



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

* Renewal through 08/31/22

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

* Indicates renewal by mutual agreement for an additional twelve (12) months, from 09/01/21 through 08/31/22, effective 09/01/21.

MUTUALLY AGREED-UPON CLARIFICATIONS

1. *
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.

* Indicates removal of mutually agreed language related to ASL interpretation, effective 09/01/21.

CORE LANGUAGES AND NON-CORE LANGUAGES AND DIALECTS

Core Language

*		Burmese	Farsi	Hindi	Kurmanji	Mirpuri	Serbian	Urdu
	Acholi	Cambodian	Fijian Hindi	Hmong	Lakota	Mixteco	Shanghai- nese	Vietnamese
	Afrikaans	Cantonese	Finnish	Hungarian	Laotian	Moldovian	Slovak	Welsh
	Akan	Catalan	Flemish	Ibanag	Latvian	Mongolian	Tongan	Wolof
	Albanian	Chaldean	French	Ibo	Lingala	Navajo	Somali	Yiddish
	Amharic	Chaochow	French Canadian	Icelandic	Lithuanian	Neapolitan	Spanish (Latin)	Yoruba
	Arabic	Chamorro	Fukiese	Igbo	Luganda	Nepali	Spanish (Spain)	Yupik
	Armenian	Chavacano	Fula	Ilocano	Lusoga	Nigerian Pidgin English	Sudanese Arabic	
	Assyrian	Cherokee	Fulani	Indonesian	Maay Maay	Slovenian	Swahili	
	Austrian German	Chinese (Simplified)	Fuzhou	Italian	Macedonian	Nuer	Swedish	
	Azerbaijani	Chinese (Traditional)	Gaddang	Jakartanese	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	Mandarin	Polish	Tigre	
	Belorussian	Dari	Gujarati	Kinyarwanda	Mandingo	Portuguese	Tigrinya	
	Bengali	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	Russian	Twi	
	Bulgarian	Ewe	Hebrew	Kurdish	Mina	Samoan	Ukrainian	

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

* Indicates removal of American Sign Language for clarity in accordance with Amendment 2.

CSP901416
 Translation and Interpretation Services
 UNSPSC CATEGORY CODE: 82110000

COST SUMMARY

OAKS Item Number	Description	Unit of Measure	Unit Cost (through 06/30/20)	Unit Cost (07/01/20-06/30/21)	Unit Cost (07/01/21-08/31/21)	* Unit Cost (09/01/21-08/31/22)
27642	Telephone interpretation – Core Languages	Per Minute	\$0.99	\$0.95	\$0.99	** \$0.85
27643	Telephone interpretation – Non-Core Languages	Per Minute	\$0.99	\$0.95	\$0.99	** \$0.85
27644	Video conferencing interpretation – Core Languages	Per Minute	\$1.65	\$1.40	\$1.65	** \$1.09
27645	Video conferencing interpretation – Non-Core Languages	Per Minute	\$1.85	\$1.57	\$1.85	\$1.85
27646	Video conferencing interpretation – ASL	Agency to procure needs in accordance with ORC 125.05				
27647	On-site interpretation – Core Languages	Per Hour	\$54.00	\$51.00	\$54.00	\$54.00
27648	On-site interpretation – Non-Core Languages	Per Hour	\$56.00	\$53.00	\$56.00	\$56.00
27649	On-site interpretation – ASL	Agency to procure needs in accordance with ORC 125.05				
32289	Document translation 380 words or more – Core Languages	Per Word	\$0.233	\$0.210	\$0.233	\$0.233
32290	Document translation less than 380 – Core Languages	Per Language	\$89.00	\$85.00	\$89.00	\$89.00
32291	Document translation 344 words or more – Non-Core Languages	Per Word	\$0.258	\$0.232	\$0.258	\$0.258
32292	Document translation less than 344 words – Non-Core Languages	Per Language	\$89.00	\$85.00	\$89.00	\$89.00
32293	Document translation revisions 735 words or more – Core Languages	Per Word	\$0.121	\$0.109	\$0.121	\$0.121
32294	Document translation revisions less than 735 words – Core Languages	Per Language	\$89.00	\$85.00	\$89.00	\$89.00
32296	Document translation revisions 695 words or more – Non-Core Languages	Per Word	\$0.128	\$0.115	\$0.128	\$0.128

* Indicates addition of Unit Cost information for 09/01/21 to 08/31/22, effective 09/01/21.

** Indicates updated pricing for OAKS items 27642, 27643 and 27644, effective 09/01/21.

COST SUMMARY, CONT'D.

OAKS Item Number	Description	Unit of Measure	Unit Cost (through 06/30/20)	Unit Cost (07/01/20-06/30/21)	Unit Cost (07/01/21-08/31/21)	* Unit Cost (09/01/21-08/31/22)
32297	Document translation revisions less than 695 words – Non-Core Languages	Per Language	\$89.00	\$85.00	\$89.00	\$89.00
32298	Document translation Rush Service 321 words or more – Core Languages	Per Word	\$0.277	\$0.249	\$0.277	\$0.277
32299	Document translation Rush Service less than 321 words – Core Languages	Per Language	\$89.00	\$85.00	\$89.00	\$89.00
32300	Document translation Rush Service 297 words or more – Non-Core Languages	Per Word	\$0.299	\$0.269	\$0.299	\$0.299
32301	Document translation Rush Service less than 297 words – Non-Core Languages	Per Language	\$89.00	\$85.00	\$89.00	\$89.00
27656	Document Formatting	Per Hour	\$55.00	\$49.50	\$55.00	\$55.00
27657	Transcription – Core Languages	Per Word	\$0.055	\$0.050	\$0.055	\$0.055
27658	Transcription – Non-Core Languages	Per Word	\$0.065	\$0.059	\$0.065	\$0.065
27659	Desktop Publishing translation – Core Languages	Per Hour	\$65.00	\$58.50	\$65.00	\$65.00
27660	Desktop Publishing translation – Non-Core Languages	Per Hour	\$65.00	\$58.50	\$65.00	\$65.00
32302	Website/webpage translation 361 words or more – Core Languages	Per Word	\$0.246	\$0.221	\$0.246	\$0.246
32303	Website/webpage translation less than 361 words – Core Languages	Per Language	\$89.00	\$85.00	\$89.00	\$89.00
32304	Website/webpage translation 330 words or more – Non-Core Languages	Per Word	\$0.269	\$0.242	\$0.269	\$0.269
32305	Website/webpage translation less than 330 words – Non-Core Languages	Per Language	\$89.00	\$85.00	\$89.00	\$89.00

OAKS Item Number 38045: Translation and Interpretation Services--Blanket Encumbrance

* Indicates addition of Unit Cost information for 09/01/21 to 08/31/22, effective 09/01/21.

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 pages 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.

Minimum charge for Document Translation is \$89.00. There will be a temporary reduction in the minimum charge for Document Translation to \$85.00 for the period of 07/01/20 through 06/30/21.

Desktop Publishing Terms:

Cost for desktop publishing services shall include cost of proof.

Translation costs shall be billed at cost per word.

*Indicates a correction to a typographical error, effective 09/01/21.

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

BID CONTRACT NO.: CSP901416-3

281069
Propio LS LLC
10801 Mastin St. Ste 580
Overland Park, KS 66210

TERMS: Net 30

CONTRACTOR'S CONTACTS:

Main Point of Contact:

Windy Taylor, Director of Client Operations

Telephone: 913-396-6045
E-Mail: wtaylor@Propio-LS.com

Client Service Support

Telephone: 913-381-3143
E-Mail: clientservices@Propio-LS.com

On-site Interpretation Support:

Lunilia Crespo, Sr. Manager, Scheduled Operations

Telephone: 937-401-1476
E-Mail: lcrespo@Propio-LS.com

* Scheduling Team

* Telephone: 937-223-1415
* E-Mail: Scheduling@VocalinkGlobal.com

Translation Support:

* Leslie Yale, Project Manager

* Telephone: 937-476-7280
* E-Mail: LYale@Propio-LS.com

Mohamed Hassan, Director of Localization and Innovation

Telephone: 937-401-1479
* E-Mail: MHassan@Propio-LS.com

Finance Department:

Cindy Mays, Finance Manager

Telephone: 913-686-6584
E-Mail: cmays@Propio-LS.com

Julian Van Dyke, Collection Specialist

Telephone: 913-396-6042
E-Mail: Jvandyke@Propio-LS.com

* Indicates updates and additions to the contract contact information, per Amendment 14, effective 10/21/21.

SUMMARY OF AMENDMENTS

Amendment Number	Effective Date	Description
14	10/21/21	This amendment is issued to update contact information for Propio LS, LLC, effective 10/21/21.
13	09/01/21	This amendment is issued to correct the contract number for the contract assignment to Propio LS, LLC, and to update contact information for Propio LS, LLC, effective 9/1/21.
12	09/01/21	This amendment is issued to notify that as a result of mutual agreement between the State of Ohio and the Contractor, this contract is renewed for an additional twelve (12) months, effective 09/01/21 through 08/31/22. This amendment is also issued to notify of a contract assignment from Vocalink Inc to Propio LS, LLC. Additionally, this amendment removes mutually agreed language related to ASL interpretation, updates the Cost Summary with the addition of the Unit Cost (09/01/21 – 08/31/22) column, updates the pricing for OAKS items 27642, 27643, and 27644, and corrects typographical errors.
11	06/01/21	This amendment is issued to remove the Minority Business Enterprise award status for this contract, effective 06/01/21.
10	09/11/20	This amendment is issued to update the Cost Summary with the addition of the Unit Cost (07/01/20 – 06/30/21) column to reflect the temporary reduced rates offered by the Contractor and the addition of Unit Cost (07/01/21 – 08/31/21) column to reflect rates after the reduced rate period ends. Additionally, this amendment is issued to update the Document Translation Terms to reflect the temporary reduction of the minimum charge for Document Translation to \$85.00 through 06/30/21.
9	09/01/20	This amendment is issued to notify that, as a result of mutual agreement between the State of Ohio and the Contractor, this contract is renewed for an additional twelve (12) months, effective 09/01/20 through 08/31/21. All other prices, terms and conditions remain unchanged.
8	04/08/20	This amendment is issued to add OAKS Item Number 38045, Translation and Interpretation Services--Blanket Encumbrance, effective 04/08/20.
7	10/04/19	This amendment is issued to update the Contractor's contact information, effective 10/04/19.
6	09/01/19	This amendment is issued to notify that as a result of mutual agreement between the State of Ohio and the Contractor, this contract is renewed for an additional twelve (12) months, effective 09/01/19 through 08/31/20. All other prices, terms and conditions remain unchanged.
5	06/20/19	This amendment is issued to update the Contractor's contact information, effective 06/20/19.
4	07/01/18	This amendment is issued to notify that as a result of mutual agreement between the State of Ohio and the Contractor, this contract is renewed for an additional fourteen (14) months, effective 07/01/18 through 08/31/19. All other prices, terms and conditions remain unchanged. This amendment is also issued to remove American Sign Language from the core language list for clarity.
3	11/13/17	To add Stephanie Werenka as the new contact person for CSP901416, effective 11/13/17.
2	07/01/17	This amendment is issued to renew this contract an additional twelve (12) months from 07/01/17 to 06/30/18. Additionally, OAKS Item Numbers: 27646 – Video conferencing interpretation – ASL; and 27649 – On-site interpretation – ASL will be removed from this contract. Thereafter, agencies shall procure their needs for these services in accordance with Ohio Revised Code Section 125.05. This amendment also removes OAKS Item Numbers 27650, 27651, 27652, 27653, 27654, 27655, 27661, and 27662; and adds OAKS Item Numbers 32289-32294, 32296-32301 and 32302-32305. Additionally, pursuant to Ohio Revised Code 9.76(B) Contractor warrants that Contractor is not boycotting any jurisdiction with whom the State of Ohio can enjoy open trade, including Israel, and will not do so during the contract period.
1	10/21/16	To add a minimum charge for Document Translation services and the Summary of Amendments.