

CONTRACT RELEASE: S-885(5)

DATE: APRIL 2, 2024

PRODUCT/SERVICE: SERVICE: SPOKEN LANGUAGE INTERPRETING AND RELATED SERVICES STATEWIDE

CONTRACT PERIOD: APRIL 1, 2019, THROUGH JULY 31, 2024

EXTENSION OPTIONS: NONE

ACQUISITION MANAGEMENT SPECIALIST (AMS): BONNIE LUNDGREN

PHONE: 651.201.2433

E-MAIL: Bonnie.Lundgren@state.mn.us

WEB SITE: <https://mn.gov/admin/osp/>

CONTRACT USERS. This Contract is available to the following entities as indicated by the checked boxes below;

- State Agencies
- Cooperative Purchasing Venture (CPV) members

STATE AGENCY CONTRACT USE. This Contract must be used by State Agencies, to the extent of being "fiscally responsible" (refer to Prices, Geographic Zones, and Travel Expenses/Reimbursement language for more information), unless a specific exception is granted in writing by the AMS listed above. In the event a product or service is not available, the state agency may procure via another state contract or through Authority for Local Purchase (ALP) authority without a prior written exception from the Buyer/AMS. The State Agency should promptly email the Buyer/AMS any correspondence from the Contract Vendor indicating a product or service is not available.

If the requesting agency requires a different language (the list of languages that are considered of lesser diffusion varies and depends on where the interpreters are going in the State) that is not listed with an hourly rate on any particular contracted vendor's price schedule (refer to the list of languages available for each vendor), the vendor is allowed to provide a quote for the requesting agency's comparison to other contracted vendors price schedule or additional quotes.

If the vendor's quote is higher than the hourly rates listed on their price schedule or if the vendor has included mileage reimbursement for the interpreter that is in excess of 35 miles one way, 70 round trip to the appointment, the requesting agency needs to seek approval for exception to buy off this contract from the AMS.

ORDERING INSTRUCTIONS. Orders are to be placed directly with the Contract Vendor. State agencies should use a Contract release order (CRO) or a blanket purchase order (BPC). The person ordering should include his or her name and phone number. Requesting Agencies must clearly identify on their Purchase Order or other communication with the vendor, the agreed upon times, rates, location, etc. The Contract Vendors may request the attached form be filled out for requesting an interpreter or for billing purposes: **REQUEST/BILLING FORM** [CLICK HERE](#)

CONTRACT FEEDBACK. If these commodities or service can be better structured to help you with your business needs, let us know. We solicit your comments and suggestions to improve all of our contracts so that they may better serve your business needs. If you have a need for which no contract currently exists, or you would like to be able to use an existing state contract that is not available to your entity, whether a state agency or CPV, please contact us. If you have specific comments or suggestions about an individual contract you can submit those via the [Contract Feedback Form](#).

SERVICE CERTIFICATION FORM REQUIREMENTS. Pursuant to Minn. Stat. § 16C.09, agencies must complete a "Service Contract Certification Form" prior to issuing an order for services offered from this Contract.

SPECIAL TERMS AND CONDITIONS

SCOPE. Spoken Language Interpreting and Related Services for all State agencies and any eligible Cooperative Purchasing Venture (CPV) Members (collectively, Requesting Agencies) throughout the State of Minnesota where Limited English Proficiency (LEP) services are needed.

Provide onsite face-to-face spoken language interpreting and related services to meet the needs of populations served by State Agencies for whom English is not the primary language. The State has awarded contracts to provide qualified individuals and/or firms to provide face-to-face spoken language interpreting and related services for a variety of languages, including but, not limited to; Amharic, Arabic, Burmese, Cambodian, Cantonese, Chinese, Creole (French and Spanish), French, Hmong, Karen, Korean, Laotian, Mandarin, Oromo, Russian, Somali, Spanish, and Vietnamese. There are over 400 languages spoken in Minnesota, and languages of lesser diffusion are an essential part of providing meaningful access.

Providing interpreting and related service needs to all requesting agencies is not limited to any specific field and varies by vendor. Contracts have been established for the purpose of accurate interpreting services for general community, health care, and court or legal interpreting services, in the form of prescheduled on-site face-to-face interpreting, prescheduled and/or on demand video remote interpreting (VRI), and sight/speech interpreting of written text.

The Contract Vendors must provide skillful interpreting services that ensure linguistic accuracy and cultural responsiveness. The Contract Vendors must comply with Health Insurance Portability and Accountability Act (HIPAA) data privacy, mandatory reporting, strict confidentiality, and impartiality. The Contract Vendors must also adhere to applicable codes of ethics, canons, best practices, and other professional requirements of such organizations like the National Certification for Healthcare Interpreters (<http://www.ncihc.org/certification>), the National Board of Certification for Medical Interpreters (National Board; <http://www.certifiedmedicalinterpreters.org/>), the State of Minnesota Court Certification (<http://www.mncourts.gov/Help-Topics/Court-Interpreter-Program.aspx>), or a Requesting Agency's approved equal. Service providers must meet minimum training requirements, hold required applicable certificates, and exhibit a professional demeanor.

HOURS OF OPERATION. Refer to each individual Contract Vendor's price sheets for hours of operation.

RETAINER OPTIONS. Contract Vendor's were instructed that they must quote their maximum hourly rates for face-to-face spoken language interpreting services and for spoken languages via VRI services (if offering). Based on the volume of service, further negotiations may take place after award. However, the price can never be higher than the maximum rates quoted in the price schedule of each Contracted Vendor.

Requesting Agencies may request services on a retainer basis (not all vendors provide this, refer to each price schedule for more details). The final details of the work will be negotiated between the Requesting Agency and the Contract Vendor(s). Requesting Agencies will submit purchase orders to Contract Vendor(s) at different times, and each purchase order will likely have different instructions. The Requesting Agency shall be responsible for submittal, payment, and problem resolution of individual purchase orders with regard to retainer options.

Over the Phone (OPI) Telephone based interpreting (Contract Release T-640(5)), Written Translation Services (Contract Release S-888(5)), and ASL Interpreting and Related Services (Contract Release S-884(5)) are separate State Contracts and are NOT included in these service offerings.

TRAVEL EXPENSES/REIMBURSEMENT. Travel reimbursement is limited to those allowed pursuant to the Commissioner of Administration's Plan at the current rates detailed here:

<https://mn.gov/mmb/employee-relations/labor-relations/labor/commissioners-plan.jsp>

All efforts will be made by the vendor to find qualified interpreters without incurring travel costs for the Geographic Zones each vendor was awarded. **Fiscally responsible** reimbursable expenses are covered under this Contract, including but not limited to: mileage, hotel, and meals. But Requesting Agencies need a written exception approved by the Acquisition Management Specialist (AMS) before incurring these expenses. If reimbursement is approved, Requesting Agencies need to request that all vendor receipts are included with vendor's invoice including the assigned interpreter's origin and destination if mileage has been approved by the AMS.

DEFINITIONS.

Video remote interpreting (VRI) is a video telecommunication service that uses devices such as web cameras or videophones to provide sign language or spoken language interpreting services. This is done through a remote or offsite interpreter, in order to communicate with persons with whom there is a communication barrier.

Video (Web) Conferencing Video conferencing is technology that allows real-time transmission of video and audio data between two or more locations across a network. Also known as web conferencing, video conferencing is used to reduce the time and expense created by business travel.

VIDEO CONFERENCING OPTIONS. OSP has confirmed MNIT Services will allow the following options for Video Conferencing needs.

For any call in which the State is the host of the call, using a State meeting program such as MS Teams or WebEx may be done on those calls.

If the vendor is the host of the call, and the FedRamp version of Zoom is to be the VRI platform, this may be done on those calls.

GEOGRAPHIC ZONES. Read each Vendor’s price page for the geographic zones they were awarded. Zones are listed below as reference followed by each County for that Zone. If current Contract Vendors are able to recruit, retain, and offer interpreters in additional Geographic Zones, the State may add Zones after the contract award via an amendment to the contract. [Click here](#) for **State of Minnesota Geographical Zone Map**

Zone 1: Eleven County Twin Cities Zone	Zone 6: Thief River Falls Bemidji Zone
Zone 2: Rochester Zone	Zone 7: Arrowhead Zone
Zone 3: Mankato Marshall Zone	Zone 8: Hill City Zone
Zone 4: Olivia Morris Zone	Zone 9: St. Cloud Little Falls Zone
Zone 5: Detroit Lakes Moorhead Zone	

COUNTIES LISTED BY ZONE

Zone 1: Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Sherburne, Washington, Wright.

Zone 2: Dodge, Fillmore, Freeborn, Goodhue, Houston, LeSueur, Mower, Olmsted, Rice, Steele, Wabasha, Waseca, Winona.

Zone 3: Blue Earth, Brown, Cottonwood, Faribault, Jackson, Lincoln, Lyon, Martin, Murray, Nicollet, Nobles, Pipestone, Redwood, Rock, Sibley, Watonwan.

Zone 4: Big Stone, Chippewa, Kandiyohi, Lac Que Parle, Pope, Renville, Stevens, Swift, Traverse, Yellow Medicine.

Zone 5: Becker, Cass, Clay, Douglas, Grant, Hubbard, Otter Tail, Todd, Wadena, Wilkin

Zone 6: Beltrami, Clearwater, Kittson, Lake of the Woods, Mahnomen, Marshall, Norman, Pennington, Polk, Red Lake, Roseau.

Zone 7: Cook, Itasca, Koochiching, Lake, St. Louis.

Zone 8: Aitkin, Carlton, Kanabec, Mille Lacs, Pine.

Zone 9: Benton, Crow Wing, Meeker, McLeod, Morrison, Stearns.

IT ACCESSIBILITY. When agencies are making purchasing decisions, the purchasing entities are responsible for evaluating the accessibility of IT products in accordance with the State of MN IT Accessibility standards that incorporate both Section 508 standards and Web Content Accessibility Guidelines 2.0 level ‘AA’ standards. This contract requires vendors to provide accessibility information, known as VPATs, for the products available through this contract. It is the purchasing agency’s responsibility to request, collect, evaluate, and make a purchasing decision in compliance with these state laws.

FREIGHT/SHIPPING TERMS. All shipments are FOB Destination, with freight charges prepaid and allowed (the Contract Vendor is not allowed to invoice freight charges.).

MINIMUM RATES. Contract Vendor’s have provided their minimum hour(s)/minutes in order to engage an interpreter. The minimum time varies by vendor and the vendor’s service offerings (e.g., 1 hour minimum and 15 minute increments after hour has lapsed for face-to-face interpreting). Refer to each vendor’s Price Schedule for more information and to view the service offering available.

UNSPSC CODE:

SWIFT DESCRIPTION

82112000
81161711

In person language interpretation services.
Videoconferencing is closest category for Video Remote Interpreting (VRI)

PRICES. Prices are firm through the initial period of the contract. After that period, prices may increase once a year. Price increases are not effective until they are approved by the AMS. **NOTE:** At no time should the ordering entity pay more than the Contract price. Agencies must contact the AMS immediately and fill out a [Vendor Performance Report](#) if there is a discrepancy between the price on the invoice and the allowable Contract prices.

VERIFYING THE CONTRACT PRICES. The following information explains the method(s) for calculating and/or confirming the contract prices.

The Contracts were executed with FIXED PRICING. The pricing offered must match or be lower than that detailed herein.

The Contracts include MINIMUM HOURLY RATES. Confirm that the correct minimum rate has been utilized by the Contract Vendor (see price sheets for each vendor) and that the number of hours are properly calculated/subtotaled. Review the number of hours quoted against the scope of your project including any authorized or unauthorized travel, parking, or other expenses that the vendor may try to get reimbursed for.

Only accept contract vendor quotes that provide itemized contract pricing including all proposed travel expense (lump sum price quotes must be rejected and reworked by the Contract Vendor to show itemized State contract pricing).

Prior to accepting a quote and/or issuing payment on an invoice, inspect the rates and/or additional charges to ensure they match both the terms and pricing of the vendor’s contract. [Click here](#) for a sample invoice.

Contact the AMS detailed herein to report any pricing discrepancies or for assistance in confirming/calculating contract pricing.

If the requesting agency requires a different language (the list of languages that are considered of lesser diffusion varies and depends on where the interpreters are going in the State) that is not listed with an hourly rate on any particular contracted vendor’s price schedule (refer to the list of languages available for each vendor), the vendor is allowed to provide a quote for the requesting agency’s comparison to other contracted vendors price schedule or additional quotes.

If the vendor’s quote is higher than the hourly rates listed on their price schedule or if the vendor has included mileage reimbursement for the interpreter that is in excess of 35 miles one way, 70 round trip to the appointment, the requesting agency needs to seek approval for exception to buy off this contract from the AMS.

CLICK ON THE VENDOR NAMES BELOW TO VIEW THEIR PRICING PAGES

The following vendor is certified as an eligible Targeted Group, Economically Disadvantaged or Veteran-Owned business:

<u>CONTRACT VENDOR</u>	<u>CONTRACT NO.</u>	<u>TERMS</u>	<u>DELIVERY</u>
ALL IN ONE TRANSLATION AGENCY, LLC. ANNA ESAYBEGYAN 1109 158 th STREET WEST BURNSVILLE, MN 55306 USA VENDOR NO: 0000253379	153726	NET 30	AS REQUESTED

ANNA ESAYBEGYAN | PRESIDENT | **OFFICE:** 952.435.0799 | **EMAIL:** annae@allin1translation.com

82112000 IN PERSON LANGUAGE INTERPRETATION SERVICES

Zone Map: [https://osp.admin.mn.gov/sites/osp/files/pdf/s-885\(5\)allinone.zonemap.pdf](https://osp.admin.mn.gov/sites/osp/files/pdf/s-885(5)allinone.zonemap.pdf)

<u>CONTRACT VENDOR</u>	<u>CONTRACT NO.</u>	<u>TERMS</u>	<u>DELIVERY</u>
<u>THE BRIDGE WORLD LANGUAGE CENTER, INC</u> FRANCISCO J. ALMARZA 110 SECOND STREET SOUTH #213 WAITE PARK, MN 56387 USA	153730	NET 30	AS REQUESTED

VENDOR NO: 0000219742

APRIL PETERSON | COMMUNICATIONS MANAGER
OFFICE: 320.259.9239 ext. 313 | **EMAIL:** april@bridgelanguage.com

82112000 IN PERSON LANGUAGE INTERPRETATION SERVICES
81161711 VRI (NOT ASL or OPI)

Zone Map: [https://osp.admin.mn.gov/sites/osp/files/pdf/s-885\(5\)bridgeworldlanguagezonemap.pdf](https://osp.admin.mn.gov/sites/osp/files/pdf/s-885(5)bridgeworldlanguagezonemap.pdf)

Price Schedule: https://osp.admin.mn.gov/sites/osp/files/2023-05/s-8855_bwlc_exhibitaa_amd3_ps_2of2.pdf

The following vendor is certified as an eligible Targeted Group, Economically Disadvantaged or Veteran-Owned business:

<u>GLOBAL LANGUAGE CONNECTIONS, LLC.</u> KHADIJA ALI 3618 E LAKE ST. MINNEAPOLIS, MN 55406 USA	153719	NET 30	AS REQUESTED
---	--------	--------	--------------

VENDOR NO: 0000946165

GLC SCHEDULING OFFICE PHONE: 612.249.6100 | **EMAIL:** scheduling@globallanguageconnections.com

82112000 IN PERSON LANGUAGE INTERPRETATION SERVICES
81161711 VRI (NOT ASL or OPI)

<u>GBR INTERPRETING & TRANSLATION SERVICES</u> GENNADY BRONSHTEYN 9201 QUADAY AVE.NE, #207 OTSEGO, MN 55330 USA	153729	NET 30	AS REQUESTED
--	--------	--------	--------------

VENDOR NO: 0000245927

STACEY HULTBERG | **OFFICE:** 763.241.0002 | **EMAIL:** scheduling@gbrinterpreting.com

82112000 IN PERSON LANGUAGE INTERPRETATION SERVICES
81161711 VRI (NOT ASL or OPI)

Zone Map: https://osp.admin.mn.gov/sites/osp/files/2023-07/s-8855gbr_zonemap.pdf

<u>CONTRACT VENDOR</u>	<u>CONTRACT NO.</u>	<u>TERMS</u>	<u>DELIVERY</u>
<u>GLOBAL TRANSLATION & INTERPRETER</u> ROBSAN ITANA 913 E FRANKLIN AVE #206 MPLS MN 55404 USA VENDOR NO: 0000879245 SANDOR MIKO OFFICE: 612.722.1244 EMAIL: request@globaltranslations.com 82112000 IN PERSON LANGUAGE INTERPRETATION SERVICES	153722	NET 30	AS REQUESTED

<u>MINNESOTA LANGUAGE CONNECTION</u> CARLOS ANDRADE 1327 COUNTY RD D CIRCLE E ST PAUL MN 55109 USA VENDOR NO: 0000250198 Julieta OFFICE: 651.644.7100 EMAIL: julieta@minnesotalanguageconnection.com 82112000 IN PERSON LANGUAGE INTERPRETATION SERVICES	153728	NET 30	AS REQUESTED
--	--------	--------	--------------

<u>UNIVERSITY LANGUAGE CENTER INC.</u> KAREN HOULE 4445 W 77TH ST #110 MPLS MN 55435 USA VENDOR NO: 0000218159 MICHELE REITHER OFFICE: 952.224.5600 EMAIL: interpreting@ulanguage.com 82112000 IN PERSON LANGUAGE INTERPRETATION SERVICES	153731	NET 30	AS REQUESTED
--	--------	--------	--------------

Zone Map: https://osp.admin.mn.gov/sites/osp/files/2023-06/s-8855_153731_ulc_zonemap_3.pdf

Price Schedule: https://osp.admin.mn.gov/sites/osp/files/2023-06/s-8855_153731_ulc_ps_2.docx

Language by County:
https://osp.admin.mn.gov/sites/osp/files/2023-06/s-8855_153731_ulc_lauguageby_county_4.docx

REVISIONS.

- 04/02/2024 Extended Contracts (153719, 153722, 153726, 153728, 153729, 153730, 153731) until July 31, 2024, at same prices, terms and conditions.
- 10/26/2023 A-Z Friendly Languages has notified the State of MN they have new ownership. Contract is pending.
- 07/01/2023 Extended Contract 153929 until March 31, 2024, with price increases per Exhibit A-Amendment 3.
- 06/06/2023 Updated Price Schedule Links for ULC to include the "Languages by County" link.
- 05/01/2023 Extended Contract 153730 until March 31, 2024, with price increases per Exhibit A-Amendment 3.
- 04/19/2023 Extended Contract 153722 until March 31, 2024. Updated contract information for MLC and TLB.
- 04/12/2023 Extended Contracts 153719, 153726, 153727, 153728 until March 31, 2024, at the same prices, terms, and conditions. Extended Contract 153729 for three (3) months at the same prices, terms, and conditions. Assignment Agreement with ARCH Language Network LLC. #153725 has been executed. The contact

Contract Release: S-885(5)

- information and new pricing has been revised. The State of MN will not be awarding a contract to Propio who has acquired ARCH Intelligere (effective 01/2021).
- 12/12/2022 Extended Contract 153731 until March 31, 2024, with changes in pricing per Amendment 2.
- 04/20/2022 Added MS Teams, WebEx, and MNIT approved Zoom platforms for utilization under contracts in place of VRI or Face to Face Interpreting (as long as the agency end users does the invite to the State approved platform).
- 02/24/2022 Extended Contract 153730 with price increases per Amendment 2.
- 12/30/2021 Updated pricing on Contract 153726 with All-in-One Translation Agency effective December 2021.
- 09/01/2021 Extended Contract 153727 at same prices, terms, and conditions.
- 05/26/2021 Extended Contract 153721 at same prices, terms, and conditions.
- 04/15/2021 Extended Contract 153728 at prices, terms and conditions as detailed in Exhibit A-Amendment 1.
- 04/08/2021 Extended Contract 153716, 153729 at the same prices, terms and conditions for two years.
- 03/31/2021 Extended Contract 153730 at the same prices, terms and conditions for one year. Extended Contracts 153719, 153722, 153724, 153725, 153726, 153731, at the same prices, terms, and conditions for two years
- 03/20/20 Added language to travel expenses/reimbursement to include interpreter's origin/destination when mileage has been approved. Removed links for Travel Reimbursement and Travel Scenarios under same clause (page 2).
- 03/19/20 Revised State Agency Contract Use: Language.
- 10/01/19 Updated GLC TG status and deleted "State" from ordering instructions.
- 04/23/19 Updated Point of Contract (POC) for Global Language Connections (GLC) #153719.