State of New Mexico
General Services Department

Statewide Price Agreement

Awarded Vendor:
4 Vendors – See page 6

Telephone No. ___

Ship To:
All State of New Mexico agencies, commissions, institutions, political subdivisions and local public bodies allowed by law.

Invoice:
As Requested

Price Agreement Number: 00-00000-19-00035
Payment Terms: Net 30
F.O.B.: Destination
Delivery: See page 6
Procurement Specialist: Yuliastuti Wulandari
Telephone No.: (505) 827-0485
Email: Yuliastuti.Wulandari@state.nm.us

Title: Signed Language Interpreting Services

Term: January 24, 2020 thru January 23, 2021

This Statewide Price Agreement is made subject to the “terms and conditions” as indicated on subsequent pages.

Accepted for the State of New Mexico

Mark Hayden, New Mexico State Purchasing Agent

Date: 01/23/2020

Purchasing Division: 1100 St. Francis Drive, Santa Fe, NM 87505; PO Box 6850, Santa Fe, NM 87502 (505) 827-0472
State of New Mexico  
General Services Department  
Purchasing Division  
Statewide Price Agreement #: 00-00000-19-00035

Terms and Conditions  
(Unless otherwise specified)

1. General: When the State Purchasing Agent or his/her designee issues a purchase document in response to the Vendor's bid, a binding contract is created.

2. Variation in Quantity: No variation in the quantity of any item called for by this order will be accepted unless such variation has been caused by conditions of loading, shipping, packing or allowances in manufacturing process and then only to the extent, if any, specified in this order.

3. Assignment:  
   a. Neither the order, nor any interest therein, nor any claim thereunder, shall be assigned or transferred by the Vendor, except as set forth in Subparagraph 3b or as expressly authorized in writing by the State Purchasing Agent or his/her designee. No such assignment or transfer shall relieve the Vendor from the obligations and liabilities under this order.
   
   b. Vendor agrees that any and all claims for overcharge resulting from antitrust violations which are borne by the State as to goods, services, and materials purchased in connection with this bid are hereby assigned to the State.

4. State Furnished Property: State furnished property shall be returned to the State upon request in the same condition as received except for ordinary wear, tear and modifications ordered hereunder.

5. Discounts: Prompt payment discounts will not be considered in computing the low bid.

6. Inspection: Final inspection and acceptance will be made at the destination. Supplies rejected at the destination for nonconformance with specifications shall be removed at the Vendor's risk and expense, promptly after notice of rejection.

7. Inspection of Plant: The State Purchasing Agent or his/her designee may inspect, at any reasonable time, the part of the Contractor's, or any subcontractor's plant or place of business, which is related to the performance of this contract.

8. Commercial Warranty: The Vendor agrees that the supplies or services furnished under this order shall be covered by the most favorable commercial warranties the Vendor gives for such to any customer for such supplies or services. The rights and remedies provided herein shall extend to the State and are in addition to and do not limit any rights afforded to the State by any other clause of this order. Vendor agrees not to disclaim warranties of fitness for a particular purpose of merchantability.

9. Taxes: The unit price shall exclude all state taxes.

10. Packing, Shipping and Invoicing:  
   a. The State's purchasing document number and the Vendor's name, user's name and location shall be shown on each packing and delivery ticket, package, bill of lading and other correspondence in connection with the shipments. The user's count will be accepted by the Vendor as final and conclusive on all shipments not accompanied by a packing ticket.
   
   b. The Vendor's invoice shall be submitted duly certified and shall contain the following information: order number, description of supplies or services, quantities, unit price and extended totals. Separate invoices shall be rendered for each and every complete shipment.
   
   c. Invoices must be submitted to the using agency and NOT the State Purchasing Agent.

11. Default: The State reserves the right to cancel all or any part of this order without cost to the State, if the Vendor fails to meet the provisions of this order and, except as otherwise provided herein, to hold the Vendor liable for any excess cost occasioned by the State due to the Vendor's default. The Vendor shall not be liable for any excess costs if failure to perform the order arises out of causes beyond the control and without the fault or negligence of the Vendor, such causes include but are not restricted to, acts of God or the public enemy, acts of the State or Federal Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather and defaults of subcontractors due to any of the above, unless the State shall determine that the supplies or services to be furnished by
the subcontractor were obtainable from other sources in sufficient time to permit the Vendor to meet the required
delivery scheduled. The rights of the State provided in this paragraph shall not be exclusive and are in addition to any
other rights now being provided by law or under this order.

12. **Non-Collusion**: In signing this bid the Vendor certifies he/she has not, either directly or indirectly, entered into
action in restraint of free competitive bidding in connection with this offer submitted to the State Purchasing Agent or
his/her designee.

13. **Nondiscrimination**: Vendor doing business with the State of New Mexico must be in compliance with the Federal
Civil Rights Act of 1964 and Title VII of the Act (Rev. 1979) and the Americans with Disabilities Act of 1990 (Public
Law 101-336).

its violation. In addition the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kickbacks.

15. **Items**: All bid items are to be NEW and of most current production, unless otherwise specified.

16. **Payment for Purchases**: Except as otherwise agreed to: late payment charges may be assessed against the user state
agency in the amount and under the conditions set forth in Section 13-1-158 NMSA 1978.

17. **Workers' Compensation**: The Contractor agrees to comply with state laws and rules pertaining to Workers' Compensations benefits for its employees. If the Contractor fails to comply with Workers' Compensation Act and applicable rules when required to do so, this Agreement may be terminated by the contracting agency.

18. **Submission of Bid**: Bids must be submitted in a sealed envelope with the bid number and opening date clearly
indicated on the bottom left hand side of the front of the envelope. Failure to label bid envelope will necessitate the
premature opening of the bid in order to identify the bid number.

19. **Contractor Personnel**: Personnel proposed in the Contractor's written bid to the Procuring Agency are considered
material to any work performed under this Price Agreement. Once a Purchase Order or contract has been executed, no
changes of personnel will be made by the Contractor without prior written consent of the Procuring Agency. Replacement
of any Contractor personnel, if approved, shall be with personnel of equal ability, experience, and qualifications. The
Contractor will be responsible for any expenses incurred in familiarizing the replacement personnel to insure their being
productive to the project immediately upon receiving assignments. Approval of replacement personnel shall not be
unreasonably withheld. The Procuring Agency shall retain the right to request the removal of any of the Contractor's
personnel at any time.

20. **Subcontracting**: The Contractor shall not subcontract any portion of the Price Agreement without the prior written
approval of the Procuring Agency. No such subcontracting shall relieve the Contractor from its obligations and liabilities
under this Price Agreement, nor shall any subcontracting obligate payment from the Agency.

21. **Records and Audit**: The Contractor shall maintain detailed time and expenditure records that indicate the date, time,
nature, and cost of services rendered during this Price Agreement's term and effect, and retain them for a period of three
(3) years from the date of final payment under this Price Agreement. The records shall be subject to inspection by the
Agency, State Purchasing Division, Department of Finance and Administration, and for Information Technology contracts,
State Chief Information Officer. The Agency shall have the right to audit billings, both before and after payment. Payment
for services under this Price Agreement shall not foreclose the right of the Agency to recover excessive or illegal payments.

22. **Subcontracts**: The foregoing requirements for Contractor Personnel, Subcontracting, and Audit shall be inserted into
all subcontracts from the prime contractor to the subcontractor.

**New Mexico Employees Health Coverage**

A. If Contractor has, or grows to, six (6) or more employees who work, or who are expected to work, an average
of at least 20 hours per week over a six (6) month period during the term of the contract, Contractor certifies, by signing
this agreement, to have in place, and agrees to maintain for the term of the contract, health insurance for its New Mexico
Employees and offer that health insurance to its New Mexico Employees if the expected annual value in the aggregate of any and all contracts between Contractor and the State exceeds $250,000 dollars.

B. Contractor agrees to maintain a record of the number of its New Mexico Employees who have (a) accepted health insurance; (b) declined health insurance due to other health insurance coverage already in place; or (c) declined health insurance for other reasons. These records are subject to review and audit by a representative of the state.

C. Contractor agrees to advise all of its New Mexico Employees of the availability of State publicly financed health care coverage programs by providing each of its New Mexico Employees with, as a minimum, the following web site link to additional information: http://www.insurenewmexico.state.nm.us/.

D. For purposes of this Paragraph, the following terms have the following meanings:

(1) “New Mexico Employee” means any resident of the State of New Mexico employed by Contractor who performs the majority of the employee’s work for Contractor within the State of New Mexico, regardless of the location of Contractor’s office or offices; and

(2) “offer” means to make available, without unreasonable restriction, enrollment in one or more health coverage plans and to actively seek and encourage participation in order to achieve the goals of Executive Order 2007-049. This could include State publicly financed public health coverage programs such as Insure New Mexico!

Statewide Price Agreement

Article I – Statement of Work
Under the terms and conditions of this Price Agreement all State of New Mexico agencies, commissions, institutions, political subdivisions and local public bodies allowed by law may issue orders for items and/or services described herein. The terms and conditions of this Price Agreement shall form a part of each order issued hereunder.

The items and/or services to be ordered shall be as listed under Article IX - Price Schedule. All orders issued hereunder will bear both an order number and this Price Agreement number. It is understood that no guarantee or warranty is made or implied by the New Mexico State Purchasing Agent, his/her designee or the user that any order for any definite quantity will be issued under this Price Agreement. The Contractor is required to accept the order and furnish the items and/or services in accordance with the articles contained hereunder for the quantity of each order.

Article II – Term
The term of this Price Agreement, for issuance of orders, shall be as indicated in the specifications.

Article III – Specifications
Items and/or services furnished hereunder shall conform to the requirements of specifications and/or drawings applicable to items listed under Article IX-Price Schedule. Orders issued against this schedule will show the applicable Price Agreement item(s), number(s), and price(s); however they may not describe the item(s) fully.

Article IV – Shipping and Billing Instructions
Contractor shall ship in accordance with the following instructions: Shipment shall be made only against specific orders which the user may place with the Contractor during the term; The Contractor shall enclose a packing list with each shipment listing the order number, price agreement number and the commercial parts number (if any) for each item; Delivery shall be made as indicated on page 1. If vendor is unable to meet stated delivery the State Purchasing Agent or his/her designee must be notified.

Article V – Termination
The Agency may terminate this Agreement for convenience or cause. The Contractor may only terminate this Agreement based upon the Agency’s uncured, material breach of this Agreement. Contractor shall give Agency written notice of termination at least thirty (30) days prior to the intended date of termination, which notice shall (i) identify all the Agency’s material breaches of this Agreement upon which the termination is based and (ii) state what the Agency must do to cure such material breaches. Contractor’s notice of termination shall only be effective (i) if the Agency does not cure all material breaches within the thirty (30) day notice period or (ii) in the case of material breaches that cannot be cured within thirty (30) days, the Agency does not, within the thirty (30) day notice period, notify the Contractor of its intent to cure and begin with
due diligence to cure the material breach. Termination of this Contract, however, shall not affect any outstanding orders. This provision is not exclusive and shall not waive other rights and remedies afforded either party in the event of breach of contract or default. In such instances the contract may be cancelled effective immediately.

**Article VI – Amendment**
This Price Agreement may be amended by mutual agreement of the New Mexico State Purchasing Agent or his/her designee and the Contractor upon written notice by either party to the other. An amendment to this Price Agreement shall not affect any outstanding orders issued prior to the effective date of the amendment as mutually agreed upon, and as published by the New Mexico State Purchasing Agent or his/her designee. Amendments affecting price adjustments and/or the extension of a price agreement expiration date are not allowed unless specifically provided in the bid and price agreement specifications.

**Article VII – Indemnity Clause**
Contractor shall indemnify and hold harmless the State, its officers and employees, against liability, claims, damages, losses or expenses arising out of bodily injury to persons or damage to properties caused by, or resulting from Contractor’s, and/or its employees, own negligent act or omission while Contractor, and/or its employees, perform or fails to perform its obligations and duties under the Terms and Conditions of this agreement. This save harmless and indemnification clause is subject to the immunities, provisions, and limitations of the Tort Claims Act (Section 41-4-1, et seq., N.M.S.A. 1978 comp. and Section 57-7-1 N.M.S.A. 1878 comp. and any amendments thereto.

It is specifically agreed between the parties executing this agreement that it is not intended by any of the provisions of any part of the agreement to create in the public or any member thereof a third party beneficiary or to authorize anyone not a party to the agreement to maintain a suit(s) for wrongful death(s), bodily and/or personal injury(s) to person(s), damage(s) to property(ies) and/or any other claim(s) whatsoever pursuant to the provisions of this agreement. Vendor shall provide all insurance necessary to employees on the work site, including but not limited to Worker’s Compensation.

**Article VIII – Issuance or Orders**
Only written signed orders are valid under this Price Agreement.

**Article IX – Packing (if applicable)**
Packing shall be in conformance with standard commercial practices.

**Article X – Price Schedule**
Prices as listed in the price schedule hereto attached are firm.
Awarded Vendors:

(AA) 0000054610
Catholic Community Services of Southern Arizona
DBA Community Outreach Program for the Deaf
3908 Carlisle Blvd. NE
Albuquerque, NM 87107
505-255-7636
interpreterscheduling@copdnm.org

Delivery: As requested

(AB) 0000082837
Maryland Interpreting Services, Inc.
6412 Woodland Forest Dr.
Elkridge, MD 21075
877-788-8454
win@weinterpret.net

Delivery: Services rendered upon request

(AC) 0000144427
Parliament Tutors Ed. Inc.
DBA Parliament Translation
4201 Collins Avenue Suite 2301
Miami Beach, FL 33140
877-873-0511
dgreenberg@parliamenttutors.com

Delivery: NA

(AD) 0000135240
Sorenson Holdings, LLC
DBA Sorenson Communications, LLC
4192 S Riverboat Road
Salt Lake City, UT 84123
800-659-4783
communityinterpreting@sorenson.com

Delivery: local office: Albuquerque As Requested
Specifications:

The State of New Mexico would like to establish a Statewide Price Agreement for providing signed language interpreting services. Services may be provided by on-site interpreters or via Video Remote Interpreting (VRI). The decision to use on-site or VRI services will be at the discretion of each agency or institution on a case-by-case basis. Services will be for a broad range of settings including staff appointments, interviews, advocacy meetings, staff meetings, board meetings, public meetings, Legislative hearings, and other situations as requested. Meetings occur throughout the state of New Mexico. Most requests will be between two and eight hours of service. This Price Agreement is not intended for long-term requests such as interpreting services for a semester or academic year. This Price Agreement may be utilized by all New Mexico state agencies, commissions, political subdivisions and local public bodies.

Licensure:
The State of New Mexico requires all signed language interpreters to be licensed in order to protect deaf and hard of hearing consumers. Interpreting is defined as any form of facilitating communication in a visual form, regardless of the individual’s job title or position description. Practicing without a license in New Mexico is a misdemeanor punishable by up to 364 days in jail and/or a $1000 fine.

Licenses are issued by the New Mexico Signed Language Interpreting Practice Board (SLIPB) under the New Mexico Regulation and Licensing Department (RLD). The statute, rules, forms, and a searchable database of licensed interpreters can be found at the SLIPB website: www.rld.state.nm.us/boards/Signed_Language_Interpreting_PRACTICES.aspx.

License Verification:
Awarded vendors are required to perform an annual licensure verification for all of their interpreters and submit documentation to State Purchasing Division (SPD) showing they have conducted verification during annual renewal of the Price Agreement. The documentation can be a copy of the interpreter’s license or a screenshot of the verification from the RLD website: http://verification.rld.state.nm.us/. Please note that awarded vendors can be removed from the Price Agreement if they fail to perform the verification.

Term:
The term of this Price Agreement shall be for one (1) year from date of award with the option to extend for a period of three (3) additional years, on a year-to-year basis, by mutual agreement of all parties and approval of the New Mexico State Purchasing Agent at the same price, terms and conditions. This Price Agreement shall not exceed four (4) years.

Multiple Awards:
Determination for award shall be based upon the lowest cost of items listed and the bidder’s abilities to meet the "minimum and submittal requirements" of the Invitation to Bid.

Pursuant to the Procurement Code, Sections 13-1-153 and 13-1-154, the State reserves the right to issue multiple awards to obtain the items listed. Multiple awards are recommended to ensure availability and timely delivery.

Price and Tax Note:
Vendor shall keep pricing fixed for at least the first twelve months of this Agreement. Price shall not include state gross receipts tax or local option tax. Such tax or taxes shall be added at time of invoicing at current rate, and shown as a separate item to be paid by User Agency.
**Payment Provisions:**
Within fifteen (15) days after the date the User Agency receives written notice from the Contractor that payment is requested for services, construction or items of tangible personal property delivered on site and received, the User Agency shall issue a written certification of complete or partial acceptance or rejection of the services, construction, or items of tangible personal property. If the User Agency finds that the services, construction, or items of tangible personal property are not acceptable, it shall, within thirty (30) days after the date of receipt of written notice from the Contractor that payment is requested, provide to the Contractor, a letter of exception explaining the defect or objection to the services, construction, or delivered tangible personal property along with the details of how the Contractor may proceed to provide remedial action.

Upon certification by the User Agency that the services, construction, or delivered tangible personal property have been received and accepted, payment shall be tendered to the Contractor within thirty (30) days after the date of certification. If payment is made by mail, the payment shall be deemed tendered on the date it is postmarked. After the thirtieth (30th) day from the date that written certification of acceptance is issued, late payment charges shall be paid on the unpaid balance due on the contract to the Contractor at the rate of one and one half percent (1-1/2%) per month. For purchases funded by state or federal grants to local public bodies, if the local public body has not received the funds from the federal or state funding agency, but has already certified that the services or items of tangible personal property have been received and accepted, payments shall be tendered to the Contractor within five (5) working days of receipt of funds from that funding agency.

Final payment shall be made within thirty (30) days after the work has been approved and accepted by the User Agency.

The Contractor agrees to comply with state laws and rules pertaining to Worker's Compensation Insurance coverage for its employees. If Contractor fails to comply with the Worker's Compensation Act and applicable rules when required to do so, the Price Agreement may be cancelled effective immediately. Information on New Mexico Worker's Compensation Laws can be found at [https://workerscomp.nm.gov](https://workerscomp.nm.gov).

**Escalation/Reduction:**
In the event of a product cost increase an escalation request will be reviewed by State Purchasing Division annually at the time of renewal. Please be aware this measure is not intended to allow any increase in profit margin, only to compensate for an actual cost increase. Price decreases as well as increases shall apply. If vendor’s prices are reduced for any reason, users shall receive the benefit of such reductions. Price increases will not be retroactive to orders already in house or backorders. Orders will be filled at the price in effect on the date of receipt of the order by the vendor. Effective dates for increases will not be any sooner than fifteen (15) days from the date the written request is received by the user. To facilitate prompt consideration, all requests for price increase must include all information below:

1. Price Agreement number
2. Price agreement item number affected
3. Current item price
4. Proposed new price
5. Percentage of increase; and
6. Mill/supplier notification of price increase indicating percentage of increase.

Each agency and/or institution will place their own orders; and invoicing and payments are to be handled by each agency/institution. Agencies and/or institutions shall provide awarded vendors with name(s) of contact personnel authorized to act as representative of their agencies, for this Price Agreement.

Local governments utilizing this Price Agreement must confirm pricing and availability from vendor prior to ordering.

The State does not guarantee any amount of work will be purchased in a fiscal year.
Minimum Requirements:

1. The State of New Mexico requires all signed language interpreters to be licensed in order to protect deaf and hard of hearing consumers. Bidders must include with their bid a Statement of Compliance that they will comply with New Mexico licensure requirements including performing an annual licensure verification for all of their interpreters.

Bidders offering VRI services must submit documentation with their bid demonstrating that their VRI platform is effective, allowing the consumer complete access to communication and meeting the following technical requirements:
- High-quality video images without lags, choppy, blurry, or grainy images, or irregular pauses in communication
- Image large enough to display the face, arms, hands, and fingers of both the interpreter and the client
- Clear, audible transmission of voices
- Adequate staff to support users with quick set-up and proper operation

2. Bidders must include in the bid their policies related to the following:
   a. Cancellation policy – more than 24 hours’ notice
   b. Cancellation policy – less than 24 hours’ notice
   c. Minimum show-up fee for on-site interpreting (nationally certified interpreter) *Must not exceed two hour minimum*
   d. Minimum show-up fee for on-site interpreting (pre-certified interpreter) *Must not exceed two hour minimum*
   e. Increments of partial-hour billing for on-site interpreting
   f. Compensation for expenses incurred by on-site interpreters (hotels, meals, mileage, parking, etc)
   g. Minimum connection time for VRI services
   h. Increments of billing for VRI services
   i. Equipment: If bidding on VRI services, the vendor must include a list of hardware and/or software options compatible with their VRI system and fees, if any, associated with those hardware devices or software licenses.

The services and rates under this Price Agreement include, but are not limited to the following:
1. On-site signed language interpreting, hourly rate for Nationally Certified Interpreter for regular requests. Nationally Certified Interpreter is a person who has passed the necessary exams and achieved the national certification as an interpreter.
2. On-site signed language interpreting, hourly rate for Pre-Certified Interpreter for regular requests. Pre-Certified Interpreter is a person who has completed interpreter training but has not yet passed the national certification exam.
3. On-site signed language interpreting, hourly rate for Nationally Certified Interpreter for late requests.
4. On-site signed language interpreting, hourly rate for Pre-Certified Interpreter for late requests.
5. On-site signed language interpreting, hourly rate for specialty requests, i.e. legally certified, tri-lingual (English, ASL, Spanish), etc.
6. Rate for on-site Nationally Certified Interpreter travel time to and from out-of-town assignments.
7. Rate for on-site Pre-Certified Interpreter travel time to and from out-of-town assignments.
8. Minimum fee for pre-scheduled requests on Video Remote signed language interpreting done by Nationally Certified Interpreter.
9. Minimum fee for pre-scheduled requests on Video Remote signed language interpreting done by Pre-Certified Interpreter.
10. Minimum fee for on-demand or last-minute requests on Video Remote signed language interpreting done by Nationally Certified Interpreter.
11. Minimum fee for on-demand or last-minute requests on Video Remote signed language interpreting done by Pre-Certified Interpreter.
12. Per-minute rate for pre-scheduled requests on Video Remote signed language interpreting done by Nationally Certified Interpreter.
13. Per-minute rate for pre-scheduled requests on Video Remote signed language interpreting done by Pre-Certified Interpreter.
14. Per-minute rate for pre-scheduled requests on Video Remote signed language interpreting for a tri-lingual interpreter.
15. Per-minute rate for on-demand or last-minute requests on Video Remote signed language interpreting done by Nationally Certified Interpreter.
16. Per-minute rate for on-demand or last-minute requests on Video Remote signed language interpreting done by Pre-Certified Interpreter.
17. Per-minute rate for on-demand or last-minute requests on Video Remote signed language interpreting for a tri-lingual interpreter.
18. Per-minute rate for specialty requests, i.e. legal certification required, nights, weekends, holidays, etc., on Video Remote signed language interpreting.

Vendors are not required to bid on each services. **Vendors are to indicate “No Bid” in their response, if they are unable to provide a service.**

### Items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Approx. Qty.</th>
<th>Unit</th>
<th>Article and Description</th>
<th>Unit Price</th>
</tr>
</thead>
</table>
| 001  | 1            | Hour | On-site signed language interpreting, hourly rate, for Nationally Certified Interpreter for regular requests. | (AA) $68.00  
   |               |      |                         | (AB) $65.00  
   |               |      |                         | (AC) $70.00  
   |               |      |                         | (AD) $67.00*  
   |               |      |                         | *7am - 6pm M-F.  
   |               |      |                         | See Proposal Price page for rates outside of these hours and days. |
| 002  | 1            | Hour | On-site signed language interpreting, hourly rate, for Pre-Certified Interpreter for regular requests. | (AA) $68.00  
   |               |      |                         | (AB) $65.00  
   |               |      |                         | (AC) $60.00  
   |               |      |                         | (AD) $67.00*  
   |               |      |                         | *7am - 6pm M-F.  
   |               |      |                         | See Proposal Price page for rates outside of these hours and days. |
| 003  | 1            | Hour | On-site signed language interpreting, hourly rate, for Nationally Certified Interpreter for late requests. | (AA) $78.00  
   |               |      |                         | (AB) $97.50  
   |               |      |                         | (AC) $80.00  
   |               |      |                         | (AD) $82.00*  
<p>|               |      |                         | *Requests made with less than 24 hours notice will be assessed a $30 flat fee plus the booked assignment hourly rate. This field assumes the $30 divided for just a 2 hour minimum. If the assignment is 3 hours in duration the $30 fee would be in addition to $201/interpreter. |</p>
<table>
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</table>
| 004  | 1           | Hour | On-site signed language interpreting, hourly rate, for Pre-Certified Interpreter for late requests. | (AA) $78.00  
(AA) $78.00  
(AB) $97.50  
(AC) $70.00  
(AD) $82.00* |
|      |             |      | *Requests made with less than 24 hours notice will be assessed a $30 flat fee plus the booked assignment hourly rate. This field assumes the $30 fee divided for each hour of a 2-hour minimum only. If the assignment is 3 hours the $30 fee would be in addition to $201/interpreter, etc. |
| 005  | 1           | Hour | On-site signed language interpreting, hourly rate, for specialty requests, i.e. legally certified, tri-lingual, etc. | (AA) $85.00  
(AB) $80.00  
(AC) $80.00  
(AD) $87.00* |
|      |             |      | *7am - 6pm M-F. See Proposal Price page for rates outside of these hours and days. |
| 006  | 1           | Hour | Rate for on-site Nationally Certified Interpreter travel time to and from out-of-town assignments. | (AA) $70.00  
(AB) $55.00  
(AC) $25.00  
(AD) $67.00* |
|      |             |      | *RT travel charged at the rate or specialty rate requested. |
| 007  | 1           | Hour | Rate for on-site Pre-Certified Interpreter travel time to and from out-of-town assignments. | (AA) $70.00  
(AB) $55.00  
(AC) $25.00  
(AD) $67.00* |
<p>|      |             |      | *RT travel charged at the rate or specialty rate requested. |
| 008  | 1           | Each | Video Remote signed language interpreting, minimum fee for prescheduled requests: Nationally Certified Interpreter | (AA) $39.50 ASL, $59.50 CDI, 10 minute min. connection |
|      |             |      | (AB) $25.00 |
| 009  | 1           | Each | Video Remote signed language interpreting, minimum fee for prescheduled requests: Pre-Certified Interpreter | (AA) $39.50 ASL, $59.50 CDI, 10 minute min. connection(AB) $25.00 |</p>
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<tr>
<td>010</td>
<td>1</td>
<td>Each</td>
<td>Video Remote signed language interpreting, minimum fee for on-demand or last-minute requests: Nationally Certified Interpreter</td>
<td>(AA) $ 0.00, no min. fee based on number of minutes connected (AB) $ 25.00</td>
</tr>
<tr>
<td>011</td>
<td>1</td>
<td>Each</td>
<td>Video Remote signed language interpreting, minimum fee for on-demand or last-minute requests: Pre-Certified Interpreter</td>
<td>(AA) $ 0.00, no min. fee based on number of minutes connected (AB) $ 25.00</td>
</tr>
<tr>
<td>012</td>
<td>1</td>
<td>Minute</td>
<td>Video Remote signed language interpreting, per-minute rate for prescheduled requests: Nationally Certified Interpreter</td>
<td>(AA) $ 3.25/min ASL, $ 5.95/min CDI (AB) $ 2.50</td>
</tr>
<tr>
<td>013</td>
<td>1</td>
<td>Minute</td>
<td>Video Remote signed language interpreting, per-minute rate for prescheduled requests: Pre-Certified Interpreter</td>
<td>(AA) $ 3.25/min ASL, $ 5.95/min CDI (AB) $ 2.50</td>
</tr>
<tr>
<td>014</td>
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<td>Minute</td>
<td>Video Remote signed language interpreting, per-minute rate for prescheduled requests: Tri-lingual Interpreter</td>
<td>(AA) $ 5.95/min (AB) $ 3.50</td>
</tr>
<tr>
<td>015</td>
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<td>Video Remote signed language interpreting, per-minute rate for on-demand or last-minute requests: Nationally Certified Interpreter</td>
<td>(AA) $ 3.75/min (AB) $ 2.50</td>
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<tr>
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<td>(AA) $ 3.75/min (AB) $ 2.50</td>
</tr>
<tr>
<td>017</td>
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<td>Minute</td>
<td>Video Remote signed language interpreting, per-minute rate for on-demand or last-minute requests: Tri-lingual Interpreter</td>
<td>(AA) $ 5.95/min (AB) $ 3.50</td>
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<tr>
<td>Item</td>
<td>Approx. Qty.</td>
<td>Unit</td>
<td>Article and Description</td>
<td>Unit Price</td>
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</tr>
<tr>
<td>018</td>
<td>1</td>
<td>Minute</td>
<td>Video Remote signed language interpreting, per-minute rate for specialty requests: legal certification required, nights, weekends, holidays, etc.</td>
<td>(AA) $ 5.95/min (AB) $ 3.50</td>
</tr>
</tbody>
</table>

**18 Items Total**
Bid for Interpreter Services: ITB 00-00000-19-00035
Bid Opening: October 31, 2019
Bid Closing: December 3, 2019 2:00 PM
Catholic Community Services of S. AZ DBA Community Outreach Program for the Deaf

Specifications
The Community Outreach Program for the Deaf (COPD) agrees to abide by all specifications within the Invitation to Bid, including the Terms and Conditions, and compliance with New Mexico licensure requirements and annual verification for interpreters. Our scheduling software enables us to track our interpreter’s credentials and set due dates for uploading renewal documents. Failure to upload current credentials by the established deadline prevents the interpreter from being assigned until documents are received.

Point of Clarification: “late request” is defined as any request that is received by the COPD Interpreter Referral Program staff with less than 24 hours’ notice prior to the requested event, excluding weekends and holidays.

Policies (as requested on page 10):
1. **Cancellation Policy-more than 24 hours’ notice**: There is no fee.
2. **Cancellation Policy-less than 24 hours’ notice**: Cancellations by either consumer, Deaf or non-Deaf, with less than 24 hours’ notice (excluding weekends and COPD holidays, for example a cancellation at 10am on Friday, for 9am on Monday will be considered less than 24 hours’ notice and subject to the cancellation policy) will be billed for the full duration of the request, including any actual travel expenses incurred, or minimum show up fee, whichever is greater. If either party, the Deaf or non-Deaf consumer, does not show up for the scheduled request, the request for services is considered a last minute cancelation and will be billed at the full time requested (including any actual travel expenses incurred) or the minimum show up fee, whichever is greater. Cancellations received after hours, weekends, or holidays will not be considered received until the following business day. In the event that the interpreter is dismissed before the scheduled end time for any reason, the interpreter may not be available to be recalled to the assignment, and the show up fee or full requested time will be billed, whichever is greater. For pre-scheduled VRI, the cancellation policy is 2 hours advance notice prior to request start in order to avoid a 10 minute charge.
3. **Minimum Show Up Fee for on-site interpreting (nationally certified interpreter)**: The equivalent for two hours per interpreter ie: for regular request (nationally certified) the minimum show-up fee is $136.00. For late requests (nationally certified) the minimum show-up fee $156.00.
4. **Minimum Show Up Fee for on-site interpreting (pre-certified interpreter)**: The equivalent for two hours per interpreter ie: for regular request (pre- certified) the minimum show-up fee is $136.00. For late requests (pre- certified) the minimum show-up fee $156.00.
5. **Increments of partial-hour billing for on-site interpreting**: Upon completion of the first two hours, billing increases in 30 minute increments.
6. **Compensation for expenses incurred by on-site interpreters (hotels, meals, mileage, parking, etc) and expenses incurred by interpreters (hotel, meals, mileage, parking etc):** COPD will pay interpreters and bill requesting agencies for any expenses incurred during the course of their contracted work with the State. These billing rates will follow the current state of New Mexico DFA schedule for per diem expenses, including but not limited to hotel, meals, mileage, and parking. If no travel expenses were incurred, there will be no travel expenses charged by COPD to the requesting agency. Travel expenses are in addition to travel time.

If an interpreting request requires the interpreter to travel more than 30-miles from our agency or their professional base/preceding booking, whichever is closer to the requested location, the minimum show up fee, or total fee for services, whichever is greater, plus travel time to and from the assignment location, per interpreter will be charged. The rate for travel time will be billed at the applicable rate depending on the time of day traveled. A “trip charge” will be assessed based upon mileage to and from the assignment location at the state rate.

In consideration of the State customer every effort is made to book the closest most qualified interpreter to best conserve state funds and meet access needs and whenever a local interpreter is not available, we will broaden our search in order to obtain the services of qualified interpreters to ensure communication access. Additional charges as described above for travel time and mileage will apply as appropriate.

7. **Minimum Connection Time for VRI services:** There is a minimum connection time of 10 minutes for pre-scheduled VRI. There is no minimum connection time for on demand VRI.

8. **Increments of billing for VRI services:** Per minute, and rounded to the next whole minute if partial minute is used.

9. **Equipment:** Due to improved Smartphone video quality, increased screen size, and our platform’s end-to-end encryption, our VRI platform can be used on any device (phones, tablets or PC) and accessed anywhere. If a customer would like to install our equipment on site, we offer alternatives to suit the needs of the customer at an additional cost. All devices used must have audio/video capability and at least 1Mbps of bandwidth as well as additional Firewall requirements. If customers commit to 175 minutes monthly, equipment can be provided at no additional cost.

**Addendum**

**Video Remote Interpreting:** For situations appropriate for VRI and outside of a 50-mile radius from the COPD office where both the Deaf consumer and the Organization agree to the use of VRI services and internet bandwidth and firewall securities are sufficient to support clear audio/video. Pre-Scheduled VRI must be booked with 24 hours advance notice for a minimum of 10 minutes for ASL interpreting. Deaf Interpreting can be requested for pre-scheduled VRI only and must be requested with 48 hours advance notice.

**After Hours Emergency Interpreter Referral Program:** COPD operates an After Hours Emergency Interpreter Referral Program to provide emergency interpreting services for persons with hearing loss. This program currently covers Albuquerque and Santa Fe areas. Nationally Certified interpreter are on
call in Albuquerque after regular business hours, during weekends and holidays. Our dispatch service has a Santa Fe list of interpreters they can reach out to when a need arises. Interpreters respond to requests for interpreting services in medical, mental health, or law enforcement related emergency situations.

Emergency interpreting Services are provided at an emergency rate of $100.00 per hour, with a minimum show up fee of $200.00. Services are charged portal to portal.

**Specialist Certificate: Legal:** Interpreters holding the Specialist Certification: Legal have demonstrated superbly higher level of training and skill in the area of legal interpreting. For these interpreters, COPD pays and bills a premium of $10.00 more per hour to recognize these special skills.

**Qualified Mental Health Interpreter (QMHI):** COPD provides interpreters in mental health situations. Interpreters who have attended the nationally recognized QMHI training and have passed its exam and received its certificate have demonstrated superbly higher level of training and skill in the area of mental health interpreting. For these interpreters, COPD pays more per hour to recognize these special skills and requests that these situations be considered “specialty requests” on item 005 on the Unit Price sheet.

**Nights, Weekends, Holidays:** COPD provides pay differentials for interpreters to accept assignments on Nights, Weekends, and Holidays. State Purchasing has identified Nights, Weekends, and Holidays as “specialty rates” for Video Remote interpreting in item 018, and requests that Nights, Weekends, and Holidays be considered as “specialty requests On Site Interpreting” in item 005 as well.

**Student Observations:** COPD is committed to the development and training of interpreters may send students, pre-certified interpreters, or interpreters wanting to gain knowledge and experience in specific settings to observe qualified interpreters on the job. Observers agree to adhere to the RID Code of Professional Conduct and the same standards of behavior as the qualified interpreter. There are no charges associated with observers and any party can decline the observer at any time.

**Additional Interpreters:** Interpreting requests are dynamic and may require more than one interpreter. It is standard practice to assign interpreters in teams of two for most settings whenever the request is more than one hour in duration. This varies based on the type of event, the duration, and the physical and mental demands that such an event places on the interpreters as well as the mode of communication used by the Deaf consumer (for example Pro-Tactile communication for DeafBlind users or individuals who demonstrate dysfluency in ASL or are non-native ASL users). COPD reserves the right to add additional interpreters to requests to ensure communication access. In instances where two interpreters are required but only one interpreter is available, an additional $15.00 per hour will be charged for the duration of the interpreting request as “hazard pay” for the interpreter working alone.
Minimum Requirements
Statement of Compliance
All WeInterpret interpreters are licensed by the State of New Mexico to provide interpreting services, following legislation implemented by the Regulations and Licensing Department. WeInterpret staff fully understands, and follows the requirements and certifications of the licensing laws. WeInterpret.net agrees that they will comply with New Mexico licensure requirements, including performing and annual licensure verification for all interpreters.

About VRI
WeInterpret.net is pleased to offer Video Remote Interpreting Services in partnership with Voice Global. VRI or i60G (Interpreters in 60 Seconds Guaranteed) can be easily accessed through any computer with a webcam and a high speed internet based connection, to contact a sign language interpreter or foreign language interpreter as though they were on site. VRI services are available 24 hours a day, 365 days per year on demand. (No pre scheduling required for ASL and Spanish Interpreting).

Please see Attachment A for VRI Marketing Material

VRI Logistics
Interpreters are working 24 hours per day 365 days a year from call centers. When you have a need for an interpreter, simply log into your account with your user name and password. Once you are logged in, just answer a few simple questions such as, language preference, and skill set requirements. Once you fill in the required fields, you can click "search" and you will be presented with a list of interpreters who meet your requirements. Pick one and dial for an interpreter. A certified interpreter will answer the call within 2 minutes.

Equipment
The Video Remote Interpreting platform is available via desk top, laptop, smart phone, or tablet. Hardware required which includes one of the previously listed materials, as well as a webcam and internet connection, are the sole responsibility of the requesting entity.

Prior to initial use, a download period may be needed, and a login will be assigned to the user. The terms and conditions will match those of this contract, with pricing listed below.

VRI Pricing
WeInterpret can offer a discounted price of $2.50 per minute with a 10 minute minimum, totaling $25.00 minimum for each call. Each subsequent minute will be charged at $2.50. All minutes will be rounded up. (Ex: 12.07= 13 minutes.) The minimum is necessary to cover the 24/7, 365 days a year availability of Video Remote Interpreting services. The agency has eliminated a monthly subscription fee for any State entities.
VRI Cancellations
Cancellation fees only apply to "pre-scheduled" events. If an appointment is scheduled and subsequently cancelled with less than 24 hours' notice, the appointment will be billed in full as if the event had actually occurred.

Non pre-scheduled calls can be made at any time day or night, 365 days per year and a qualified interpreter will answer within 2 minutes.

VRI Invoicing
Invoicing will consist of a spreadsheet which includes the following details about each call made: date, time, description of call (to be entered by user), number of minutes, and cost of each call. Invoices will be mailed by the 10th of each month to include charges of the previous month.

Billing and Cancellation Policy
There is no fee charged with more than twenty four (24) business day hours' notice of cancellation. The requesting agency must contact Welinterpret by telephone to cancel before the twenty four (24) hour business day. Weekends and holidays are not business days. Any job not cancelled before the twenty four (24) hour deadline will be billed at full price of the original request.

Example:
*An event scheduled at 11:00 A.M. on Wednesday must be cancelled before 11:00 A.M. on Tuesday in order to avoid a cancellation fee.
*An event scheduled at 8:00 A.M. on Monday must be cancelled before 8:00 A.M. the Friday before in order to avoid the cancellation fee.

Any cancellation received with less than twenty four (24) hours' notice will be charged at the full rate for the length of the job, as if the job actually happened. This will include any travel expenses that have actually been incurred. The requesting agency must contact Welinterpret by telephone to cancel.

The cancellation policies listed within this bid are based on industry wide standards that interpreters and interpreting agencies follow nationwide. Interpreters and agencies have scheduled time and made associated arrangements regarding each assignment in good faith that contracted work will happen and that all parties will be paid.

Welinterpret abides by the industry standard 2-hour minimum for a nationally certified interpreter. Welinterpret abides by the industry standard 2-hour minimum for a pre-certified interpreter.

Any job that continues past the scheduled time will be billed in fifteen (15) minute increments if the interpreter has time to continue the assignment in their schedule.

All jobs will be billed for the full requested time regardless of actual end time.
Incremental Billing
Upon completion of the first two (2) hours, additional time will be billed in fifteen (15) minute increments.

Compensation for Interpreter Incurred Expenses
WeInterpret is committed to keeping travel expenses to the state as low as possible. The following steps are taken, in order, to ensure low costs:
- The closest (to the event) qualified interpreter will be secured.
- A qualified Video Remote Interpreter will be offered as a cost saving measure. (VRI Service Options listed further on previous pages)
- A qualified interpreter, regardless of distance, will be secured.
- Mileage will be charged at current DFA Billing Rate

Work Flow Process for On-Site Interpreting Services
Step 1
An official job request can be made in the following ways:
- a) The requesting official may enter the job details using the on-line system via www.weinterpret.net
- b) The requesting official may call the agency to verbally relay the job details via the office line at 877-788-8454 Option 3 or the emergency line 877-788-8454 Option 2.
- c) The requesting official may e-mail the agency the job details via WIN@weinterpret.net
- d) The requesting official may fax the job details to the agency via 888-809-4077.

Step 2
Once the request is received:
- a) The billing rate is set based on previously agreed upon terms.
- b) Is there a need for security clearance?
- c) Is there an interpreter preference submitted by the client?
- d) What type of interpreting is required? (ASL, SEE, PSE, Cued Speech)

Step 3
Once details and requirements are determined, the WeInterpret staff schedules the primary and secondary interpreters in the following order:
- a) If there is a preference, interpreters are assigned in the preferred order.
- b) If there is no preference, interpreters are assigned based on qualification, location, and availability.

Step 4
Once the interpreter(s) is/are assigned, the following confirmations occur:
- a) The status of the job is updated on the client's profile. AND
- b) An e-mail is sent to the requesting official to confirm.
OR
- c) A phone call is made to the requesting official to confirm.
GETTING STARTED!

1. Download the app or use the Google Chrome shortcut provided.
2. Sign in with username and password.
3. Click Get Service.
4. Select Language from drop-down window and click Next.
5. Greet your interpreter!

Additional Questions? Contact Us!
24/7 Support Line: (855) 578-3606
Support Services Email: support@voyceglobal.com

Office: (877) 788-8454
WIN@weinterpret.net • www.weinterpret.net
HOW TO ACCESS VRI

Access the i60G VRI platform using the Google Chrome Shortcut provided in your email. Arrive at a screen like the one pictured (Item A.) to your right.

Once you enter your login credentials provided in your welcome email, you will be directed to the screen (Item B.) below. You can test the speed of your connection by clicking this icon (indicated below) in the upper right hand corner of your screen.

Additional Questions? Contact Us!
24/7 Support Line: (855) 578-3606
Email: support@voyceglobal.com
PRIVACY STATEMENT

All communications are encrypted and secure when using the We Interpret/Voyce Platform. Our system uses end-to-end data encryption between peers ensuring safe, private, and secure real-time communications. For audio and video streams the data is first encrypted using the DTLS (Datagram Transport Layer Security) method. On a DTLS encrypted connection, eavesdropping and information tampering cannot take place. The system also encrypts video and audio data via the SRTP (Secure RealTime Protocol) method ensuring that IP communications – the voice and video traffic – cannot be heard or seen by unauthorized parties. Any information captured or recorded is saved in encrypted files that reside behind a firewall on a secure server in a hardened facility.

We also use HTTPS (also called HTTP over TLS, HTTP over SSL and HTTP Secure) as a layer of protection for secure communication over computer networks. HTTPS is mainly used for authentication of websites and protection of the privacy and integrity of the exchanged data. HTTPS provides authentication of the website and associated web server with which we are communicating. Additionally, it provides bidirectional encryption of communications between a client and a server, which protects against eavesdropping and tampering with or forging the contents of the communication. This provides a guarantee that clients are communicating with precisely the website intended to communicate with (as opposed to an impostor), as well as ensuring that the contents of the communications between the user and site cannot be read or forged by any third party.

The We Interpret Platform data security protocols and We Interpret company policies and procedures are designed to protect the confidentiality of private information and assure HIPAA compliance. We Interpret routinely executes business associate agreements with covered entities and limits access to individual identifying information and private health information in the process of serving clients.

To protect the confidentiality and security of the client/user information no private health care information resides on the end devices (smart phones, tablets, or computers) of either the client or the interpreter. Any information captured or recorded is saved in encrypted files that reside behind a firewall on a remote, secure server in a hardened facility.

Policies and procedures are in place to protect clients’ privacy that include limiting the company’s employee access to data, regular data security review protocols, and potential breach reviews.

Private user information is only used by the company in the act of serving the user, and exposure to private information is minimized to the data necessary to serve the user for a particular instance. The company minimizes the risk of exposing private user information by collecting as little private user information as possible in the course of serving the user. In order to create and account for online access or access to interpreters through a mobile application, users may choose to provide their name, email, and phone number to assist in password recovery. User information is never sold.

Interpreters are put through a vetting process that includes criminal background checks. They sign a statement of confidentiality and receive training in complying with the National Code of Ethics for Interpreters, the Health Insurance Portability and Accountability Act (HIPPA), and the company’s internal code of ethics. They are required to work in a private, secure, and quiet office space and securely shred any notes that they may have taken during an interpretation session.
New Mexico Licensure Compliance Statement

This compliance policy reflects Parliament Translation’s commitment to operate in accordance with our code of ethics and business conducts. It also recognizes that awarded vendors are required to perform an annual licensure verification for all of our interpreters and submit documentation to the State Purchasing Division (SPD) showing we have conducted verification during annual renewal of the price agreement. We recognize failure to meet the compliance requirements set forth by New Mexico can have serious consequences for us, including damage to Parliament Translation’s reputation, monetary penalties, and a result in a negative impact to our customers. Thus, we are committed to the implementation and maintenance of this compliance policy.

1. New Mexico Licensure Requirements

   - Parliament Translation comply with New Mexico licensure requirements including performing annual licensure verification for all of our interpreters.

Signature: ___________________________  Print Name: Sarah D. Verneret  Date: 12/2/2019
Parliament Translation American Sign Language Policies

Contractor will ideally provide a 48-hour notice, or more, when scheduling interpreter services. Customer will contact the Point of Contact to make scheduling and inquiries via email at dgreenberg@parliamettutors.com (David Greenberg) and “CC” idalia.gastelum@parliamettutors.com (Idalia Gastelum). Untimely, special requests and cancellations should also be directed to the above-stated email.

Protocol for the following:

- **Cancellation policy (more than 24 hours' notice):** Parliament requires a minimum of 48 hours’ notice for cancellations. Any cancellations under 48 hour notice will be charged in full.

- **Cancellation policy (less than 24 hours' notice):** Parliament requires a minimum of 48 hours’ notice for cancellations. Any cancellations under 48 hour notice will be charged in full.

- **Minimum show-up fee for on-site interpreting (nationally certified interpreter):** The minimum show-up fee for on-site interpreting (nationally certified interpreter) will be 2 hours minimum.

- **Minimum show-up fee for on-site interpreting (pre-certified interpreter):** The minimum show-up fee for on-site interpreting (pre-certified interpreter) will be 2 hours minimum.

- **Increments of partial-hour billing for on-site interpreting:** Increments of 15 minutes.

- **Compensation for expenses incurred by on-site interpreters (hotels, meals, mileage, parking, etc):** Compensation for expenses incurred by on-site interpreters are included in the price of service.
New Mexico Statewide Price Agreement

1. The proposer, in response to ITB #00-00000-19-00035 for American Sign Language Interpreting Services having examined the proposal documents and being familiar with the conditions surrounding the proposed services, hereby proposes to provide such services meeting the requirements outlined in this Invitation to Bid, in accordance with the proposal attached hereto.

2. The proposer agrees to abide by all the specifications and Terms and Conditions listed on page 3 and 4.

3. The General Services Department further reserves the right to award one or more contracts, in part or in whole, to a single or to multiple respondents.

4. Proposer agrees that this offer shall be good and may not be withdrawn for a period of 120 days after the public bid opening.

5. Proposer attests it complies with Insurance requirements and will provide COI upon award.

6. Proposer attests it complies with local, state and federal laws.

7. Proposer hereby certifies: (a) that this proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm or corporation; (b) that the proposer has not directly or indirectly induced or solicited any other proposer to put in a false or sham bid; (c) that the proposer has not solicited or induced any person, firm or corporation to refrain from bidding; and (d) that the proposer has not sought by collusion to obtain any advantage over any other proposer.

8. Proposer affirms it meets minimum qualifications of the ITB:
   a. All Sorenson sign language interpreters will comply with New Mexico licensure requirements including performing an annual license verification for all Sorenson staff interpreters.

9. Proposer agrees that the response to this proposal is a legal and binding offer and the authority to make the offer is vested in the signer. Minor differences and informalities will be resolved by negotiation prior to acceptance of the offer.

10. Proposer is registered with the federal work authorization program e-Verify. The user identification number is: 1111164.

11. Payment Terms: Net 30 days.
Experience

Sorenson Communications®, is the largest employer of sign language interpreters in the world. Sorenson is responding to the request for qualified and licensed sign language interpreting services to ensure that the communication needs of eligible deaf, hard-of-hearing and deafblind constituents of New Mexico are met. Sorenson Communications, LLC is bidding on American Sign Language on-site interpreting services as outlined in the scope of work in ITB #00-00000-19-00035.

To this end, Sorenson will:
1. Provide qualified and NM licensed sign language for New Mexico state agencies. Sorenson does not differentiate pricing between certified and pre-certified interpreters. All Sorenson interpreters are W-2 staff interpreters and are not in a sub-contractual or freelance relationship.
2. Provide timely response to each agency point of contact on all interpreting requests.
3. Assign to all assignments qualified and licensed staff interpreters who have passed Sorenson’s rigorous skills screening, drug screening and background checks.
4. Provide detailed reports regarding interpreting requests and usage if requested.
5. Submit invoice for each interpreting request within 30 days of the interpreted assignment per the statement of work.

Company Profile

Since 2003, Sorenson Communications® has operated a nation-wide telephone interpreting service that runs 24 hours per day and 365 days per year. This service, known as Sorenson Video Relay Service (SVRS®), is the market leading provider of telephone relay solutions for Deaf and hard-of-hearing people who use sign language to communicate. Sorenson operates several other nationwide lines of business including Video Remote Interpreting (VRI), community interpreting services (SCIS) and captioned telephone services (CaptionCall). In 2016 the Salt Lake Tribune named Sorenson Communications® a “Top Workplace” in Utah. Sorenson Communications® is headquartered in Utah and operates in all fifty states and five provinces in Canada.

SCIS accepts requests 24/7/365 via phone at our toll-free number: 800-659-4783. Interpreting requests may also be emailed with sufficient advance notice to CommunityInterpreting@sorenson.com. SCIS internal protocols ensure all interpreting requests are triaged for time sensitivity and handled appropriately. SCIS’ focus is to provide the right interpreter for every interpreted event.
Making requests

Requests for interpreting services are accepted in three ways:

- Via email to communityinterpreting@sorenson.com;
- Through telephone or videophone (in American Sign Language) 24 hours per day and 365 days per year; and,
- Entered by the client, through a personalized client portal, to SCIS’s scheduling system Interpreter Intelligence™.

Once an interpreting request is received customers receive an email message titled “New Job Created”.

When a request is made by phone or email, an SCIS staffing coordinator will record intake information necessary for each assignment. Accurate and complete assignment information enables SCIS to provide the interpreter with clear information so they arrive on time and best prepared. This information includes:

- Name and phone number of authorized requestor (employee who is approved to make financial decisions/request services)
- Name and direct phone number of on-site contact person for day of services
- Address of service location, building security procedures, entrance information, room number, etc.
- Date, time, and duration of event
- Description of the event
- Name of deaf consumer (necessary to honor preferred interpreter choices and to avoid conflicts when assigning interpreters)

Approach

SCIS selects interpreters for each assignment based upon our expertise, knowledge and understanding of the skill set required for the assignment, consumers and client. Interpreters possess varying levels of ability and specialization and will be placed based on the information given to SCIS at the time of booking an assignment. Requests for a particular SCIS interpreter will be honored, if appropriate, and if the requested interpreter is available.
Once the assignment has been filled, a follow-up email is sent to the requestor with the “Booking Confirmation” details as shown below.

Considerations for a Successful Assignment

Preparation Materials
Any relevant materials that will be used during the course of the interpreted exchange should be forwarded to the designated Account Manager or Staffing Coordinator as far in advance as possible so that the assigned interpreters may prepare in advance. All materials will be handled with strict confidence and will be destroyed following the appointment.

Teaming
Some interpreting assignments require more than one interpreter. A team of interpreters may be made up of two hearing interpreters, one hearing interpreter and one Deaf Language Specialist, or some other combination. Situations that require a team include an assignment over two hours in length, lecture periods over an hour, small group meetings, legal proceedings, interpreting for consumers who are Deafblind and use tactile communication, or Deaf consumers who are not fluent in American Sign Language.

Sorenson Communications, LLC
Occupational Safety
SCIS is responsible to ensure the physical safety of SCIS employees and abides by relevant state labor laws with respect to adequate break time during a work period. SCIS will work with each New Mexico state agency to create a scheduling strategy that ensures coverage which protects SCIS and its staff members.

The SCIS Account Manager and or Staffing Coordinator will work with each agency’s point of contact to determine the appropriate number of interpreters for each assignment. If the nature of the assignment was not accurately described in the request and one interpreter is not sufficient to the needs of the appointment, SCIS reserves the right to dispatch a second interpreter and charge for the necessary additional service.

Reassignment of Interpreter
If an interpreter arrives for an assignment and is then needed for a different consumer or different department, the agency’s point of contact will check with SCIS offices to ensure that a change of assignment can be accommodated.

Assignment Time
Standard practice in interpreting designates an assignment to be billed and paid to the interpreter in 2-hour minimum increments. If the appointment exceeds the time reserved, additional interpreting time will be billed in 15-minute increments rounded to the nearest 1/4 hour. Sorenson’s pricing reflects a standards of practice to pay interpreters the 2-hour minimum.

Direct Access for Deaf Consumers
Sorenson Communications® offers a dedicated videophone line staffed by Deaf professionals to speak directly with consumers about their interpreting needs or concerns (844-720-1891). Deaf, hard of hearing and Deafblind constituents can contact SCIS directly before and after an assignment to discuss language and communication, interpreter preference, and feedback on interpreting services via Video Phone: 844-720-1891 or email: communityinterpreting@sorenson.com.
<table>
<thead>
<tr>
<th>On-Site Interpreting</th>
<th>Monday-Friday</th>
<th>Saturday-Sunday</th>
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<tr>
<td><strong>General Assignments</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 hour minimum</td>
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<td></td>
<td>Two hour minimum general request: $134.00</td>
<td>Two hour minimum general request: $154.00</td>
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<td>Two hour minimum general request: $154.00</td>
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<td>$87.00/hour</td>
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<td></td>
<td>Two hour minimum general request: $174.00</td>
<td>Two hour minimum general request: $174.00</td>
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<tr>
<td><strong>Last Minute Requests</strong></td>
<td>Any request received by SCIS with less than 24 hours' notice prior to the event.</td>
<td>Additional flat fee of $30/interpreter + total hourly rate for assignment</td>
</tr>
<tr>
<td><strong>Cancellation Policy</strong></td>
<td>A minimum of one (1) business-day notice is required to cancel any assignment of up to two (2) days in length without charge. A minimum of a five (5) business-day notice is required to cancel any assignment three (3) days and longer without charge.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cancelations or &quot;no shows&quot;, with less than 24 hours' notice, by either requesting agency or consumer (deaf, deaf/blind, and hearing) are billed for the full requested rate, including any incurred travel expenses.</td>
<td></td>
</tr>
<tr>
<td><strong>Standard Travel</strong></td>
<td>Mileage at the state rate will be charged. Compensation for public transportation, parking and tolls may be charged at SCIS' discretion. Interpreter travel in excess of 1 hour one-way or 2 hours round-trip will result in charges at the respective hourly rate.</td>
<td></td>
</tr>
<tr>
<td><strong>Additional Requirements</strong></td>
<td>Additional requirements set by customer (e.g. trainings, vaccinations, special certification requests, unique scheduling or communication requirements, multiple billing entities, etc.) will incur additional administrative or service fees.</td>
<td></td>
</tr>
<tr>
<td><strong>Premium Services: Legal or Spanish</strong></td>
<td>$20/hour added to general assignment rates above</td>
<td></td>
</tr>
<tr>
<td><strong>Federal Holiday Rate</strong></td>
<td>1.5x general assignment rate</td>
<td></td>
</tr>
<tr>
<td><strong>Extended Travel</strong></td>
<td>Additional travel expenses (flight, hotel, per diem, etc.) may be negotiated on a case-by-case basis.</td>
<td></td>
</tr>
</tbody>
</table>

All rates and fees are charged per interpreter.