State of New Mexico
General Services Department
Purchasing Division

Statewide Price Agreement Amendment

Awarded Vendor
3 Vendors

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: 60-000-15-00016
Price Agreement Amendment No.: Five
Term: December 21, 2015 – December 20, 2019

Procurement Specialist: Yuliastuti Wulandari
Telephone No.: (505) 827-0485
E-mail: Yuliastuti.Wulandari@state.nm.us

Title: Interpreter Services

This Price Agreement Amendment is to be attached to the respective Price Agreement and become a part thereof.

In accordance with Price Agreement provisions, and by mutual agreement of all parties, this Price Agreement is extended from December 21, 2018 to December 20, 2019 at the same price, terms and conditions.

Except as modified by this amendment, the provisions of the Price Agreement shall remain in full force and effect.

Accepted for the State of New Mexico

[Signature]

New Mexico State Purchasing Agent

Date: 10/24/2018

Purchasing Division, 1100 St. Francis Drive 87505, PO Box 6850, Santa Fe, NM 87502-6850 (505) 827-0472

yw
State of New Mexico  
General Services Department  
Purchasing Division

Statewide Price Agreement Amendment

Awarded Vendor  
3 Vendors

<table>
<thead>
<tr>
<th>Telephone No.:</th>
</tr>
</thead>
</table>

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

| Invoice:  
As Requested |
|--------------|

Title: Interpreter Services

This Price Agreement Amendment is to be attached to the respective Price Agreement and become a part thereof.

This amendment is issued to reflect the following effective immediately.

a. Change the vendor name (AD):

<table>
<thead>
<tr>
<th>From:</th>
<th>To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sorenson Communications, Inc. (0000118211)</td>
<td>Sorenson Holdings LLC (0000135240)</td>
</tr>
<tr>
<td>dba Sorenson Community Interpreting Services</td>
<td>dba Sorenson Interpretive Services LLC</td>
</tr>
<tr>
<td>4192 S. Riverboat Rd.</td>
<td>4192 S. Riverboat Rd.</td>
</tr>
<tr>
<td>Salt Lake City, UT 84123</td>
<td>Salt Lake City, UT 84124</td>
</tr>
<tr>
<td>Remittance Address: Same as above</td>
<td>Remittance Address: Same as above</td>
</tr>
</tbody>
</table>

b. Change the physical address for vendor (AC) Maryland Interpreting Services, Inc. dba WeInterpret.net

<table>
<thead>
<tr>
<th>Physical Address From:</th>
<th>Physical Address To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>6990 Columbia Gateway Dr. Suite 100</td>
<td>6412 Woodland Forest Drive</td>
</tr>
<tr>
<td>Columbia, MD 21046</td>
<td>Elkridge, MD 21075</td>
</tr>
<tr>
<td>Remittance Address:</td>
<td>Remittance Address:</td>
</tr>
<tr>
<td>PO Box 250</td>
<td>PO Box 250</td>
</tr>
<tr>
<td>Libertytown, MD 21762</td>
<td>Libertytown, MD 21762</td>
</tr>
</tbody>
</table>
c. Update the e-mail address for vendor (AA) Catholic Community Services dba Community Outreach Program for the Deaf to: interpreterscheduling@copdnm.org

Except as modified by this amendment, the provisions of the Price Agreement shall remain in full force and effect.

Accepted for the State of New Mexico

[Signature]
New Mexico State Purchasing Agent

Date: 3/1/18

Purchasing Division, 1100 St. Francis Drive 87505, PO Box 6850, Santa Fe, NM 87502-6850 (505) 827-0472
State of New Mexico
General Services Department
Purchasing Division

Statewide Price Agreement Amendment

Awarded Vendor
3 Vendors

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: 60-000-15-00016
Price Agreement Amendment No.: Three
Term: December 21, 2015 – December 20, 2018

Procurement Specialist: Yuliastuti Wulandari
Telephone No.: (505) 827-0485

Title: Interpreter Services

This Price Agreement Amendment is to be attached to the respective Price Agreement and become a part thereof.

In accordance with Price Agreement provisions, and by mutual agreement of all parties, this Price Agreement is extended from December 21, 2017 to December 20, 2018 at the same price, terms and conditions.

Except as modified by this amendment, the provisions of the Price Agreement shall remain in full force and effect.

Accepted for the State of New Mexico

[Signature]
New Mexico State Purchasing Agent

Date: 12/6/17

Purchasing Division, 1100 St. Francis Drive 87505, PO Box 6850, Santa Fe, NM 87502-6850 (505) 827-0472 YW
State of New Mexico
General Services Department
Purchasing Division

Statewide Price Agreement Amendment

Awarded Vendor
3 Vendors

Telephone No.

Price Agreement Number: 60-000-15-00016
Price Agreement Amendment No.: Two
Term: December 21, 2015 – December 20, 2017

Procurement Specialist: India Garcia
Telephone No.: (505) 827-0483

Title: Interpreter Services

This Price Agreement Amendment is to be attached to the respective Price Agreement and become a part thereof.

In accordance with Price Agreement provisions, and by mutual agreement of all parties, this Price Agreement is extended from December 21, 2016 to December 20, 2017 at the same price, terms and conditions.

Extension is for all vendors except vendor AB – Cell Staff. LLC

See attached page for price changes to Vendor AD – Sorenson Communications, Inc.
DBA Sorenson Community Interpreting Services

Except as modified by this amendment, the provisions of the Price Agreement shall remain in full force and effect.

Accepted for the State of New Mexico

New Mexico State Purchasing Agent

Date: 12/06/2016

Purchasing Division: 1100 St. Francis Drive, Room 2016, Santa Fe, 87505; PO Box 6850, Santa Fe, NM 87502 (505) 827-0472
<table>
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<tr>
<th>Item</th>
<th>Approx Qty</th>
<th>Unit</th>
<th>Article and Description</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>1</td>
<td>Hr</td>
<td>On-site signed language interpreting, hourly rate for nationally certified interpreter for regular requests</td>
<td>$65.00</td>
</tr>
<tr>
<td>002</td>
<td>1</td>
<td>Hr</td>
<td>On-site signed language interpreting, hourly rate for pre-certified interpreter for regular requests</td>
<td>$65.00</td>
</tr>
<tr>
<td>003</td>
<td>1</td>
<td>Hr</td>
<td>On-site signed language interpreting, hourly rate for nationally certified interpreter for late requests</td>
<td>$65.00</td>
</tr>
<tr>
<td>004</td>
<td>1</td>
<td>Hr</td>
<td>On-site signed language interpreting, hourly rate for pre-certified interpreter for late requests</td>
<td>$65.00</td>
</tr>
<tr>
<td>005</td>
<td>1</td>
<td>Hr</td>
<td>On-site signed language interpreting, hourly rate for specialty requests: legally certified, tri-lingual, etc.</td>
<td>$85.00</td>
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<tr>
<td>006</td>
<td>1</td>
<td>Hr</td>
<td>Rate for on-site nationally certified interpreter travel time to and from out-of-town assignments</td>
<td>$65.00</td>
</tr>
<tr>
<td>007</td>
<td>1</td>
<td>Hr</td>
<td>Rate for on-site pre-certified interpreter travel time to and from out-of-town assignments</td>
<td>$65.00</td>
</tr>
</tbody>
</table>
State of New Mexico  
General Services Department  
Purchasing Division

Statewide Price Agreement Amendment

Awarded Vendor  
4 Vendors

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: 60-000-15-00016
Price Agreement Amendment No.: One
Term: December 21, 2015 - December 20, 2016

Procurement Specialist: India Garcia  
Telephone No.: (505) 827-0483

Title: Interpreter Services

This Price Agreement Amendment is to be attached to the respective Price Agreement and become a part thereof.

This amendment is issued to reflect the following effective immediately:

Add the attached specification page to price agreement which was inadvertently left out of the award.

Except as modified by this amendment, the provisions of the Price Agreement shall remain in full force and effect.

Accepted for the State of New Mexico

New Mexico State Purchasing Agent  
Date: 02/23/2016

Purchasing Division, 1100 St. Francis Drive 87505, PO Box 6850, Santa Fe, NM 87502-6850 (505) 827-0472
Invitation to Bid
Signed Language Interpreting Services – On-site and Video Remote Interpreting (VRI)

Term of Agreement:
The term of this agreement shall be for one (1) year from date of award with the option to extend for a period (s) 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 agreement shall not exceed four (4) years.

Scope of Work:
Provide signed language interpreting services as requested by state agencies. 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 state agency 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.

Tax Note:
Price shall not include state gross receipts tax or local option tax (es). 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.

Awards:
If the agency finds that it is the in the best interest of the agency and the State of New Mexico, the agency may award multiple contracts based on this invitation to bid.

Policies
The vendor must include in the bid their policies related to the following:
1. Cancellation policy – more than 24 hours’ notice
2. Cancellation policy – less than 24 hours’ notice
3. Minimum show-up fee for on-site interpreting (nationally certified interpreter) *Must not exceed two hour minimum*
4. Minimum show-up fee for on-site interpreting (pre-certified interpreter) *Must not exceed two hour minimum*
5. Increments of partial-hour billing for on-site interpreting
6. Compensation for expenses incurred by on-site interpreters (hotel, meals, mileage, parking, etc.)
7. Minimum connection time for VRI services
8. Increments of billing for VRI services
9. 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.

Compensation
The vendor agrees to provide services at the following rates. Bid only on those services you can provide -- you are not required to respond to all items:
State of New Mexico
General Services Department

Statewide Price Agreement

Awarded Vendor
4 Vendors

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: 60-000-15-00016
Payment Terms: See Page 7
F.O.B.: See Page 7
Delivery: See Page 7

Procurement Specialist: India Garcia
Telephone No.: (505) 827-0483

Title: Interpreter Services

Term: December 21, 2015 – December 20, 2016

This Price Agreement is made subject to the “terms and conditions” shown on the reverse side of this page, and as indicated in this Price Agreement.

Accepted for the State of New Mexico

[Signature]
New Mexico State Purchasing Agent

Date: 12/21/2015

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
Price Agreement #: 60-000-15-00016

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. Discounts for payment within twenty (20) days will be considered after the award of the contract. Discounted time will be computed from the date of receipt of the merchandise invoice, whichever is later.

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,
frees, 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).

14. **The Procurement Code:** Sections 13-1-28 through 13-1-199 NMSA 1978, imposes civil and criminal penalties for 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' Compensation 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.
State of New Mexico
General Services Department
Purchasing Division
Price Agreement #: 60-000-15-00016

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!

New Mexico Pay Equity Initiative

Contractor agrees, if it has ten (10) or more New Mexico employees OR eight (8) or more employees in the same job classification, at any time during the term of this contract, to complete and submit the PE10-249 form on the annual anniversary of the initial report submittal for contracts up to one (1) year in duration. If contractor has (250) or more employees, contractor must complete and submit the PE250 form on the annual anniversary of the initial report submittal for contracts that are up to one (1) year in duration. For contracts that extend beyond one (1) calendar year, or are extended beyond one (1) calendar year, contractor also agrees to complete and submit the PE10-249 or PE250 form, whichever is applicable, within thirty (30) days of the annual contract anniversary date of the initial submittal date or, if more than 180 days has elapsed since submittal of the last report, at the completion of the contract, whichever comes first. Should contractor not meet the size requirement for reporting at contract award but subsequently grows such that they meet or exceed the size requirement for reporting, contractor agrees to provide the required report within ninety (90) days of meeting or exceeding the size requirement. That submittal date shall serve as the basis for submittals required thereafter.

Contractor also agrees to levy this requirement on any subcontractor(s) performing more than 10% of the dollar value of this contract if said subcontractor(s) meets, or grows to meet, the stated employee size thresholds during the term of the contract. Contractor further agrees that, should one or more subcontractor not meet the size requirement for reporting at contract award but subsequently grows such that they meet or exceed the size requirement for reporting, contractor will submit the required report, for each such subcontractor, within ninety (90) days of that subcontractor meeting or exceeding the size requirement. Subsequent report submittals, on behalf of each such subcontractor, shall be due on the annual anniversary of the initial report submittal. Contractor shall submit the required form(s) to the State Purchasing Division of the General Services Department, and other departments as may be determined, on behalf of the applicable subcontractor(s) in accordance with the schedule contained in this paragraph. Contractor acknowledges that this subcontractor requirement applies even though contractor itself may not meet the size requirement for reporting and be required to report it self.

Two copies of the Pay Equity Worksheet shall be submitted prior to Award by the prospective Awarded Vendor.

The PE10-249 and PE250 worksheet is available at the following website: http://www.generalservices.state.nm.us/statepurchasing/Pay_Equity.aspx
State of New Mexico
General Services Department
Purchasing Division
Price Agreement #: 60-000-15-00016

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 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. 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 inimmunities, 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
DBA Community Outreach Program for the Deaf
3908 Carlisle NE
Albuquerque, NM 87107
(505) 255-7636

Payment Terms: Net 30
FOB: Destination
Delivery: As requested

(AB) 0000118213
Cell Staff, LLC
1715 N Westshore Blvd, Suite 410
Tampa, FL 33607
(855) 561-1715

Payment Terms: Net 30
FOB: Destination
Delivery: As requested

(AC) 0000082837
Maryland Interpreting Services, Inc.
DBA WelInterpret.net
6990 Columbia Gateway Dr., Suite 100
Columbia, MD 21046
(877) 788-8454

Payment Terms: Net 30
FOB: Destination
Delivery: As requested

(AD) 0000118211
Sorenson Communications, Inc.
DBA Sorenson Community Interpreting Services
4192 S. Riverboat Road
Salt Lake City, UT 84123
(866) 548-1306

Payment Terms: Net 30
FOB: Destination
Delivery: As requested
<table>
<thead>
<tr>
<th>Item</th>
<th>Qty</th>
<th>Unit</th>
<th>Article and Description</th>
<th>Unit Price</th>
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<tbody>
<tr>
<td>001</td>
<td>1</td>
<td>Hr</td>
<td>On-site signed language interpreting, hourly rate for nationally certified interpreter for regular requests</td>
<td>(AA) $65.00 (AB) $55.00 (AC) $55.00 (AD) $70.00</td>
</tr>
<tr>
<td>002</td>
<td>1</td>
<td>Hr</td>
<td>On-site signed language interpreting, hourly rate for pre-certified interpreter for regular requests</td>
<td>(AA) $55.00 (AB) $44.00 (AC) $45.00 (AD) $70.00</td>
</tr>
<tr>
<td>003</td>
<td>1</td>
<td>Hr</td>
<td>On-site signed language interpreting, hourly rate for nationally certified interpreter for late requests</td>
<td>(AA) $75.00 (AB) $65.00 (AC) $65.00 (AD) $70.00</td>
</tr>
<tr>
<td>004</td>
<td>1</td>
<td>Hr</td>
<td>On-site signed language interpreting, hourly rate for pre-certified interpreter for late requests</td>
<td>(AA) $65.00 (AB) $55.00 (AC) $55.00 (AD) $70.00</td>
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<td>005</td>
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<td>Hr</td>
<td>On-site signed language interpreting, hourly rate for specialty requests: legally certified, tri-lingual, etc.</td>
<td>(AA) $75.00 (AB) $70.00 (AC) $75.00 (AD) $90.00</td>
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<tr>
<td>006</td>
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<td>Rate for on-site nationally certified interpreter travel time to and from out-of-town assignments</td>
<td>(AA) $70.00 (AB) $50.00 (AC) $55.00 (AD) $70.00</td>
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<tr>
<td>007</td>
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<td>Hr</td>
<td>Rate for on-site pre-certified interpreter travel time to and from out-of-town assignments</td>
<td>(AA) $60.00 (AB) $40.00 (AC) $45.00 (AD) $70.00</td>
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<tr>
<td>Item</td>
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<td>Unit</td>
<td>Article and Description</td>
<td>Unit Price</td>
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</tbody>
</table>
| 008  | 1   | Ea   | Video Remote signed language interpreting, minimum fee for pre scheduled requests: nationally certified interpreter | (AA) $45.00  
(AB) $50.00  
(AC) $25.00/10 minute minimum |
| 009  | 1   | Ea   | Video Remote signed language interpreting, minimum fee for pre scheduled requests: pre-certified interpreter | (AA) $40.00  
(AB) $60.00  
(AC) $25.00/10 minute minimum |
| 010  | 1   | Ea   | Video Remote signed language interpreting, minimum fee for on-demand or last-minute requests: nationally certified interpreter | (AA) $55.00  
(AB) $75.00  
(AC) $25.00/10 minute minimum |
| 011  | 1   | Ea   | Video Remote signed language interpreting, minimum fee for on-demand or last-minute requests: pre-certified interpreter | (AA) $50.00  
(AB) $75.00  
(AC) $25.00/10 minute minimum |
| 012  | 1   | Ea   | Video Remote signed language interpreting, per-minute rate for pre scheduled requests: nationally certified interpreter | (AA) $2.25  
(AB) $2.00  
(AC) $2.50/minute |
| 013  | 1   | Ea   | Video Remote signed language interpreting, per-minute rate for pre scheduled requests: pre-certified interpreter | (AA) $2.00  
(AB) $2.00  
(AC) $2.50/minute |
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<th>Item</th>
<th>Approx Qty</th>
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<th>Article and Description</th>
<th>Unit Price</th>
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<td>014</td>
<td>1</td>
<td>Ea</td>
<td>Video Remote signed language interpreting, per-minute rate for pre scheduled requests: tri-lingual interpreter</td>
<td>(AA) $2.50</td>
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<tr>
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<td></td>
<td></td>
<td>(AB) $3.50</td>
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<td></td>
<td></td>
<td>(AC) $3.50/minute</td>
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<td>(AA) $2.75</td>
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<td>(AB) $2.50</td>
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<td>(AB) $2.50</td>
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<td></td>
<td></td>
<td>(AC) $2.50/minute</td>
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<td>(AA) $3.00</td>
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<td></td>
<td>(AB) $3.50</td>
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<td>(AC) $3.50/minute</td>
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<td>18</td>
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<td>Ea</td>
<td>Video Remote signed language interpreting, per-minute rate for specialty requests: legal certification required, nights, weekends, holidays, etc.</td>
<td>(AA) $3.50</td>
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<td>(AB) $3.50</td>
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<td></td>
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<td>(AC) $3.50/min legal</td>
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***18 Items Total***
Bid for Interpreter Services, Bid Number 60-000-15-00016

Bid Opening October 21, 2015

Submitted by Catholic Community Services dba

Community Outreach Program for the Deaf

Technical Specifications

The Community Outreach Program for the Deaf agrees to abide by all specifications within the Invitation to Bid., including the Terms and Conditions.

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

Gross receipts tax or local option taxes shall be added at the time of invoicing at current rate and shown as a separate item to be paid by user.

Rates are being bid at the same rate as awarded with years ago with no request for increase.

Policies

Response to individual policies 1-9, page 9.

1. Cancellation Policy – more than 24 hour notice: There is no fee

2. Cancellation Policy-less than 24 hours’ notice: The full requested time will be charged. Rationale: in alignment with national standards, signed language interpreters schedule their time in good faith that they will be receiving payment for work contracted through the requesting state agency via COPD. Cancellations or “no shows” with less than 24 hour notice, by either requestor or client (hearing, Deaf, hard of-hearing, or Deaf-Blind), are billed at the full requested rate, including any actual travel expenses incurred.

3. Minimum show-up fee for on-site interpreting (nationally certified interpreter): The equivalent of two hours. ie: For regular request (nationally certified) the minimum show-up fee is $130.00. For late requests (nationally certified) the minimum show-up fee is $150.00.

4. Minimum show-up fee for on-site interpreting (pre-certified interpreter): The equivalent of two hours. ie: For regular requests (nationally certified) the minimum show-up fee is $110.00. For late requests (nationally certified) the minimum show-up fee is $130.00.
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.):** For 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.

7. **Minimum Connection time for VRI services:** No less than 20 minutes.

8. **Increments of Billing for VRI Services:** Per minute

9. **Equipment:** The VRI equipment used is provided by Polycom. Polycom systems are compatible with almost all VRI systems and configurations utilized in the United States. The goal is to provide accessibility for deaf and hard-of-hearing residents of New Mexico, especially those with limited resources (ie. Interpreters) in more rural, underserved areas, of the state.

**Addendum**

**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 the Albuquerque and Santa Fe areas. Nationally Certified Interpreters are on call after regular business hours, during weekends and holidays. 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 $90.00 per hour, with a two hour minimum, portal to portal.

**Specialist Certificate: Legal**

COPD provides interpreters in court (municipal, magistrate, district, state, and federal) systems. 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 rate 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” in 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 for On Site Interpreting in Item 005 as well.
Policies

The vendor must include in the bid their policies related to the following:

Cancellation policy - more than 24 hours' notice;

**No Fee**

Cancellation policy - less than 24 hours' notice;

**Full request time will be charged. If requested time is less than 2 hours, a 2 hour minimum charge will be applied (onsite only).**

Minimum show-up fee for on-site interpreting (nationally certified interpreter);

**2 hour minimum based on the cost of the applicable item / article and description (item # 001 and 003) from price agreement # 60-000-15-00016. Based on the conditions of the previous statement, minimum show up fee could range from $110.00 to $130.00**

Minimum show-up fee for on-site interpreting (pre-certified interpreter);

**2 hour minimum based on the cost of the applicable item / article and description (item # 002 and 004) from price agreement # 60-000-15-00016. Based on the conditions of the previous statement, minimum show up fee could range from $88.00 to $110.00**

Increments of partial – hour billing for on-site interpreting;

**2 hour minimum for all onsite requests, based on minimum show up fee above. 15 minute increments for all time over 2 hours.**
Compensation for expenses incurred by on-site interpreters (hotel, meals, mileage, parking, etc.);

Lodging (Hotels) and Meal will be billed per day based upon the GSA Domestic per diem rates for the zip code of the work site. The rates below represent the max lodging charge per day based on the month of the year. The M&E (meals and incidental expenses) rate is fixed year round. These rates will be charge for any candidate traveling more than 50 miles distance or 1 hour drive time from their residence to their jobsite.

http://www.gsa.gov/portal/content/104877

<table>
<thead>
<tr>
<th>Primary Destination (1), County (3, 4)</th>
<th>Max lodging by Month (excluding liaise)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2015</td>
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<tr>
<td></td>
<td>Oct</td>
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<tr>
<td>Standard Rate</td>
<td>Applies for all locations without specified rates</td>
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<tr>
<td>Eddy</td>
<td>$94</td>
</tr>
<tr>
<td>Dona Ana</td>
<td>$93</td>
</tr>
<tr>
<td>Santa Fe</td>
<td>$93</td>
</tr>
</tbody>
</table>

$0.57 cents per mile will be billed to the state for each mile travelled whenever the distance traveled exceeds 50 miles or travel time exceeds 1 hour.

Parking will be invoiced to the county based on the receipt of the parking charge. Receipt will be included on the invoice. There will be no upcharge for parking reimbursements.

Minimum connection time for VRI services:
30 minute minimum connection time

Increments of billing for VRI services:
15 minute increments

Equipment: If bidding on VRI services, the vendor must include a list of hardware and/or software options compatible with their YIU system and fees, if any, associated with those hardware devices or software licenses.

Apple (IOS) Computers/Air books / I-phone / I-pads: Facetime or Skype Compatible

Windows based devices: Skype compatible

"It's All About The Experience"
American Sign Language Interpreting Services: On-Site and VRI
WeInterpret.net Response to Invitation to Bid # 60-000-15-00016

Bid Opening: October 21st, 2015
Vendor: WeInterpret.net
Commodity Codes: 25428, 25456
American Sign Language Interpreting Services: On-Site and VRI
Bid # 60-000-15-00016
Bid Opening: October 21st, 2015
Vendor: WeInterpret.net
Commodity Codes: 25428, 25456

Term of Agreement
WeInterpret.net agrees that if awarded this contract, the term of this 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 agreement shall not exceed four (4) years.

Scope of Work
WeInterpret is prepared to provide American Sign Language interpreting services as requested by state agencies. Services are available via on-site interpreting services and/or via Video Remote Interpreting Services. WeInterpret.net understands that the decision to use on-site or VRI services is at the customer’s discretion. Services can be provided for a broad range of settings, including staff appointments, interviews, advocacy meetings, staff meetings, board meetings, public meetings, and so on. Services will be available throughout the State of New Mexico.

Tax Note
Prices quoted within this bid do not include state gross receipts taxes or local options taxes. Such taxes will be added to each individual invoice at current rate, and will be shown as a separate item to be paid by customer.

Awards
WeInterpret.net understand and agrees to the term that if the State finds that it is in the best interest of New Mexico, the State may award multiple contracts based on this bid.

About the Vendor & Ability to Meet Scope of Work

History
Maryland Interpreting Services, a corporation doing business as: WeInterpret.net, has been providing quality American Sign Language interpreting services since 1996; and providing these services throughout the state of New Mexico since 2009. Offering on-site interpreting and Video Remote Interpreting, WeInterpret.net, also known simply as WeInterpret, has serviced medical, educational, and government entities, among many others. One of the challenges faced by organizations in New Mexico is to provide services statewide which includes both urban and rural areas. WeInterpret offers both on-site and Video Remote Interpreting (VRI) services allowing the agency to provide for every citizen in New Mexico.
WelInterpret.net has a reputation for professionalism and responsiveness to client needs. WelInterpret has proudly led the charge in developing online agency management software—our Custom Manager Program—that allows both customers and interpreters to schedule, manage, and track work with WelInterpret at no charge. Another benefit of working with WelInterpret is having access 24/7 on-call service. Our interpreters follow the RID Code of Professional Conduct and Standards of practice. New Mexico State citizens can count on the highest level of professionalism and confidentiality regarding assignment related information. Regardless of which situations may arise in the State of New Mexico, WelInterpret staff is available to provide assistance and interpreters for last minute meetings, medical emergencies, and more.

Objective
It is the goal of WelInterpret to provide the best possible services to the State and its citizens. To that end, each WelInterpret office is fully staffed by certified and licensed sign language interpreters, as well as competent, experienced administrative staff, available to fill every one of the State’s interpreting needs. Each member of the WelInterpret staff is qualified to answer questions, provide information, take job requests, and solve potential issues, thereby providing the best service possible to all clients at all times. Due to the agency’s 24/7 availability policy, WelInterpret has extensive experience providing interpreters for last minute requests, and has a 99% job fill rate within the State.

Experience and Abilities
WelInterpret offers interpreting services between the Deaf, Hard of Hearing, and Deaf/Blind, individuals and hearing individuals within the State. The agency’s emergency coverage, which is 24 hours a day, seven days a week, and 365 days per year, allows for easy access to all services.

WelInterpret has already established success in providing high quality services in rural, and metropolitan areas. Throughout WelInterpret’s presence in New Mexico, the agency has made great strides in providing services in areas there previously was none. The use of the Video Remote Interpreting platform, VRI Direct, via internet connection has proved vital in providing interpreting services to remote areas through New Mexico.

The WelInterpret team makes every effort to match Deaf consumers with interpreters according to preference and sign style. The agency website includes areas enabling customers to list detailed needs of each client. The agency’s Language Coordinators have several years of experience working personally with any client who chooses to call the office line to place requests for services.
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, CART services, TYPEWELL, is a CDI required?

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.

New Mexico and National Licenses and Standards

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.
State of New Mexico: General Services Department  
Purchasing Division Bid #60-000-15-00016  
WeInterpret.net Response to Invitation to Bid

Each WeInterpret staff interpreter and sub-contractor is required to follow the Registry of the Deaf (RID) Code of Professional Conduct in all aspects of performing their duties. Disciplinary action is taken against any interpreter who breaches the Code of Conduct, for any reason.

**Technical Specifications**

WeInterpret agrees to abide by all specifications within the Invitation to Bid, including the Terms and Conditions. In addition, please find price sheets enclosed.

Gross Receipts tax or local option taxes will be added at the time of invoicing at the current rate, and show as a separate item to be a paid by the user.

**Policies**

**Definitions**

**Agency:** WeInterpret.net  
**Customer:** Any organization or requesting official requesting services.  
**Client:** The Deaf or Hard of Hearing individual in need of interpreting services.

**Regular Request:** Any request received with more than 24 hours’ notice prior to the event.  
**Late Request:** Any request received with less than twenty four (24) hours’ notice prior to the event.

**Cancellation Policy (More than 24 hours’ Notice) = Regular Cancellation:**  
There is no fee charged with more than twenty four (24) business day hours’ notice of cancellation. The requesting agency must contact WeInterpret 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.

**Cancellation Policy (Less than 24 hours’ Notice) = Late Cancellation:**  
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 WeInterpret 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.

Minimum Show-Up Fee:
The minimum fee charged regardless of the length of the assignment; minimum of two (2) hours.

Regular Request Certified Interpreter: $55.00/hour x 2 hours = $110.00
Late Request Certified Interpreter: $65.00/hour x 2 hours = $130.00

Regular Request Pre-Certified Interpreter: $45.00/hour x 2 hours = $90.00
Late Request Pre-Certified Interpreter: $55.00/hour x 2 hours = $110.00

Billing Increments:
On-Site Services
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.

Certified interpreter: $13.75 at the beginning of each fifteen (15) minute block
Pre-Certified Interpreter: $11.25 at the beginning of each fifteen (15) minute block

VRI Services
Every VRI call will be billed at $2.50 per minute with a 10 minute minimum, totaling $25.00 each. The agency has eliminated a monthly subscription fee for any State entities.

Compensation for Interpreter Incurred Expenses:
WelInterpret is committed to keeping travel expenses to the state as low as possible. The following steps are taken, in order, to ensure low costs:

1) The closest (to the event) qualified interpreter will be secured.
2) A qualified Video Remote Interpreter will be offered as a cost saving measure. (VRI Service Options will be discussed further on the following pages)
3) A qualified interpreter, regardless of distance, will be secured.

For expenses incurred by interpreters (hotel, meals, mileage, etc.), WelInterpret will pay interpreters and in turn will bill the requesting customer for any expenses incurred during the course of the contracted work with the State. Billing rates will follow the current State OF New Mexico DFA schedule for per diem expenses, including hotel, meals, mileage and parking.
Video Remote Interpreting Services

WelInterpret.net is pleased to offer Video Remote Interpreting Services in partnership with VRI Direct. VRI 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).

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
For customers interested in VRI, the platform is offered on 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
WelInterpret 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. Contract numbers, purchase order numbers, patient names, and department numbers can be included upon request.

**Conclusion**

WeInterpret.net has always made great strides in exceeding the expectations of our customers and our community. We look forward to the opportunity to continue to serve Frederick County with the values WeInterpret.net and Frederick County share.
STATEWIDE PRICE AGREEMENT

Sorenson Communications Inc. dba Sorenson Community Interpreting Services agrees to abide by all specifications within the Invitation to Bid, including the Terms and Conditions listed on pages 2 and 3.

Point of clarification: “late request” is defined as any request received by Sorenson Community Interpreting Services staff with less than 24 hours’ notice prior to the requested event, excluding weekends and holidays. Late requests incur an additional $25.00 per assignment.

Point of clarification: “no show” is defined as waiting a minimum of 30 minutes for clients to appear at an interpreting appointment without communication for the reason for the delay or the anticipated time of arrival. “No show” assignments will be considered canceled with less than 24 hours’ notice and billed at the agreed upon rate.

Point of clarification: Premium services are defined as services that have need of a specific skill set that require specialized training, such as legal, deaf/blind, and trilingual interpreting.

Point of clarification: Sorenson Community Interpreting pricing does not differentiate between certified and pre-certified interpreters. We select qualified interpreters for each assignment based upon its knowledge and understanding of the skill set required for said assignment. 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 certified interpreters will be honored. Requests for a particular SCIS interpreter will be honored if appropriate and if the required interpreter is available.

POLICIES

Cancellation policy-more than 24 hours’ notice
No fees charged.

Cancellation policy-less than 24 hours’ notice
Cancelations or “no shows”, 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.

Minimum show-up fee for onsite interpreting (nationally certified interpreter)
Two hour minimum general request: $140.00
  Monday-Friday 8:00 am-6:00 pm=$70.00/hr.
Two hour minimum late general request: $165.00

Two hour minimum evening/weekend request: $160.00
  Monday-Friday 6:00 pm-midnight= $80.00/hr.
  Saturday/Sunday 7:00 am-midnight=80.00/hr.
Two hour minimum late evening/weekend request: $185.00

Two hour minimum overnight request: $180.00
  Midnight to 7:00 am= $90.00/hr.
Two hour minimum late overnight request: $205.00

Two hour minimum premium general service request: $180.00
Monday-Friday 8:00 am-6:00 pm: $90.00/hr.
Two hour late premium general service request: $205.00

Two hour minimum premium evening/weekend request: $200.00
   Monday-Friday 6:00 pm-midnight: $100.00/hr.
   Saturday/Sunday 7:00 am-midnight: $100.00/hr.
Two hour late premium evening/weekend request: $225.00

Minimum show-up fee for onsite interpreting (pre-certified interpreter)
   Two hour minimum general request: $140.00
      Monday-Friday 8:00 am-6:00 pm: $70.00/hr.
   Two hour minimum late general request: $165.00

   Two hour minimum evening/weekend request: $160.00
      Monday-Friday 6:00 pm-midnight: $80.00/hr.
      Saturday/Sunday 7:00 am-midnight: $80.00/hr.
   Two hour minimum late evening/weekend request: $185.00

Two hour minimum overnight request: $180.00
   Midnight to 7:00 am: $90.00/hr.
   Two hour minimum late overnight request: $205.00

Two hour minimum premium general service request: $180.00
   Monday-Friday 8:00 am-6:00 pm: $90.00/hr.
   Two hour late premium general service request: $205.00

Two hour minimum premium evening/weekend request: $200.00
   Monday-Friday 6:00 pm-midnight: $100.00/hr.
   Saturday/Sunday 7:00 am-midnight: $100.00/hr.
   Two hour late premium evening/weekend request: $225.00

Increment of partial hour billing for onsite interpreting: assignments are billed in 15 minute increments upon completion of the first two hours.

Compensation for expenses incurred by onsite Interpreters (hotels, meals, mileage, parking, etc.): Sorenson Community Interpreting Services will reimburse expenses incurred by interpreters during the course of their contracted work with the state and bill appropriate agencies for such expenses following the state of New Mexico Department of Finance and Administration guidelines.

Sorenson Community Interpreting Services does not wish to offer VRI services at this time.
ADDENDUM

Intern Attendance
Sorenson Community Interpreting Services is committed to the training of new interpreters and reserves the right to send interns to observe the appointment where appropriate at no additional cost to the Payor. Any party to the appointment may decline involvement of an intern at any time verbally or in writing.

Interpreter Supervision
Sorenson Community Interpreting Services reserves the right to complete quality assurance and to have a supervisor attend any interpreting assignment at any time at no additional cost to the Payor. Any party to the interpretation (the contracting entity or either consumer) may decline involvement of a supervisor at any time verbally or in writing.

Additional Interpreters
Some interpreting assignments may require more than one interpreter. Examples scenarios include continuous lecturing for periods over an hour, multi-party meetings, general engagements over two (2)-hours in length, legal proceedings, interpreting for clients who are Deaf-blind and use Tactile Sign Language, or in cases where a client does not possess fluency in American Sign Language. If the nature of the assignment was not appropriately communicated in advance, SCIS reserves the right to dispatch a second interpreter and to charge to provide additional services.