



Statewide Term Contract 961B – Telephone Based Interpreter Services

Bid Number	201600152
Contract Name	Telephone Based Interpreter Services
Effective Dates	March 1, 2016 through March 4, 2019, with the option to renew for one (1) additional one (1) year period.
Awarded Vendor(s) and Contacts	Linguistica International, Inc. Wilson Ostojic 801-617-1958 24/7 Call Center: 801-262-4550 Toll Free Call Center: 866-908-5744
Contract Usage	This contract is a convenience contract for state departments, most state agencies and state higher education institutions (except under the conditions specified in G.S §115D-58.14(a) and G.S §116-13). The contract may also be utilized, without further competition, by non-mandatory state agencies and other eligible entities.
Contract Covers	North Carolina has joined the NASPO/ValuePoint Cooperative Purchasing Organization to offer telephone based interpreter services for state and local agencies. This contract provides telephone based interpreter services 24/7/365 days a year. Interpreters are available in over 250 languages including Spanish. This contract DOES NOT include the purchase or lease of any telecommunications equipment. See the Linguistica International, Inc. Contract Documents on the NASPO ValuePoint website for complete contract details.
Agency Responsibilities	Prior to scheduled use the agency must: <ul style="list-style-type: none"> • Complete account setup/contact information sheet (attached below). • Contact Linguistica International’s Account Manager, Wilson Ostojic, to set up an account and submit a completed account setup form. Wilson Ostojic Determine pricing options; Option A or Option B (see Section V on the attached account setup form).
Rates for Services Provided	Option A: All Languages \$0.57 per minute Option B: Tiered Pricing: Spanish \$0.54 per minute, all other languages \$0.69 per minute. Based on usage, Agency may elect to change its Optional Pricing selected at the end of its monthly billing cycle.
Transportation Charges	Not applicable.
Taxes	Prices do not include North Carolina sales or use tax.
Loaded into E-Procurement	Items in this contract are currently not listed in the E-Procurement catalog.

Contract Administrator

[Margaret Serapin](#) – (919) 807-4529

Contract Addenda

- #1 Effective March 1, 2016 added new Statewide Term Contract.
- #2 12/20/16 updated STC template
- #3 2/8/17 updated expiration date to March 4, 2018
- #4 12/21/17 updated expiration date to March 4, 2019
- #5 2/2/18 Changed Contract Administrator to Nicole Mathis
- #6 7/2/18 Changed Contract Administrator to Margaret Serapin
- #7 11/6/18 Updated Vendor information

SEE ACCOUNT SET UP DIRECTIONS BELOW



**NASPO ValuePoint Purchasing
Program Account Set Up/Contact
Information Form**

Institution/Company: NASPO ValuePoint (formerly WSCA –NASPO) Cooperative Purchasing Organization
Contract No: 50-000-14-00002AB Contract Status: Active Expiration Date: March 4, 2017;
(with three (3) one (1) year renewal periods)
Service Description: Over the Phone Interpretation Service

STC961B allows North Carolina State and Local Agencies to participate in the NASPO ValuePoint cooperative contract 50-000-14-00002A for over the phone interpreting services. In order to activate your account for service, please fill out all sections in this form and e-mail to back to your account manager: Wilson Ostojic at wilson@linguisticainternational.com.

Section I–Account Information - Billing Contact

Account Name: _____

Agency Address: _____

Main Contact Name: _____ E-mail: _____

Telephone: _____ Fax: _____

Alternate Contact:

Main Contact Name: _____ E-mail: _____

Telephone: _____ Fax: _____

Section II –Expected Volume

- Please select the best option that describes your expected volume for Over the Phone (OTP) interpreting usage.

- 1. 0 to 500 minutes per
- 2. 500 to 1,000 minutes per
- 3. 1,000 to 3,000 minutes per
- 4. 3,000 to 5,000 minutes per
- 5. over 5,000 minutes per
- 6. other: _____minutes per week

- Linguistica International provides interpreting services in over 250 different languages. However, we would like to have a better idea of your top Languages. Please provide **IF POSSIBLE** a list of your top 10 languages starting with #1 as the most frequently used language.

1	6
2	7
3	8
4	9
5	10

Section III – Additional Call Data Reporting Capabilities

Your invoice will reflect the following standard fields for each call:

- 1. *Date of the call*
- 2. *Start time*
- 3. *End time*
- 4. *Total minutes*
- 5. *Language*
- 6. *Total charges*
- 7. *Interpreter's name*

Should you have the requirement, we can collect additional information at the time of the call such as first/last name of person requesting services, employee codes, location codes, and/or any other relevant information you are interested to capture for each call. This information will be reported on your invoice detail. Simply enter the field

information below that you'd like us to collect:

Additional Fields	Please print required or optional
1.	
2.	
3.	
4.	
5.	

Section IV – Multiple Departments Set up

Agency may establish multiple departments within the same account (with the same billing contact person) with this form. If additional space is needed, please e-mail separate attachment with a list of all departments to: wilson@linguisticainternational.com.

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Section V – Pricing Option Selection

Agency must select Pricing Option A or B. Based on usage, Agency may change its selected Pricing Option upon completion of the monthly billing cycle.

- Option A: \$0.57 per minute for ALL Languages.**

- Option B: \$0.54 per minute for Spanish Only.
\$0.69 per minute for all other Languages.**

Section V I– Authorization

Your signature below acknowledges your authorization to utilize interpreting services via Linguistica International under the current NASPO ValuePoint Cooperative Purchasing Organization - contract No **50-000-14-00002AB** for over the phone interpreting services.

Print Name of Authorizing Agent: _____

Title: _____

Signature: _____

Date: _____