### Bid Number
201600152

### Contract Name
Telephone Based Interpreter Services

### Effective Dates
March 1, 2016 through March 4, 2020, 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:
- 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.

### Rates for Services Provided

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Option A</strong>:</td>
<td>All Languages $0.57 per minute</td>
</tr>
<tr>
<td><strong>Option B</strong>:</td>
<td>Tiered Pricing: Spanish $0.54 per minute, all other languages $0.69 per minute. <strong>Based on usage, Agency may elect to change its Optional Pricing selected at the end of its monthly billing cycle.</strong></td>
</tr>
</tbody>
</table>

### 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

**Steve Hussey** – (919) 807-4540

### 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
8. 2/19 Updated expiration date through 3/4/2020 and changed Contract Administrator to Steve Hussey

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**SEE ACCOUNT SET UP DIRECTIONS BELOW**
STC 961B 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.

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<td>9</td>
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<td>5</td>
<td>10</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Additional Fields</th>
<th>Please print required or optional</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
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</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>1.</th>
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</tbody>
</table>

**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: _______________________________________________________________________________