for onboarding shall be provided to Contractor. The schedule will include future calls and milestone dates related to test and go live dates.
- 5.5.11.1** Contractor's NASPO eMarketPlace account with eQuoting functionality shall minimally be established within thirty (30) days following the written request.
- 5.5.11.2** Contractor shall deliver either a (1) hosted catalog or (2) punchout site, pursuant to the mutually agreed upon enablement schedule.

**5.5.11.3** NASPO will work with Contractor to decide which structures between hosted catalog, punchout site, and/or eQuoting as further described below will be provided by Contractor.

**5.5.11.3.1** Hosted Catalog. By providing a hosted catalog, Contractor is providing a list of its awarded products/services and pricing in an electronic data file in a format acceptable to NASPO, such as a tab delimited text file. Contractor is solely responsible for ensuring the most up-to-date versions of its product/service offerings approved by the Lead State under this Master Agreement are reflected in the eMarketPlace.

**5.5.11.3.2** Punchout Site. By providing a punchout site, Contractor is providing its own online catalog, which must be capable of being integrated with the eMarketPlace as a Standard punchout via Commerce eXtensible Markup Language (cXML). Contractor shall validate that its online catalog is up-to-date. The site must also return detailed UNSPSC codes for each line item.

**5.5.11.3.3** eQuoting. NASPO will work with Contractor to set up participation and use to provide eQuotes through the NASPO eMarketPlace. This requirement would be in addition to any requirement to provide a hosted catalog or punchout site.

**5.5.12** Hosted catalogs and punchout sites will provide all of the eMarketPlace standard data elements/information including, but not limited to, the following:

**5.5.12.1** The most current pricing, including all applicable administrative fees and/or discounts, as well as the most up-to-date product/service offering the Contractor is authorized to provide in accordance with this Master Agreement;

**5.5.12.2** A Lead State contract identification number for this Master Agreement;

**5.5.12.3** Detailed product line item descriptions;

**5.5.12.4** Pictures illustrating products, services, or solutions where practicable; and

**5.5.12.5** Any additional NASPO, Lead State, or Participating Addendum requirements.

**5.6 Cancellation.** In consultation with NASPO ValuePoint, the Lead State may, in its discretion, cancel the Master Agreement or not exercise an option to renew, when utilization of Contractor's Master Agreement does not warrant further administration of the Master Agreement. The Lead State may also exercise its right to not renew the Master Agreement if the Contractor fails to record or report revenue for three consecutive quarters, upon 60-calendar day written notice to the Contractor. Cancellation based on nonuse or under-utilization will not occur sooner than two (2) years after execution of the Master Agreement. This subsection does not limit the discretionary right of either the Lead State or Contractor to cancel the Master Agreement or terminate for default subject to the terms herein. This

subsection also does not limit any right of the Lead State to cancel the Master Agreement under applicable laws.

- 5.7 Canadian Participation.** Subject to the approval of Contractor, any Canadian provincial government or provincially funded entity in Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Prince Edward Island, Quebec, or Saskatchewan, and territorial government or territorial government funded entity in the Northwest Territories, Nunavut, or Yukon, including municipalities, universities, community colleges, school boards, health authorities, housing authorities, agencies, boards, commissions, and crown corporations, may be eligible to use Contractor's Master Agreement.
- 5.8 Additional Agreement with NASPO.** Upon request by NASPO ValuePoint, awarded Contractor shall enter into a direct contractual relationship with NASPO ValuePoint related to Contractor's obligations to NASPO ValuePoint under the terms of the Master Agreement, the terms of which shall be the same or similar (and not less favorable) than the terms set forth in the Master Agreement.

## VI. Pricing, Payment & Leasing

- 6.1 Pricing.** The prices contained in this Master Agreement or offered under this Master Agreement represent the not-to-exceed price to any Purchasing Entity.
- 6.1.1** All prices and rates must be guaranteed for the initial term of the Master Agreement.
  - 6.1.2** Following the initial term of the Master Agreement, any request for a price or rate adjustment must be for an equal guarantee period and must be made at least 60 days prior to the effective date.
  - 6.1.3** Requests for a price or rate adjustment must include sufficient documentation supporting the request. Any adjustment or amendment to the Master Agreement will not be effective unless approved in writing by the Lead State.
  - 6.1.4** No retroactive adjustments to prices or rates will be allowed.
- 6.2 Payment.** Unless otherwise agreed upon in a Participating Addendum or Order, Payment after Acceptance will be made within thirty (30) days following the date the entire order is delivered or the date a correct invoice is received, whichever is later. After 45 days the Contractor may assess overdue account charges up to a maximum rate of one percent per month on the outstanding balance, unless a different late payment amount is specified in a Participating Addendum or Order, or otherwise prescribed by applicable law. Payments will be remitted in the manner specified in the Participating Addendum or Order. Payments may be made via a purchasing card with no additional charge.
- 6.3 Leasing or Alternative Financing Methods.** The procurement and other applicable laws of some Purchasing Entities may permit the use of leasing or alternative financing methods for the acquisition of Products under this Master Agreement. Where the terms and conditions are not otherwise prescribed in an applicable Participating Addendum, the terms and conditions for leasing or alternative financing methods are subject to negotiation between the Contractor and Purchasing Entity.

## VII. Ordering

- 7.1 Order Numbers.** Master Agreement order and purchase order numbers must be clearly shown on all acknowledgments, packing slips, invoices, and on all correspondence.
- 7.2 Quotes.** Purchasing Entities may define entity-specific or project-specific requirements and informally compete the requirement among companies having a Master Agreement on an "as needed" basis. This procedure may also be used when requirements are aggregated or other firm commitments may be made to achieve reductions in pricing. This procedure may be modified in Participating Addenda and adapted to the Purchasing Entity's rules and policies. The Purchasing Entity may in its sole discretion determine which Master Agreement Contractors should be solicited for a quote. The Purchasing Entity may select the quote that it considers most advantageous, cost, and other factors considered.
- 7.3 Applicable Rules.** Each Purchasing Entity will identify and utilize its own appropriate purchasing procedure and documentation. Contractor is expected to become familiar with the Purchasing Entities' rules, policies, and procedures regarding the ordering of supplies and/or services contemplated by this Master Agreement.
- 7.4 Required Documentation.** Contractor shall not begin work without a valid Purchase Order or other appropriate commitment document under the law of the Purchasing Entity.
- 7.5 Term of Purchase.** Orders may be placed consistent with the terms of this Master Agreement and applicable Participating Addendum during the term of the Master Agreement and Participating Addendum.
- 7.5.1** Orders must be placed pursuant to this Master Agreement prior to the termination date thereof, but may have a delivery date or performance period up to 120 days past the then-current termination date of this Master Agreement.
- 7.5.2** Notwithstanding the previous, Orders must also comply with the terms of the applicable Participating Addendum, which may further restrict the period during which Orders may be placed or delivered.
- 7.5.3** Financial obligations of Purchasing Entities payable after the current applicable fiscal year are contingent upon agency funds for that purpose being appropriated, budgeted, and otherwise made available.
- 7.5.4** Notwithstanding the expiration, cancellation or termination of this Master Agreement, Contractor shall perform in accordance with the terms of any Orders then outstanding at the time of such expiration or termination. Contractor shall not honor any Orders placed after the expiration, cancellation, or termination of this Master Agreement, or in any manner inconsistent with this Master Agreement's terms.
- 7.5.5** Orders for any separate indefinite quantity, task order, or other form of indefinite delivery order arrangement priced against this Master Agreement may not be placed after the expiration or termination of this Master Agreement, notwithstanding the term of any such indefinite delivery order agreement.
- 7.6 Order Form Requirements.** All Orders pursuant to this Master Agreement, at a minimum, must include:
- 7.6.1** The services or supplies being delivered;
- 7.6.2** A shipping address and other delivery requirements, if any;
- 7.6.3** A billing address;

- 7.6.4 Purchasing Entity contact information;
  - 7.6.5 Pricing consistent with this Master Agreement and applicable Participating Addendum and as may be adjusted by agreement of the Purchasing Entity and Contractor;
  - 7.6.6 A not-to-exceed total for the products or services being ordered; and
  - 7.6.7 The Master Agreement number or the applicable Participating Addendum number, provided the Participating Addendum references the Master Agreement number.
- 7.7 **Communication.** All communications concerning administration of Orders placed must be furnished solely to the authorized purchasing agent within the Purchasing Entity's purchasing office, or to such other individual identified in writing in the Order.
- 7.8 **Contract Provisions for Orders Utilizing Federal Funds.** Pursuant to Appendix II to 2 Code of Federal Regulations (CFR) Part 200, Contract Provisions for Non-Federal Entity Contracts Under Federal Awards, Orders funded with federal funds may have additional contractual requirements or certifications that must be satisfied at the time the Order is placed or upon delivery. These federal requirements may be proposed by Participating Entities in Participating Addenda and Purchasing Entities for incorporation in Orders placed under this Master Agreement.

#### VIII. Shipping and Delivery

- 8.1 **Shipping Terms.** All deliveries will be F.O.B. destination, freight pre-paid, with all transportation and handling charges paid by the Contractor.
- 8.1.1 Notwithstanding the above, responsibility and liability for loss or damage will remain the Contractor's until final inspection and acceptance when responsibility will pass to the Purchasing Entity except as to latent defects, fraud, and Contractor's warranty obligations.
- 8.2 **Minimum Shipping.** The minimum shipment amount, if any, must be contained in the Master Agreement. Any order for less than the specified amount is to be shipped with the freight prepaid and added as a separate item on the invoice. Any portion of an Order to be shipped without transportation charges that is back ordered will be shipped without charge.
- 8.3 **Inside Deliveries.** To the extent applicable, all deliveries will be "Inside Deliveries" as designated by a representative of the Purchasing Entity placing the Order. Inside Delivery refers to a delivery to a location other than a loading dock, front lobby, or reception area. Specific delivery instructions will be noted on the order form or Purchase Order. Costs to repair any damage to the building interior (e.g., scratched walls, damage to the freight elevator, etc.) caused by Contractor or Contractor's carrier will be the responsibility of the Contractor. Immediately upon becoming aware of such damage, Contractor shall notify the Purchasing Entity placing the Order.
- 8.4 **Packaging.** All products must be delivered in the manufacturer's standard package. Costs must include all packing and/or crating charges. Cases must be of durable construction, in good condition, properly labeled and suitable in every respect for storage and handling of contents. Each shipping carton must be marked with the commodity, brand, quantity, item code number and the Purchasing Entity's Purchase Order number.

**IX. Inspection and Acceptance**

- 9.1 Laws and Regulations.** Any and all Products offered and furnished must comply fully with all applicable Federal, State, and local laws and regulations.
- 9.2 Applicability.** Unless otherwise specified in the Master Agreement, Participating Addendum, or ordering document, the terms of this Section IX will apply. This section is not intended to limit rights and remedies under the applicable commercial code.
- 9.3 Inspection.** All Products are subject to inspection at reasonable times and places before Acceptance. Contractor shall provide right of access to the Lead State, or to any other authorized agent or official of the Lead State or other Participating or Purchasing Entity, at reasonable times, to monitor and evaluate performance, compliance, and/or quality assurance requirements under this Master Agreement.
- 9.3.1** Products that do not meet specifications may be rejected. Failure to reject upon receipt, however, does not relieve the contractor of liability for material (nonconformity that substantial impairs value) latent or hidden defects subsequently revealed when goods are put to use.
- 9.3.2** Acceptance of such goods may be revoked in accordance with the provisions of the applicable commercial code, and the Contractor is liable for any resulting expense incurred by the Purchasing Entity related to the preparation and shipping of Product rejected and returned, or for which Acceptance is revoked.
- 9.4 Failure to Conform.** If any services do not conform to contract requirements, the Purchasing Entity may require the Contractor to perform the services again in conformity with contract requirements, at no increase in Order amount. When defects cannot be corrected by re-performance, the Purchasing Entity may require the Contractor to take necessary action to ensure that future performance conforms to contract requirements and reduce the contract price to reflect the reduced value of services performed.
- 9.5 Acceptance Testing.** Purchasing Entity may establish a process, in keeping with industry standards, to ascertain whether the Product meets the standard of performance or specifications prior to Acceptance by the Purchasing Entity.
- 9.5.1** The Acceptance Testing period will be thirty (30) calendar days, unless otherwise specified, starting from the day after the Product is delivered or, if installed by Contractor, the day after the Product is installed and Contractor certifies that the Product is ready for Acceptance Testing.
- 9.5.2** If the Product does not meet the standard of performance or specifications during the initial period of Acceptance Testing, Purchasing Entity may, at its discretion, continue Acceptance Testing on a day-to-day basis until the standard of performance is met.
- 9.5.3** Upon rejection, the Contractor will have fifteen (15) calendar days to cure. If after the cure period, the Product still has not met the standard of performance or specifications, the Purchasing Entity may, at its option: (a) declare Contractor to be in breach and terminate the Order; (b) demand replacement Product from Contractor at no additional cost to Purchasing Entity; or, (c) continue the cure period for an additional time period agreed upon by the Purchasing Entity and the Contractor.

- 9.5.4 Contractor shall pay all costs related to the preparation and shipping of Product returned pursuant to the section.
- 9.5.5 No Product will be deemed Accepted and no charges will be paid until the standard of performance or specification is met.

## X. Warranty

- 10.1 **Applicability.** Unless otherwise specified in the Master Agreement, Participating Addendum, or ordering document, the terms of this Section X will apply.
- 10.2 **Warranty.** The Contractor warrants for a period of one year from the date of Acceptance that: (a) the Product performs according to all specific claims that the Contractor made in its response to the solicitation, (b) the Product is suitable for the ordinary purposes for which such Product is used, (c) the Product is suitable for any special purposes identified in the solicitation or for which the Purchasing Entity has relied on the Contractor's skill or judgment, (d) the Product is designed and manufactured in a commercially reasonable manner, and (e) the Product is free of defects.
- 10.3 **Breach of Warranty.** Upon breach of the warranty set forth above, the Contractor will repair or replace (at no charge to the Purchasing Entity) the Product whose nonconformance is discovered and made known to the Contractor. If the repaired and/or replaced Product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made.
- 10.4 **Rights Reserved.** The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation, actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.
- 10.5 **Warranty Period Start Date.** The warranty period will begin upon Acceptance, as set forth in Section IX.

## XI. Product Title

- 11.1 **Conveyance of Title.** Upon Acceptance by the Purchasing Entity, Contractor shall convey to Purchasing Entity title to the Product free and clear of all liens, encumbrances, or other security interests.
- 11.2 **Embedded Software.** Transfer of title to the Product must include an irrevocable and perpetual license to use any Embedded Software in the Product. If Purchasing Entity subsequently transfers title of the Product to another entity, Purchasing Entity shall have the right to transfer the license to use the Embedded Software with the transfer of Product title. A subsequent transfer of this software license will be at no additional cost or charge to either Purchasing Entity or Purchasing Entity's transferee.
- 11.3 **License of Pre-Existing Intellectual Property.** Contractor grants to the Purchasing Entity a nonexclusive, perpetual, royalty-free, irrevocable, license to use, publish, translate, reproduce, transfer with any sale of tangible media or Product, perform, display, and dispose of the Intellectual Property, and its derivatives, used or delivered under this Master Agreement, but not created under it ("Pre-existing Intellectual Property"). The Contractor shall be responsible for ensuring that this license is consistent with any third-party rights in the Pre-existing Intellectual Property.

## **XII. Indemnification**

**12.1 General Indemnification.** The Contractor shall defend, indemnify and hold harmless NASPO, NASPO ValuePoint, the Lead State, Participating Entities, and Purchasing Entities, along with their officers and employees, from and against third-party claims, damages or causes of action including reasonable attorneys' fees and related costs for any death, injury, or damage to tangible property arising from any act, error, or omission of the Contractor, its employees or subcontractors or volunteers, at any tier, relating to performance under this Master Agreement.

**12.2 Intellectual Property Indemnification.** The Contractor shall defend, indemnify and hold harmless NASPO, NASPO ValuePoint, the Lead State, Participating Entities, Purchasing Entities, along with their officers and employees ("Indemnified Party"), from and against claims, damages or causes of action including reasonable attorneys' fees and related costs arising out of the claim that the Product or its use infringes Intellectual Property rights of another person or entity ("Intellectual Property Claim").

**12.2.1** The Contractor's obligations under this section will not extend to any combination of the Product with any other product, system or method, unless the Product, system or method is:

**12.2.1.1** provided by the Contractor or the Contractor's subsidiaries or affiliates;

**12.2.1.2** specified by the Contractor to work with the Product;

**12.2.1.3** reasonably required to use the Product in its intended manner, and the infringement could not have been avoided by substituting another reasonably available product, system or method capable of performing the same function; or

**12.2.1.4** reasonably expected to be used in combination with the Product.

**12.2.2** The Indemnified Party shall notify the Contractor within a reasonable time after receiving notice of an Intellectual Property Claim. Even if the Indemnified Party fails to provide reasonable notice, the Contractor shall not be relieved from its obligations unless the Contractor can demonstrate that it was prejudiced in defending the Intellectual Property Claim resulting in increased expenses or loss to the Contractor. If the Contractor promptly and reasonably investigates and defends any Intellectual Property Claim, it shall have control over the defense and settlement of the Intellectual Property Claim. However, the Indemnified Party must consent in writing for any money damages or obligations for which it may be responsible.

**12.2.3** The Indemnified Party shall furnish, at the Contractor's reasonable request and expense, information and assistance necessary for such defense. If the Contractor fails to vigorously pursue the defense or settlement of the Intellectual Property Claim, the Indemnified Party may assume the defense or settlement of the Intellectual Property Claim and the Contractor shall be liable for all costs and expenses, including reasonable attorneys' fees and related costs, incurred by the Indemnified Party in the pursuit of the Intellectual Property Claim.

**12.2.4** Unless otherwise set forth herein, Section 12.2 is not subject to any limitations of liability in this Master Agreement or in any other document executed in conjunction with this Master Agreement.

**XIII. Insurance**

**13.1 Term.** Contractor shall, during the term of this Master Agreement, maintain in full force and effect, the insurance described in this section. A Participating Entity may negotiate alternative Insurance requirements in their Participating Addendum.

**13.2 Class.** Contractor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in each Participating Entity's state and having a rating of A-, Class VII or better, in the most recently published edition of A.M. Best's Insurance Reports. Failure to buy and maintain the required insurance may result in this Master Agreement's termination or, at a Participating Entity's option, result in termination of its Participating Addendum.

**13.3 Coverage.** Coverage must be written on an occurrence basis. The minimum acceptable limits will be as indicated below:

**13.3.1** Contractor shall maintain Commercial General Liability insurance covering premises operations, independent contractors, products and completed operations, blanket contractual liability, personal injury (including death), advertising liability, and property damage, with a limit of not less than \$1 million per occurrence and \$2 million general aggregate;

**13.3.2** Contractor must comply with any applicable State Workers Compensation or Employers Liability Insurance requirements.

**13.4 Notice of Cancellation.** Contractor shall pay premiums on all insurance policies. Contractor shall provide notice to a Participating Entity who is a state within five (5) business days after Contractor is first aware of expiration, cancellation or nonrenewal of such policy or is first aware that cancellation is threatened or expiration, nonrenewal or expiration otherwise may occur.

**13.5 Notice of Endorsement.** Prior to commencement of performance, Contractor shall provide to the Lead State a written endorsement to the Contractor's general liability insurance policy or other documentary evidence acceptable to the Lead State that (1) provides that written notice of cancellation will be delivered in accordance with the policy provisions, and (2) provides that the Contractor's liability insurance policy will be primary, with any liability insurance of any Participating State as secondary and noncontributory.

**13.6 Participating Entities.** Contractor shall provide to Participating States and Participating Entities the same insurance obligations and documentation as those specified in Section XIII, except the endorsement is provided to the applicable Participating State or Participating Entity.

**13.7 Furnishing of Certificates.** Contractor shall furnish to the Lead State copies of certificates of all required insurance in a form sufficient to show required coverage within thirty (30) calendar days of the execution of this Master Agreement and prior to performing any work. Copies of renewal certificates of all required insurance will be furnished within thirty (30) days after any renewal date to the applicable state Participating Entity. Failure to provide evidence of coverage may, at the sole option of the Lead State, or any Participating Entity, result in this Master Agreement's termination or the termination of any Participating Addendum.

- 13.8 Disclaimer.** Insurance coverage and limits will not limit Contractor's liability and obligations under this Master Agreement, any Participating Addendum, or any Purchase Order.

**XIV. General Provisions**

**14.1 Records Administration and Audit**

**14.1.1** The Contractor shall maintain books, records, documents, and other evidence pertaining to this Master Agreement and Orders placed by Purchasing Entities under it to the extent and in such detail as will adequately reflect performance and administration of payments and fees. Contractor shall permit the Lead State, a Participating Entity, a Purchasing Entity, the federal government (including its grant awarding entities and the U.S. Comptroller General), and any other duly authorized agent of a governmental agency, to audit, inspect, examine, copy and/or transcribe Contractor's books, documents, papers and records directly pertinent to this Master Agreement or orders placed by a Purchasing Entity under it for the purpose of making audits, examinations, excerpts, and transcriptions. This right will survive for a period of six (6) years following termination of this Agreement or final payment for any order placed by a Purchasing Entity against this Master Agreement, whichever is later, or such longer period as is required by the Purchasing Entity's state statutes, to assure compliance with the terms hereof or to evaluate performance hereunder.

**14.1.2** Without limiting any other remedy available to any governmental entity, the Contractor shall reimburse the applicable Lead State, Participating Entity, or Purchasing Entity for any overpayments inconsistent with the terms of the Master Agreement or Orders or underpayment of fees found as a result of the examination of the Contractor's records.

**14.1.3** The rights and obligations herein exist in addition to any quality assurance obligation in the Master Agreement that requires the Contractor to self-audit contract obligations and that permits the Lead State to review compliance with those obligations.

**14.2 Confidentiality, Non-Disclosure, and Injunctive Relief**

**14.2.1 Confidentiality.** Contractor acknowledges that it and its employees or agents may, in the course of providing a Product under this Master Agreement, be exposed to or acquire information that is confidential to Purchasing Entity or Purchasing Entity's clients.

**14.2.1.1** Any and all information of any form that is marked as confidential or would by its nature be deemed confidential obtained by Contractor or its employees or agents in the performance of this Master Agreement, including but not necessarily limited to (1) any Purchasing Entity's records, (2) personnel records, and (3) information concerning individuals, is confidential information of Purchasing Entity ("Confidential Information").

- 14.2.1.2 Any reports or other documents or items (including software) that result from the use of the Confidential Information by Contractor shall be treated in the same manner as the Confidential Information.
- 14.2.1.3 Confidential Information does not include information that (1) is or becomes (other than by disclosure by Contractor) publicly known; (2) is furnished by Purchasing Entity to others without restrictions similar to those imposed by this Master Agreement; (3) is rightfully in Contractor's possession without the obligation of nondisclosure prior to the time of its disclosure under this Master Agreement; (4) is obtained from a source other than Purchasing Entity without the obligation of confidentiality, (5) is disclosed with the written consent of Purchasing Entity; or (6) is independently developed by employees, agents or subcontractors of Contractor who can be shown to have had no access to the Confidential Information.

**14.2.2 Non-Disclosure.** Contractor shall hold Confidential Information in confidence, using at least the industry standard of confidentiality, and shall not copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than what is necessary to the performance of Orders placed under this Master Agreement.

**14.2.2.1** Contractor shall advise each of its employees and agents of their obligations to keep Confidential Information confidential. Contractor shall use commercially reasonable efforts to assist Purchasing Entity in identifying and preventing any unauthorized use or disclosure of any Confidential Information.

**14.2.2.2** Without limiting the generality of the foregoing, Contractor shall advise Purchasing Entity, applicable Participating Entity, and the Lead State immediately if Contractor learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Master Agreement, and Contractor shall at its expense cooperate with Purchasing Entity in seeking injunctive or other equitable relief in the name of Purchasing Entity or Contractor against any such person.

**14.2.2.3** Except as directed by Purchasing Entity, Contractor will not at any time during or after the term of this Master Agreement disclose, directly or indirectly, any Confidential Information to any person, except in accordance with this Master Agreement, and that upon termination of this Master Agreement or at Purchasing Entity's request, Contractor shall turn over to Purchasing Entity all documents, papers, and other matter in Contractor's possession that embody Confidential Information.

**14.2.2.4** Notwithstanding the foregoing, Contractor may keep one copy of such Confidential Information necessary for quality assurance,

audits, and evidence of the performance of this Master Agreement.

- 14.2.3 Injunctive Relief.** Contractor acknowledges that Contractor's breach of Section 14.2 would cause irreparable injury to the Purchasing Entity that cannot be adequately compensated in monetary damages. Accordingly, Purchasing Entity may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Contractor acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interests of Purchasing Entity and are reasonable in scope and content.
- 14.2.4 Purchasing Entity Law.** These provisions will be applicable only to extent they are not in conflict with the applicable public disclosure laws of any Purchasing Entity.
- 14.2.5 NASPO ValuePoint.** The rights granted to Purchasing Entities and Contractor's obligations under this section will also extend to NASPO ValuePoint's Confidential Information, including but not limited to Participating Addenda, Orders or transaction data relating to Orders under this Master Agreement that identify the entity/customer, Order dates, line-item descriptions and volumes, and prices/rates. This provision does not apply to disclosure to the Lead State, a Participating State, or any governmental entity exercising an audit, inspection, or examination pursuant to this Master Agreement. To the extent permitted by law, Contractor shall notify the Lead State of the identity of any entity seeking access to the Confidential Information described in this subsection.
- 14.2.6 Public Information.** This Master Agreement and all related documents are subject to disclosure pursuant to the Lead State's public information laws.
- 14.3 Assignment/Subcontracts**
- 14.3.1** Contractor shall not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this Master Agreement, in whole or in part, without the prior written approval of the Lead State.
- 14.3.2** The Lead State reserves the right to assign any rights or duties, including written assignment of contract administration duties, to NASPO ValuePoint and other third parties.
- 14.4 Changes in Contractor Representation.** The Contractor must, within ten (10) calendar days, notify the Lead State in writing of any changes in the Contractor's key administrative personnel managing the Master Agreement. The Lead State reserves the right to approve or reject changes in key personnel, as identified in the Contractor's Proposal. The Contractor shall propose replacement key personnel having substantially equal or better education, training, and experience as was possessed by the key person proposed and evaluated in the Contractor's Proposal.
- 14.5 Independent Contractor.** Contractor is an independent contractor. Contractor has no authorization, express or implied, to bind the Lead State, Participating States, other Participating Entities, or Purchasing Entities to any agreements, settlements, liability or

understanding whatsoever, and shall not to hold itself out as agent except as expressly set forth herein or as expressly set forth in an applicable Participating Addendum or Order.

**14.6 Cancellation.** Unless otherwise set forth herein, this Master Agreement may be canceled by either party upon sixty (60) days' written notice prior to the effective date of the cancellation. Further, any Participating Entity may cancel its participation upon thirty (30) days' written notice, unless otherwise limited or stated in the Participating Addendum. Cancellation may be in whole or in part. Any cancellation under this provision will not affect the rights and obligations attending Orders outstanding at the time of cancellation, including any right of a Purchasing Entity to indemnification by the Contractor, rights of payment for Products delivered and accepted, rights attending any warranty or default in performance in association with any Order, and requirements for records administration and audit. Cancellation of the Master Agreement due to Contractor default may be immediate.

**14.7 Force Majeure.** Neither party to this Master Agreement shall be held responsible for delay or default caused by fire, riot, unusually severe weather, other acts of God, or acts of war which are beyond that party's reasonable control. The Lead State may terminate this Master Agreement upon determining such delay or default will reasonably prevent successful performance of the Master Agreement.

#### **14.8 Defaults and Remedies**

**14.8.1** The occurrence of any of the following events will be an event of default under this Master Agreement:

**14.8.1.1** Nonperformance of contractual requirements;

**14.8.1.2** A material breach of any term or condition of this Master Agreement;

**14.8.1.3** Any certification, representation or warranty by Contractor in response to the solicitation or in this Master Agreement that proves to be untrue or materially misleading;

**14.8.1.4** Institution of proceedings under any bankruptcy, insolvency, reorganization or similar law, by or against Contractor, or the appointment of a receiver or similar officer for Contractor or any of its property, which is not vacated or fully stayed within thirty (30) calendar days after the institution or occurrence thereof; or

**14.8.1.5** Any default specified in another section of this Master Agreement.

**14.8.2** Upon the occurrence of an event of default, the Lead State shall issue a written notice of default, identifying the nature of the default, and providing a period of fifteen (15) calendar days in which Contractor shall have an opportunity to cure the default. The Lead State shall not be required to provide advance written notice or a cure period and may immediately terminate this Master Agreement in whole or in part if the Lead State, in its sole discretion, determines that it is reasonably necessary to preserve public safety or prevent immediate public crisis. Time allowed for cure will not diminish or eliminate Contractor's liability for damages, including liquidated damages to the extent provided for under this Master Agreement.

- 14.8.3** If Contractor is afforded an opportunity to cure and fails to cure the default within the period specified in the written notice of default, Contractor shall be in breach of its obligations under this Master Agreement and the Lead State shall have the right to exercise any or all of the following remedies:
- 14.8.3.1** Any remedy provided by law;
  - 14.8.3.2** Termination of this Master Agreement and any related Contracts or portions thereof;
  - 14.8.3.3** Assessment of liquidated damages as provided in this Master Agreement;
  - 14.8.3.4** Suspension of Contractor from being able to respond to future bid solicitations;
  - 14.8.3.5** Suspension of Contractor's performance; and
  - 14.8.3.6** Withholding of payment until the default is remedied.
- 14.8.4** Unless otherwise specified in the Participating Addendum, in the event of a default under a Participating Addendum, a Participating Entity shall provide a written notice of default as described in this section and shall have all of the rights and remedies under this paragraph regarding its participation in the Master Agreement, in addition to those set forth in its Participating Addendum. Unless otherwise specified in an Order, a Purchasing Entity shall provide written notice of default as described in this section and have all of the rights and remedies under this paragraph and any applicable Participating Addendum with respect to an Order placed by the Purchasing Entity. Nothing in these Master Agreement Terms and Conditions will be construed to limit the rights and remedies available to a Purchasing Entity under the applicable commercial code.

**14.9 Waiver of Breach.** Failure of the Lead State, Participating Entity, or Purchasing Entity to declare a default or enforce any rights and remedies will not operate as a waiver under this Master Agreement, any Participating Addendum, or any Purchase Order. Any waiver by the Lead State, Participating Entity, or Purchasing Entity must be in writing. Waiver by the Lead State or Participating Entity of any default, right or remedy under this Master Agreement or Participating Addendum, or by Purchasing Entity with respect to any Purchase Order, or breach of any terms or requirements of this Master Agreement, a Participating Addendum, or Purchase Order will not be construed or operate as a waiver of any subsequent default or breach of such term or requirement, or of any other term or requirement under this Master Agreement, any Participating Addendum, or any Purchase Order.

**14.10 Debarment.** The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in public procurement or contracting by any governmental department or agency. This certification represents a recurring certification made at the time any Order is placed under this Master Agreement. If the Contractor cannot certify this statement, attach a written explanation for review by the Lead State.

**14.11 No Waiver of Sovereign Immunity**

- 14.11.1** In no event will this Master Agreement, any Participating Addendum or any contract or any Purchase Order issued thereunder, or any act of the Lead

State, a Participating Entity, or a Purchasing Entity be a waiver of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States or otherwise, from any claim or from the jurisdiction of any court.

- 14.11.2** This section applies to a claim brought against the Participating Entities who are states only to the extent Congress has appropriately abrogated the state's sovereign immunity and is not consent by the state to be sued in federal court. This section is also not a waiver by the state of any form of immunity, including but not limited to sovereign immunity and immunity based on the Eleventh Amendment to the Constitution of the United States.

#### **14.12 Governing Law and Venue**

- 14.12.1** The procurement, evaluation, and award of the Master Agreement will be governed by and construed in accordance with the laws of the Lead State sponsoring and administering the procurement. The construction and effect of the Master Agreement after award will be governed by the law of the state serving as Lead State. The construction and effect of any Participating Addendum or Order against the Master Agreement will be governed by and construed in accordance with the laws of the Participating Entity's or Purchasing Entity's state.
- 14.12.2** Unless otherwise specified in the RFP, the venue for any protest, claim, dispute or action relating to the procurement, evaluation, and award is in the state serving as Lead State. Venue for any claim, dispute or action concerning the terms of the Master Agreement will be in the state serving as Lead State. Venue for any claim, dispute, or action concerning any Order placed against the Master Agreement or the effect of a Participating Addendum will be in the Purchasing Entity's state.
- 14.12.3** If a claim is brought in a federal forum, then it must be brought and adjudicated solely and exclusively within the United States District Court for (in decreasing order of priority): the Lead State for claims relating to the procurement, evaluation, award, or contract performance or administration if the Lead State is a party; a Participating State if a named party; the state where the Participating Entity or Purchasing Entity is located if either is a named party.

**14.13 Assignment of Antitrust Rights.** Contractor irrevocably assigns to a Participating Entity who is a state any claim for relief or cause of action which the Contractor now has or which may accrue to the Contractor in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating Entity's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided in that state for the purpose of carrying out the Contractor's obligations under this Master Agreement or Participating Addendum, including, at the Participating Entity's option, the right to control any such litigation on such claim for relief or cause of action.

**14.14 Survivability.** Unless otherwise explicitly set forth in a Participating Addendum or Order, the terms of this Master Agreement as they apply to the Contractor, Participating Entities, and Purchasing Entities, including but not limited to pricing and the reporting of sales and

payment of administrative fees to NASPO ValuePoint, shall survive expiration of this Master Agreement and shall continue to apply to all Participating Addenda and Orders until the expiration thereof.

IN WITNESS WHEREOF, the Parties hereby execute this Agreement, which will take effect on the last signature date of the required approval authorities below. Each of the signatories, below, may execute this Agreement by hard copy original, facsimile, digital or electronic signature, any of which shall be deemed to be a true and original signature hereunder.

By: *Dan Nelson*

Date: 8/18/2025

Dan Nelson, President

Corporate Translation Services, LLC DBA Language Link

The records of the Taxation and Revenue Department reflect that the Contractor is registered with the Taxation and Revenue Department of the State to pay gross receipts and compensating taxes:

BTIN: All services are provided out-of-state

**NOTE: Taxation and Revenue is only verifying the registration and will not confirm or deny taxability statements contained in this contract.**

By: *Ann Marie Lucero*

Date: 8/18/2025

Taxation & Revenue Department

This Agreement has been approved by the State Purchasing Agent:

By: *Dorothy Mendonca*

Date: 8/18/2025

Dorothy Mendonca  
State Purchasing Agent  
State of New Mexico

**Remote Interpreting and Translating Services**  
**Master Agreement 40-00000-24-00076AD**  
**Corporate Translation Services, LLC DBA Language Link**  
**Attachment A**  
**Scope of Work**

**PLEASE NOTE:** Corporate Translation Services, LLC DBA Language Link was awarded all three service categories: **Over-the-Phone Interpretation, Video Remote Interpretation, and Document Translation.**

**I. OVERVIEW AND DEFINITIONS**

**A. OVERVIEW**

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

Services are anticipated to be utilized in a number of different government settings, including but not limited to, Education, Emergency, Holiday, Health, Medical, Legal, Human Services Departments, Higher Education, K-12, and Court Systems, 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.

**B. DEFINITIONS**

1. **"Authorized Purchaser"** means an individual authorized by a Participating Entity to place orders against this Master Agreement.
2. **"Document Translation"** means the act of rendering a written communication from one language to another.
3. **"General Services"**, as it relates to OPI, VRI, and Document Translation pricing, includes but is not limited to Interpreting/Translating services that are not confined to any specific department or function and are applicable to an entire organization's needs. These could include services for different economic financial programs, childcare services, employment services, refugee resettlement services, etc. These could also include services for education, including but not limited to K-12, Higher Education classroom settings, study group settings, or conference meetings with parents, school administrators, and/or other educators.
4. **"Interpretation Services" ("Interpreter" "Interpreting")** means the process of first fully understanding, analyzing, and processing a spoken or signed message and then faithfully rendering it into another spoken or signed language.
5. **"LEP – Limited English Proficient Clients"** means Clients who are unable to speak English, uncomfortable speaking English, or whose English is not clearly understood.
6. **"Legal"**, as it relates to OPI, VRI, and Document Translation pricing, includes but is not limited to Interpreting/Translating for all branches of courts, law enforcement officers, hearings, or any additional legal services that require interpretation or

- translation needs at any level of the law. Interpreters/Translators must be able to break any language barriers to ensure accurate communication between court personnel and the citizen.
7. **"Mandatory"** – the terms "must," "shall," "will," "is required," or "are required," identify a mandatory item or factor. Failure to meet a mandatory item or factor will result in the rejection of the Offeror's Proposal as non-responsive to this Request for Proposals.
  8. **"Medical"**, as it relates to OPI, VRI, and Document Translation pricing, Interpreters/Translators must be able to handle specific encounters and issues related to medical translation. Interpreters/Translators must be able to break any language barriers to ensure accurate communication between medical professionals and patients. They must provide technical precision to not add, delete or substitute any information.
  9. **"Most frequently used languages"** means Spanish, American Sign Language (ASL), The Top 12 languages on Attachment P, and frequently used languages within each Participating State to be identified on each State's Participating Addendum.
  10. **"Over the Phone Interpreting"** or OPI means off-site interpreting services provided via telephone.
  11. **"Participating Entity"** means a state, or another entity authorized to enter into a Participating Addendum, that executes a Participating Addendum with a Contractor.
  12. **"Project"** means a temporary process undertaken to solve a well-defined goal or objective with clearly defined start and end times, a set of clearly defined tasks, and a budget. The project terminates once the project scope is achieved and project acceptance is given by the project executive sponsor.
  13. **"Purchasing Entity (PE)"** means a state, or another entity authorized to use a Participating Addendum, that issues an Order under a Master Agreement resulting from this RFP through a Participating Entity's Participating Addendum.
  14. **"Request for Proposals (RFP)"** means this request for Proposals, including all attachments and exhibits and any information posted by the Lead State to the RFP Website, as amended.
  15. **"Staff"** means any individual who is a full-time, part-time, or an independently contracted employee with the Offerors' company.
  16. **"Translation Services"** ("Translator" "Translating") means working with the written word, converting text from a source language into a target language. This is far more than replacing one word with another. The translator must also convey the style, tone, and intent of the text while taking into account differences of culture and dialect.
  17. **"Video Remote Interpreting (VRI)"** means off-site interpreting services using videoconferencing technology and equipment through safe and secure platforms and a high-speed internet connection with sufficient bandwidth.

## II. TECHNICAL REQUIREMENTS

Contractor shall meet the following Technical Requirements for OPI, VRI, and/or Document Translation Services:

### A. EXPERIENCE OF THE CONTRACTOR

1. Contractor must have at least two years of experience in providing the services offered in its Proposal (OPI, VRI, 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.
2. If the Proposal includes OPI, the Contractor must currently be providing an average of at least 100,000 minutes of OPI Service calls per month within the past year.
3. If the Proposal includes VRI, the Contractor must currently be providing an average of at least 10,000 minutes of VRI ASL Service calls per month within the past year.
4. If the Proposal includes Document Translation, Contractor must be able to provide quality, error-free document translation services on a large scale and have the ability to perform and/or fulfill multiple, high-volume simultaneous document translation requests for service from multiple States at one time.
5. If the Proposal includes VRI, Contractor must ensure the equipment utilized 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 equipment must produce 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. Virtual platform used should be commercially available (WebEx, Zoom, Microsoft Teams, Google Meet, etc.) and will be at no cost to the participating entity. Proprietary systems or platforms can be considered only if no additional terms and conditions are necessary and if there is no additional cost.

**B. EQUIPMENT AND FACILITY**

1. Contractor must have all necessary equipment installed and functioning at the time of Offer submittal to provide the services required in the Master Agreement.
2. For OPI, Contractor must have telephone equipment with:
  - a. Expansion capabilities to accommodate an increase in call volume, as needed; and
  - b. A clear, audible transmission of voices.
3. For VRI, Contractor must have communication equipment with:
  - a. 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;
  - b. 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;
  - c. A clear, audible transmission of voices; and
  - d. Adequate training to users of the technology and other involved individuals so that they may quickly and efficiently set up and operate the VRI.

- e. Contractor's communication system 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 Master Agreement.

#### 4. Interpreter/Translator Location

- a. OPI and VRI services must be performed within the United States. Home-based offices are allowed for use only if the home-based office space which provides a professional, uninterrupted, quiet space from which the work will be conducted.
- b. Document Translation services for Spanish, the Top 12 languages (Attachment P), and Tigrinya must be performed within the United States. Translators may be located at a home-based office.

#### 5. Prohibition of Interpretation on a Wireless Device in a Moving Vehicle and in Noisy Areas

Contractor agrees no interpretation work by wireless communication device shall take place in a moving vehicle if the interpreter is the driver. This strict prohibition is intended to avoid driver distractions, accidents, risks to others, and lack of interpreter focus on the interpretation work itself. In addition, background noise such as traffic, barking dogs, crying babies, wind, and other people carrying on nearby conversations is a distraction to others on the phone and interpretation work should not proceed when any participant cannot hear due to the background noise and requests the interpreter to relocate to a quiet area. Subject to Master Agreement cancelation and other penalties, any interpretation conducted on a wireless device, whether texting or oral, is prohibited under this Master Agreement if conducted in a moving vehicle when the interpreter is the driver. To be clear, this prohibition shall also apply in states with laws addressing cell phone use and/or texting while driving and applies to all drivers involved with manually or orally typing; or entering multiple letters, numbers, symbols or other text in a wireless communication device; or sending or reading data in the device, for the purpose of oral or non-voice interpersonal communication, including texting, emailing, and instant messaging. Vehicles equipped with Bluetooth devices and dash mounted phones are not an exception to this prohibition. Interpreters must not be driving in a moving vehicle when conducting interpretations.

### III. MASTER AGREEMENT DELIVERABLES

#### A. LANGUAGES

1. Contractors providing OPI, VRI, and Document Translation Services must be able to provide (at a minimum) all languages/dialects listed in Attachment P.
  - a. ASL is excluded from this requirement for OPI and Document Translation.
2. All interpreters and translators must provide quick, courteous responses with accurate interpretation/translation.
3. Interpreter/Translator Subject Matter Knowledge and Licensing/Certification Requirements

To the extent possible and in accordance with applicable licensing, certification, and specific Participating Entity requirements, the Interpreter/Translator should understand the subject matter for which they are providing services. Contractor must ensure that the

Interpreter or Translator provided is properly licensed and/or certified to perform the services requested, pursuant to Purchasing Entity requirements; including but not limited to medical and/or legal interpreting/translating.

At any time, a Purchasing Entity may request from a Contractor copies of applicable licenses and/or certifications held by the Contractor and/or Interpreter/Translator. The Contractor shall promptly provide all the requested documentation, including but not limited to prior to the service being rendered, within three (3) business days of the request, etc.

**B. CONNECTION for OPI (Category 1)**

1. Contractor shall be available to provide OPI Services from 7:00am to 7:00pm Local Time for the Purchasing Entity time zone.
2. 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.
3. On average per month, calls must be connected to an Interpreter 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.
4. 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>  |
|-------------------------------------|--|
| 70-75%                              | 90% of all calls must be connected to an Interpreter within 30 seconds, after the client's language being identified |
| 60-69%                              | 85% of all calls must be connected to an Interpreter within 30 seconds, after the client's language being identified |
| Less than 60%                       | 80% of all calls must be connected to an Interpreter within 30 seconds, after the client's language being identified |

5. In the event interpretation service for Spanish, the Top 12 languages (Attachment P), and Tigrinya 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, the Top 12 languages (Attachment P), and Tigrinya results in a customer being told "no interpreter is available," the Contractor will provide the Participating Entity with a credit equal to the

cost of the customer's average interpreter call for the month in which the "no interpreter available" event occurs.

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

6. 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.
7. Contractor must comply with all current or future FCC regulations. Link provided <https://www.fcc.gov/vrs>

**C. CONNECTION for VRI (Category 2)**

1. Contractor must provide VRI services using videoconferencing technology and equipment through safe and secure platforms and a high-speed internet connection with sufficient bandwidth. In a professional setting, Contractor may use any type of computer setup with a webcam and microphone or, in some cases, a videoconferencing app.
2. Contractor shall be available to provide VRI Services from 7:00am to 7:00pm Local Time for the Purchasing Entity time zone.
3. 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.
4. On average per month, calls must be connected to an Interpreter 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.
5. 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>  |
|-------------------------------------|--|
| 70-75%                              | 90% of all calls must be connected to an Interpreter within 30 seconds, after the client's language being identified |
| 60-69%                              | 85% of all calls must be connected to an Interpreter within 30 seconds, after the client's language being identified |
| Less than 60%                       | 80% of all calls must be connected to an Interpreter within 30 seconds, after the client's language being identified |

6. In the event interpretation service for Spanish, the Top 12 languages (Attachment P), and Tigrinya 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 interpretation service for ASL (Attachment P) does not begin within three (3) minutes 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, ASL, the Top 12 languages (Attachment P), and Tigrinya results in a customer being told "no interpreter is available," the Contractor will provide the Participating Entity with a credit equal to the cost of the customer's average interpreter call for the month in which the "no interpreter available" event occurs.

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

7. 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.
8. Contractor must comply with all current or future FCC regulations, including, but not limited to, VRI connection times. Link provided <https://www.fcc.gov/vrs>

#### **D. DOCUMENT TRANSLATION SERVICES (Category 3)**

1. Contractor must provide Document Translation Services for all languages listed in Attachment P and the languages the Contractor provided as submitted in Section VI.G.iv of Attachment H – Offeror Response Worksheet of the Contractor's Proposal. The Contractor shall provide Document Translation Services from English to source language and/or source language translation to English.
2. Contractor will provide review, editing, and proofreading services for previously translated documents.
3. Contractor will manage document translations electronically.
4. Contractor will be capable of receiving source language documents by e-mail or other electronic means (i.e. PDF or flat files, standard word processing languages, etc.), U.S. postal service or courier delivery. The typical delivery is expected to be by e-mail or other electronic means. Contractor shall provide electronic confirmation upon document receipt within one business day.
5. Completed orders must be returned electronically, preferably by email, to the address specified in the request. If the resulting document is too large to be transmitted via email or in a compressed format and the Purchasing Entity does not want the file broken up and sent via multiple emails, documents will be accepted on a Read/Write CD or DVD, or a flash drive. Rarely, a printed copy may be requested by mail or overnight courier. Overnight courier charges will be reimbursed by Purchasing Entity only when pre-approved and as a result of the request.
6. Translators must translate the written word accurately and in the same spirit and style as it appears in the original text. Translators must ensure accuracy of nuances, subject-

matter detail and retain fluency. The Contractor must also provide translated materials that meet the following requirements:

- a. accurate content
  - b. correct spelling
  - c. correct grammar
  - d. correct language structure (while remaining faithful to English content)
  - e. appropriate manner for the target audience, taking into consideration:
    - i. reading level
    - ii. culturally appropriate terminology & content
    - iii. clarity of message (easy-to-read)
    - iv. regional dialect and idiomatic differences
7. Contractor must supply at least two qualified linguists for each translation project, one serving as a translator and the other as an editor.
8. **Turnaround Time for Document Translation Services.**
- a. 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:

| <b>Standard Translation</b> | <b>Turnaround Time (Business Days)</b>                     |
|-----------------------------|--|
| 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 |

- b. If a Contractor offers expedited translations, they shall be completed within the following turnaround time set in business days (See Attachment I, Document Translation Services tab 4.d-4.f.).
  - 1. Contractor may charge a Rush Fee (See Attachment I, Document Translation Services tab 4.h) if requested timeframes are shorter than Expedited Translation turnaround times identified, below.

| <b>Expedited Translation</b> | <b>Turnaround Time (Business Days)</b> |
|------------------------------|--|
|                              |  |

|                        |  |
|------------------------|--|
| 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 |

#### IV. CONTRACTOR RESPONSIBILITIES AND TASKS

##### A. CERTIFICATION

At no additional cost and pursuant to the Participating Entity's Participating Addendum, Contractor shall adhere to all laws and regulations, including but not limited to certification of Contractor, Contractor employees or staff, supplied Contractor Interpreters/Translators, etc.

##### B. BILLING AND INVOICING

1. Contractor must only invoice for the time that interpreter/translation service is provided. The time required to establish the language service needed and/or connection time to the appropriate interpreter will not be chargeable.
  - a. Billing of OPI and VRI interpretation periods start when the interpreter answers and begins interpreting. OPI and VRI interpretation period ends when the interpreter has been disconnected from the customer and the client.
  - b. Document Translation turn-around time begins upon Contractor's electronic confirmation of document receipt and ends when the completed document(s) is returned to the Purchasing Entity.
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. The minimum billable charge for OPI, VRI, and Document Translation shall be in accordance with Purchasing Entity requirements, laws, regulations, policies and procedures, etc.
4. Invoices must contain the following information, either within the invoice or as an attachment to the invoice, at a minimum:
  - a. Master Agreement number and/or any other unique Master Agreement identification number assigned by a Participating State
  - b. Date of invoice
  - c. Contractor name and address
  - d. Customer account number and Department name/program
  - e. Billing period
  - f. Interpreting modality (OPI, VRI, Document Translation)

- g. Interpreter Connection Time/Document turnaround time
- h. Total number of OPI and VRI calls interpreted and Document Translation documents translated
- i. Total number of billable OPI and VRI interpretation minutes and Document Translation words translated
- 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 number of documents translated that meet the requirements in **Section III.D.7 Turnaround Time for Document Translation Services**
- o. Total dollar amount of credits for qualifying calls that do not meet the criteria established in **Section III.B CONNECTION for OPI**, under Subsection 5, and/or **Section III.C CONNECTION for VRI**, under Subsection 6
- p. Total dollar amount due
- q. Any applicable prompt payment discount(s) available
- r. Date and time of each interpreter or translation service occurrence provided
- s. Interpreted language associated with the OPI call, VRI call, or Document Translation
- t. Billable amount associated with each call (OPI or VRI) or Document Translation, to include at a minimum the following:

- i. OPI and VRI Interpretation:

- Category: OPI or VRI
- Type: General Services, Medical, Education, Legal Standard pricing (For services provided within the timeframe specified in Sections III.B.1 and III.C.2, above.)
- Extended Hours (if applicable):
  - Over 8 Hours (Services provided beyond 8 hours in duration for a single engagement.),
  - After-Hours/Weekend (Services provided outside of the timeframe specified in Sections III.B.1 and III.C.2, above. Charging after-hours/weekend rates may be subject to Participating Entity approval.),
  - Holiday, (Federal, State, or Local Holidays which the Participating Entity observes. Charging holiday rates may be subject to Participating Entity approval.)
- Duration of the service provided, measured in one-minute increments

- Master Agreement rate per minute
- ii. Document Translation:
- Category: Document Translation
  - Type: General Services, Medical, Education, Legal,
  - Standard Translation (For work completed in accordance with Section III.D.8.a, above.),
  - Desktop Publishing (DTP) (DTP includes but is not limited to using a computer system to create digital documents to combine text, numerical data, photographs, charts, and other visual elements in a document that can be printed. DTP services provided must be specific to Document Translation services as identified in this Scope of Work and must exclude printing services and marketing/public relations services.),
  - Expedited Translation (For work completed in accordance with Section III.D.8.b, above,
  - Rush Fee (If Expedited Translation is requested on a shorter timeframe than those identified in Section III.D.8.b, above),
  - Number of words translated
  - Master Agreement rate per word
- u. Interpreter or translator identification number or code as assigned by the Contractor.

#### **C. 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.)
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.

#### **D. CONFIDENTIALITY STATEMENT**

Contractor must possess a signed and dated Confidentiality Statement for each interpreter, either employed or contracted, prior to that interpreter providing service under the Master Agreement. Purchasing Entities may request these documents from a Contractor at any time, and the Contractor shall promptly provide all the requested documentation, including but not limited to prior to the service being rendered, within three (3) business days of the request, etc.

#### **E. 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 information conveyed and will relay the message in its entirety with the meaning preserved throughout the conversation. The interpreter shall not summarize, condense, or omit information which may erroneously change the meaning of the information conveyed.
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 or additional situations allowed for, only as negotiated and specified in each Participating Entity's Participating Addendum.
8. The translator will provide accurate (reflect the meaning correctly), effective (provide the intended effect on the reader), and impartial (unbiased) services.

#### **F. CUSTOMER RESPONSE CRITERIA**

Response to customer questions and concerns will be handled as expeditiously as possible and according to the following criteria:

1. 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.
2. Request for materials: Instructional materials must be mailed to the customer within two working days of receiving the request.
3. All other requests: Time requirements for all other requests will be negotiated individually between the customer and the Contractor.

#### **G. QUALITY ASSURANCE PLAN**

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 Master Agreement. 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.

#### **H. 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 Master Agreement. Materials must 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 Master Agreement.

**Remote Interpreting and Translating Services  
 Master Agreement 40-00000-24-00076AD  
 Corporate Translation Services, LLC DBA Language Link  
 Attachment B  
 Pricing**

|  | Standard Hours                               |                                     |                                   |
|--|--|-------------------------------------|-----------------------------------|
|  | General Services<br>Unit Price<br>per Minute | Medical<br>Unit Price<br>per Minute | Legal<br>Unit Price<br>per Minute |
| <b>Over-the-Phone Interpretation</b>   |  |                                     |                                   |
| Over-the-Phone Interpretation (OPI) Services for the most requested language: <b>Spanish</b>   | \$0.56                                       | \$0.66                              | \$0.75                            |
| Over-the-Phone Interpretation (OPI) Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.56                                       | \$0.66                              | \$0.75                            |
| Over-the-Phone Interpretation (OPI) Services for all other languages specified in <b>Attachment P – Languages</b> , as well as for all unlisted languages that may be provided through the resultant Contract.                                     | \$0.56                                       | \$0.66                              | \$0.75                            |

**Corporate Translation Services, LLC DBA Language Link  
Attachment B  
Pricing**

|  | Extended Hours   |   |   |  |   |  |   |  |  |
|--|--|---|---|--|---|--|---|--|--|
|  | General Services<br>Over 8 hrs<br>Unit Price<br>per Minute | Medical<br>Over 8 hrs<br>Unit Price<br>per Minute | Legal<br>Over 8 hrs<br>Unit Price<br>per Minute | General Services/<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | Medical/<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | Legal<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | General Services<br>Holiday<br>Unit Price<br>per Minute | Medical<br>Holiday<br>Unit Price<br>per Minute | Legal<br>Holiday<br>Unit Price<br>per Minute |
| <b>Over-the-Phone Interpretation</b>   |  |   |   |  |   |  |   |  |  |
| Over-the-Phone Interpretation (OPI) Services for the most requested language: <b>Spanish</b>   | \$0.66   | \$0.76  | \$0.85  | \$0.66   | \$0.76  | \$0.85   | \$0.66  | \$0.76   | \$0.85                                       |
| Over-the-Phone Interpretation (OPI) Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.66   | \$0.76  | \$0.85  | \$0.66   | \$0.76  | \$0.85   | \$0.66  | \$0.76   | \$0.85                                       |
| Over-the-Phone Interpretation (OPI) Services for all other languages specified in <b>Attachment P – Languages</b> , as well as for all unlisted languages that may be provided through the resultant Contract.                                     | \$0.66   | \$0.76  | \$0.85  | \$0.66   | \$0.76  | \$0.85   | \$0.66  | \$0.76   | \$0.85                                       |

**Corporate Translation Services, LLC DBA Language Link  
Attachment B  
Pricing**

|  | Standard Hours                               |                                     |                                   |
|--|--|-------------------------------------|-----------------------------------|
|  | General Services<br>Unit Price<br>per Minute | Medical<br>Unit Price<br>per Minute | Legal<br>Unit Price<br>per Minute |
| <b>Video Remote Interpretation</b>   |  |                                     |                                   |
| Video Remote Interpretation (VRI) Services for the top VRI language: <b>American Sign Language (ASL)</b>   | \$1.90                                       | \$1.90                              | \$1.90                            |
| Video Remote Interpretation (VRI) Services for <b>Spanish</b>  | \$0.75                                       | \$0.78                              | \$0.85                            |
| Video Remote Interpretation (VRI) Services for the <b>twelve most requested languages</b> (other than ASL and Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.75                                       | \$0.78                              | \$0.85                            |
| Video Remote Interpretation (VRI) Services for all other languages specified in <b>Attachment P – Languages</b> as well as for all unlisted languages that may be provided through the resultant Contract.   | \$0.75                                       | \$0.78                              | \$0.85                            |

## Corporate Translation Services, LLC DBA Language Link Attachment B Pricing

|  | Extended Hours   |   |   |  |  |  |   |  |  |
|--|--|---|---|--|--|--|---|--|--|
|  | General Services<br>Over 8 hrs<br>Unit Price<br>per Minute | Medical<br>Over 8 hrs<br>Unit Price<br>per Minute | Legal<br>Over 8 hrs<br>Unit Price<br>per Minute | General Services/<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | Medical<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | Legal<br>After-Hours/<br>Weekend<br>Unit Price<br>per Minute | General Services<br>Holiday<br>Unit Price<br>per Minute | Medical<br>Holiday<br>Unit Price<br>per Minute | Legal<br>Holiday<br>Unit Price<br>per Minute |
| <b>Video Remote Interpretation</b>   |  |   |   |  |  |  |   |  |  |
| Video Remote Interpretation (VRI) Services for the top VRI language: <b>American Sign Language (ASL)</b>   | \$1.99   | \$1.99  | \$1.99  | \$1.99   | \$1.99   | \$1.99   | \$1.99  | \$1.99   | \$1.99                                       |
| Video Remote Interpretation (VRI) Services for <b>Spanish</b>  | \$0.85   | \$0.88  | \$0.95  | \$0.85   | \$0.88   | \$0.95   | \$0.85  | \$0.88   | \$0.95                                       |
| Video Remote Interpretation (VRI) Services for the <b>twelve most requested languages</b> (other than ASL and Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.85   | \$0.88  | \$0.95  | \$0.85   | \$0.88   | \$0.95   | \$0.85  | \$0.88   | \$0.95                                       |
| Video Remote Interpretation (VRI) Services for all other languages specified in <b>Attachment P – Languages</b> as well as for all unlisted languages that may be provided through the resultant Contract.   | \$0.85   | \$0.88  | \$0.95  | \$0.85   | \$0.88   | \$0.95   | \$0.85  | \$0.88   | \$0.95                                       |

## Corporate Translation Services, LLC DBA Language Link Attachment B Pricing

| Document Translation Services  | General Services Unit Price per Word | Medical Unit Price per Word | Legal Unit Price per Word | Percentage Discount on provided costs, if Artificial Intelligence is allowable by Participating Entity |
|--|--------------------------------------|-----------------------------|---------------------------|--|
| Standard Document Translation Services for the most requested language: <b>Spanish</b>   | \$0.10                               | \$0.11                      | \$0.11                    | 30%  |
| Standard Document Translation Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian         | \$0.14                               | \$0.15                      | \$0.15                    | 20%  |
| Standard Document Translation Services for all other languages specified in Attachment P – Languages, as well as for all unlisted languages that may be provided through the resultant Contract.   | \$0.18                               | \$0.19                      | \$0.19                    | 20%  |
| <b>Expedited</b> Document Translation Services for the most requested language: <b>Spanish</b>   | \$0.13                               | \$0.14                      | \$0.14                    | 30%  |
| <b>Expedited</b> Document Translation Services for the <b>twelve most requested languages</b> (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian | \$0.18                               | \$0.19                      | \$0.19                    | 20%  |
| <b>Expedited</b> Document Translation Services for all other languages specified in Attachment P – Languages, as well as for all unlisted languages that may be provided through the resultant Contract.   | \$0.23                               | \$0.24                      | \$0.24                    | 20%  |
| Desktop Publishing (DTP) per hour  | \$35.00                              | \$35.00                     | \$35.00                   |  |
| Rush Fee (percentage of expedited services total)  | 30%                                  | 30%                         | 30%                       |  |

**Corporate Translation Services, LLC DBA Language Link  
Attachment B  
Pricing**

| <b>Tiered Discount Pricing</b><br>Offerors should submit any tiered pricing available under a resultant contract. (Include additional rows/columns as necessary to include all available options, as it relates to Tiered Pricing) | <b>Tiered Pricing (specify tiers and corresponding unit price (minute or word))</b>  | <b>Tiered Pricing Category (OPI, VRI, Document Translation)</b> |
|--|--|---|
| Spanish  | 20,000 words per language, per project = 10% discount to the translation per word rate<br>30,000 words per language, per project = 15% discount to the translation per word rate<br>40,000 words and above per language, per project = 17% discount to the translation per word rate<br>*Does not apply to AI requested projects | Document Translation  |
| American Sign Language (ASL)<br>(excluding Document Translation)   |  |   |
| All Other Languages  | 20,000 words per language, per project = 10% discount to the translation per word rate<br>30,000 words per language, per project = 15% discount to the translation per word rate<br>40,000 words and above per language, per project = 17% discount to the translation per word rate<br>*Does not apply to AI requested projects | Document Translation  |

### Certificate Of Completion

Envelope Id: 4AE3B1C8-604B-4A32-A2F8-4E77CFD94627

Status: Completed

Subject: Please Electronically Sign: Remote Interpreting and Translating Services – Corporate Translation

Source Envelope:

Document Pages: 43

Signatures: 3

Envelope Originator:

Certificate Pages: 5

Initials: 2

Susan Inman

AutoNav: Enabled

1100 S Saint Francis Dr

Envelopeld Stamping: Enabled

Santa Fe, NM 87502

Time Zone: (UTC-07:00) Mountain Time (US & Canada)

Susan.Inman@gsd.nm.gov

IP Address: 164.64.62.10

### Record Tracking

Status: Original

Holder: Susan Inman

Location: DocuSign

8/12/2025 11:57:59 AM

Susan.Inman@gsd.nm.gov

Security Appliance Status: Connected

Pool: StateLocal

Storage Appliance Status: Connected

Pool: General Services Department

Location: DocuSign

### Signer Events

### Signature

### Timestamp

Natalie Martinez

natalie.martinez1@gsd.nm.gov

Deputy Director

New Mexico General Services

Security Level: Email, Account Authentication  
(None)

*NM*

Signature Adoption: Pre-selected Style

Using IP Address: 164.64.62.10

Sent: 8/12/2025 12:02:14 PM

Viewed: 8/12/2025 12:50:50 PM

Signed: 8/12/2025 12:50:55 PM

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

Dan Nelson

dan.nelson@language.link

President

Corporate Translation Services, Inc. dba Language  
Link

Security Level: Email, Account Authentication  
(None)

*Dan Nelson*

Signature Adoption: Pre-selected Style

Using IP Address: 104.255.140.9

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**Electronic Record and Signature Disclosure:**

Accepted: 8/12/2025 1:50:04 PM

ID: 10865ec1-8b09-4ced-9ff2-f7b3e26db411

Ann Marie Lucero

annmarie.lucero@tax.nm.gov

District Mgr.

State of New Mexico Taxation and Revenue

Signing Group: 33300 - CRS Verification

Security Level: Email, Account Authentication  
(None)

*Ann Marie Lucero*

Signature Adoption: Pre-selected Style

Using IP Address: 164.64.133.222

Sent: 8/18/2025 11:32:10 AM

Viewed: 8/18/2025 12:12:06 PM

Signed: 8/18/2025 12:12:27 PM

**Electronic Record and Signature Disclosure:**

Accepted: 6/2/2020 2:28:54 PM

ID: 4e14c1ed-cee7-47c4-9f77-dc41a9cef910

Dorothy Mendonca

dorothy.mendonca@gsd.nm.gov

SPD Division Director / State Purchasing Agent

General Services Department

Signing Group: 35000 - State Purchasing Agent

Security Level: Email, Account Authentication  
(None)

*Dorothy Mendonca*

Signature Adoption: Pre-selected Style

Using IP Address: 164.64.62.10

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Signed: 8/18/2025 12:58:12 PM

**Electronic Record and Signature Disclosure:**

| Signer Events | Signature | Timestamp |
|---------------|-----------|-----------|
|---------------|-----------|-----------|

Accepted: 4/14/2023 7:24:59 AM  
 ID: 51f6380f-50f7-4227-afb5-572b373dfb7c

Susan Inman  
 susan.inman@gsd.nm.gov  
 New Mexico General Services Department State  
 Purchasing Division  
 Security Level: Email, Account Authentication  
 (None)

SI

Signature Adoption: Pre-selected Style  
 Using IP Address: 164.64.62.10

Sent: 8/18/2025 12:58:15 PM  
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 Signed: 8/19/2025 1:46:25 PM

**Electronic Record and Signature Disclosure:**  
 Accepted: 6/2/2020 7:56:58 AM  
 ID: 85ae9af5-d784-487f-80b0-046bfdde9d3d

| In Person Signer Events | Signature | Timestamp |
|-------------------------|-----------|-----------|
|-------------------------|-----------|-----------|

| Editor Delivery Events | Status | Timestamp |
|------------------------|--------|-----------|
|------------------------|--------|-----------|

| Agent Delivery Events | Status | Timestamp |
|-----------------------|--------|-----------|
|-----------------------|--------|-----------|

| Intermediary Delivery Events | Status | Timestamp |
|------------------------------|--------|-----------|
|------------------------------|--------|-----------|

| Certified Delivery Events | Status | Timestamp |
|---------------------------|--------|-----------|
|---------------------------|--------|-----------|

| Carbon Copy Events | Status | Timestamp |
|--------------------|--------|-----------|
|--------------------|--------|-----------|

| Witness Events | Signature | Timestamp |
|----------------|-----------|-----------|
|----------------|-----------|-----------|

| Notary Events | Signature | Timestamp |
|---------------|-----------|-----------|
|---------------|-----------|-----------|

| Envelope Summary Events | Status | Timestamps |
|-------------------------|--------|------------|
|-------------------------|--------|------------|

|                     |                  |                       |
|---------------------|------------------|-----------------------|
| Envelope Sent       | Hashed/Encrypted | 8/12/2025 12:02:14 PM |
| Certified Delivered | Security Checked | 8/19/2025 1:45:18 PM  |
| Signing Complete    | Security Checked | 8/19/2025 1:46:25 PM  |
| Envelope Updated    | Security Checked | 8/19/2025 1:46:26 PM  |
| Completed           | Security Checked | 8/19/2025 1:46:25 PM  |

| Payment Events | Status | Timestamps |
|----------------|--------|------------|
|----------------|--------|------------|

| Electronic Record and Signature Disclosure |
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

### **A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)**

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

### **B. Obtaining paper copies**

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

### **C. Withdrawing your consent**

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

### **D. Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

## **E. All notices and disclosures will be sent to you electronically**

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

## **F. How to contact GSD:**

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us)

## **G. To advise SPD of your new email address**

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of such request you must include your previous and new email addresses.

## **H. To request paper copies from SPD**

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

## **I. To withdraw your consent with SPD**

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your request state your email address, full name, mailing address, and telephone number.

## **J. Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

## **K. Acknowledging your access and consent to receive and sign documents electronically**

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to "I agree to use electronic records and signatures," before you click "CONTINUE" within the DocuSign system.

By selecting the check-box next to "I agree to use electronic records and signatures," you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.