



STATE OF OHIO  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
GENERAL SERVICES DIVISION  
OFFICE OF PROCUREMENT SERVICES  
4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

MANDATORY USE CONTRACT FOR: TRANSLATION AND INTERPRETATION SERVICES

CONTRACT NUMBER: CSP901416

EFFECTIVE DATES: 07/01/15 TO 06/30/17

The Department of Administrative Services has accepted Proposals submitted in response to Request for Proposal (RFP) No. CSP901416 that opened on May 15, 2015. The evaluation of the Proposal responses has been completed. The Offeror listed herein has been determined to be the highest ranking Offeror and has been awarded a Contract for the services listed. The respective Proposal response including, Contract Terms & Conditions, any Proposal amendment, special Contract Terms & Conditions, specifications, pricing schedules and any attachments incorporated by reference and accepted by DAS become a part of this Services Contract.

This Requirements Contract is effective beginning and ending on the dates noted above unless, prior to the expiration date, the Contract is renewed, terminated, or cancelled in accordance with the Contract Terms and Conditions.

This Requirements Contract is available to all State Agencies, State institutions of higher education and properly registered members of the Cooperative Purchasing Program of the Department of Administrative Services as applicable.

The agency is eligible to make purchases of the contracted services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that department will purchase the volume of services as advertised in the Request for Proposal.

This Requirements Contract and any Amendments thereto are available from the DAS Web site at the following address:

[www.ohio.gov/procure](http://www.ohio.gov/procure)

Minority Business Enterprise Award in accordance with ORC CH. 125.081

## MUTUALLY AGREED-UPON CLARIFICATIONS

1. American Sign Language (ASL) Interpreters. Contractor will staff additional ASL interpreters as needed. The RFP indicates that ASL interpreters will be needed for approximately 40 minutes per week (Video) and 29 hours per week (On-site). Contractor's ASL interpreter resource capacity currently far exceeds the required volume.
2. Conference Calling. For conference call interpreting, Contractor shall supply the State of Ohio with a single, toll-free conference call number. Any number of participants may join the conference call (up to five at no additional cost). The interpreter for a conference call will need to be prescheduled (though the scheduling can occur as little as 5 minutes prior to the start of the conference call). The scheduling can be done online through the Tracker system or by calling Contractor's Dispatch Center. If scheduled through Tracker, the representative will need to note that it is a conference call in the Comments section. The conference call interpreter will be provided with the conference call number (and any unique access code, if required) and will conference in with the remainder of the conference call participants.
3. Written Documents Turn-Around Time. Contractor confirms that it will meet or exceed the translation turn-around times stated in the RFP.
4. Telephonic Interpretation Access Codes. The two-day time period stated in Contractor's Proposal applies only to the initial set up of anticipated large users of the service at the onset of the contract. Additional user requests are processed within 1 business day. For immediate access needs, new users will be issued a temporary code through Contractor's Interpreting Dispatch Center, which will then be converted to the new user code after the interpreting encounter. Issuing a temporary code takes less than 5 minutes.
5. Setting up New Accounts/Users on Contractor's Online Systems.
  - A. Vu Translation Management System: Requests for new account or new user set up within the Vu system will typically be addressed within one (1) business hour, but in no circumstance more than four (4) business hours. The actual set up process takes only minutes. New users will be offered both live and on-demand video training upon account set up. This training takes approximately 30 minutes.
  - B. Tracker Interpreting Management System: Requests for new account or new user set up within the Tracker system will typically be addressed within one (1) business day. The actual set up process takes only minutes. Urgent requests can be expedited by Contractor's Interpreting Dispatch Center. Urgent requests can be processed in under 10 minutes.
6. Connect Time for Telephonic Interpretation. The current average connect time is 22 seconds, which includes both core and non-core languages. For Spanish, the average connect time is only 15 seconds. The average connect times are recalculated frequently, and thus the "less than 30 seconds" language is included in our proposal. Both Contractor and its over-the-phone interpreting subcontractor continually strive to minimize connect times for all languages.
7. Family Educational Rights and Privacy Act (FERPA) Language. Contractor will require a FERPA addendum to all existing interpreter/translator agreements and will add the necessary language to its template agreement for all newly hired interpreters/translators.
8. Telephonic Interpretation to Spanish. Contractor shall not utilize direct-connect on these calls as data on all calls is to be collected.
9. Technical Support for Online Services.
  - A. Vu Translation Management System. The Vu system includes a password reset option. This system will send the user an e-mail with password reset instructions. Additionally, technical support requests may be sent to OhioSupport@vocalink.net (this account will be activated on the contract effective date). The State of Ohio Project Manager, as well as the Translation Project Manager, will monitor this account and will be available to perform password resets and address other difficulties logging in or navigating the Vu system. In the event of further technical difficulties, Contractor's anticipated response time is between two (2) and four (4) business hours.
  - B. Tracker Interpreting Management System. Numerous administrative employees of the Contractor have administrative access to the Tracker system to perform password resets and assist with technical difficulties, such as inability to log-in. Password re-set and other technical issues should be addressed via e-mail to OhioSupport@vocalink.net. The State of Ohio Project Manager, along with the dedicated Interpreting Client Relations Manager will monitor this account to ensure timely handling of all technical difficulties. In the unlikely event of more serious technical difficulties, Contractor's team will escalate the matter to the software developer to solve the problem. Those few issues that have arisen have been addressed within one (1) business day. During the time when such issues are being resolved, the user has access to the Contractor's Interpreting Dispatch Team to ensure continued processing of interpreter scheduling, appointment rescheduling and cancellation, and all other functions that would normally be addressed electronically.

CORE LANGUAGES AND NON-CORE LANGUAGES AND DIALECTS

Core Language

<b>American Sign Language (ASL)</b>	Burmese	Farsi	Hindi	Kurmanji	Mirpuri	<b>Serbian</b>	Urdu
Acholi	Cambodian	Fijian Hindi	Hmong	Lakota	Mixteco	Shanghai- nese	<b>Vietnamese</b>
Afrikaans	Cantonese	Finnish	Hungarian	Laotian	Moldovian	Slovak	Welsh
Akan	Catalan	Flemish	Ibanag	Latvian	Mongolian	Tongan	Wolof
Albanian	Chaldean	<b>French</b>	Ibo	Lingala	Navajo	<b>Somali</b>	Yiddish
Amharic	Chaochow	French Canadian	Icelandic	Lithuanian	Neapolitan	<b>Spanish (Latin)</b>	Yoruba
<b>Arabic</b>	Chamorro	Fukiese	Igbo	Luganda	<b>Nepali</b>	<b>Spanish (Spain)</b>	Yupik
Armenian	Chavacano	Fula	Ilocano	Lusoga	Nigerian Pidgin English	Sudanese Arabic	
Assyrian	Cherokee	<b>Fulani</b>	Indonesian	Maay Maay	Slovenian	<b>Swahili</b>	
Austrian German	Chinese (Simplified)	Fuzhou	Italian	Macedonian	Nuer	Swedish	
Azerbaijani	Chinese (Traditional)	Gaddang	Jakaratnese	Malagasy	Oromo	Szechuan	
Azeri	Chuukese	Gaelic	Japanese	Malay	Pahari	Tagalog	
Bajuni	Croatian	Georgian	Javanese	Malayalam	Pashto	Telugu	
Bambara	Czech	German	Karen	Norwegian	Persian	Thai	
Basque	Dakota	Gorani	Kashmiri	Maltese	Pidgin English	Tibetan	
Behdini	Danish	Greek	Khmer Cambodian	<b>Mandarin</b>	Polish	Tigre	
Belorussian	Dari	Gujarati	Kinyarwanda	Mandingo	Portuguese	Tigrinya	
<b>Bengali</b>	Dinka	Haitian Creole	Kirundi	Mandinka	Portuguese Creole	Toishanese	
Berber	Dutch	Hakka	Korean	Mankon	Punjabi	Tshiluba	
Bosnian	Estonian	Hakka- China	Kosovan	Marathi	Romanian	Turkish	
Bravanese	Ethiopian	Hausa	Krio	Mien	<b>Russian</b>	Twi	
Bulgarian	Ewe	Hebrew	Kurdish	Mina	Samoan	Ukrainian	

Other languages and/or dialects may be available. Check with Contractor for availability.

CSP901416  
 Translation and Interpretation Services  
 UNSPSC CATEGORY CODE: 82110000

Description	Unit of Measure	Evaluation Quantity	Unit Cost	Extended Cost
Telephone interpretation – Core Languages OAKS Item Number: 27642	Per Minute	89,400	\$ 0.99	\$ 88,506.00
Telephone interpretation – Non-Core Languages OAKS Item Number: 27643	Per Minute	11,775	\$ 0.99	\$ 11,657.25
Video conferencing interpretation – Core Languages NEW SERVICE OAKS Item Number: 27644	Per Minute	10,000	\$ 1.65	\$ 16,500.00
Video conferencing interpretation – Non-Core Languages NEW SERVICE OAKS Item Number: 27645	Per Minute	1,000	\$ 1.85	\$ 1,850.00
Video conferencing interpretation – ASL NEW SERVICE OAKS Item Number: 27646	Per Minute	2,000	\$ 2.20	\$ 4,400.00
On-site interpretation – Core Languages OAKS Item Number: 27647	Per Hour	100	\$ 54.00	\$ 5,400.00
On-site interpretation – Non-Core Languages (except ASL) OAKS Item Number: 27648	Per Hour	50	\$ 56.00	\$ 2,800.00
On-site interpretation – ASL OAKS Item Number: 27649	Per Hour	1,500	\$ 65.00	\$ 97,500.00
Document translation – Core Languages OAKS Item Number: 27650	Per Word	1,262,600	\$ 0.233	\$ 294,185.80
Document translation – Non-Core Languages OAKS Item Number: 27651	Per Word	2,525,320	\$ 0.258	\$ 651,532.56
Document translation revisions – Core Languages OAKS Item Number: 27652	Per Word	6,000	\$ 0.121	\$ 726.00
Document translation revisions – Non-Core Languages OAKS Item Number: 27653	Per Word	12,000	\$ 0.128	\$ 1,536.00
Document translation Rush Service – Core Languages OAKS Item Number: 27654	Per Word	10,000	\$ 0.277	\$ 2,770.00
Document translation Rush Service – Non-Core Languages OAKS Item Number: 27655	Per Word	25,000	\$ 0.299	\$ 7,475.00
Document Formatting OAKS Item Number: 27656	Per Hour	100	\$ 55.00	\$ 5,500.00
Transcription – Core Languages NEW SERVICE OAKS Item Number: 27657	Per Word	50,000	\$ 0.055	\$ 2,750.00
Transcription – Non-Core Languages NEW SERVICE OAKS Item Number: 27658	Per Word	10,000	\$ 0.065	\$ 650.00
Desktop Publishing translation – Core Languages NEW SERVICE OAKS Item Number: 27659	Per Hour	100	\$ 65.00	\$ 6,500.00

Description	Unit of Measure	Evaluation Quantity	Unit Cost	Extended Cost
Desktop Publishing translation – Non-Core Languages NEW SERVICE OAKS Item Number: 27660	Per Hour	50	\$ 65.00	\$ 3,250.00
Website/webpage translation – Core Languages NEW SERVICE OAKS Item Number: 27661	Per Word	6,000	\$ 0.246	\$ 1,476.00
Website/webpage translation – Non-Core Languages NEW SERVICE OAKS Item Number: 27662	Per Word	12,000	\$ 0.269	\$ 3,228.00
Annual Total				\$ 1,210,192.61

On-Site Interpretation Terms:

One hour minimum.  
 Invoiced in 30 minute increments after the first hour.  
 Cancellation with less than 24 hours' notice shall be billed for one hour.  
 There will be a one hour charge for a no-show fee.  
 There is no additional mileage or parking fees.  
 Available 24 hours per day, 7days per week, 365 days per year.

Telephonic Interpretation Terms:

No minimum.  
 Invoiced in one (1) minute increments.  
 Available 24 hours per day, 7days per week, 365 days per year.

Video Conferencing Interpretation Terms:

No minimum.  
 Invoiced in one (1) minute increments.

Document Translation Terms:

20 or fewer page shall be complete within 5 business days.  
 For over 20 pages, 5 business days are allowed for 20 pages plus 1 additional business day for each additional 10 pages.  
 Rush service shall be completed within (1) one business day of receipt for ten (10) or fewer pages. One (1) additional day shall be allowed for each additional ten (10) pages.

Desktop Publishing Terms:

Cost for desktop publishing services shall include cost of proof.  
 Translation costs shall be billed at cost per word.

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

BID CONTRACT NO.: CSP901416-1



67920  
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405 W. 1<sup>st</sup> Street  
Dayton, OH 45402

TERMS: Net 30

CONTRACTOR'S CONTACT:

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