

**VIRGINIA DEPARTMENT OF HEALTH
OFFICE OF PURCHASING AND GENERAL SERVICES (OPGS)
109 GOVERNOR STREET
RICHMOND, VIRGINIA 23219**

**STANDARD CONTRACT
Contract Number 1200020-501AA**

This contract entered into this 25th Day of April, 2012, By the Virginia Department of Health (VDH), located at 109 Governor Street, 13th Floor, Richmond, VA 23219, hereinafter called the "Department", and Propio Language Services, located at 7133 W. 80th Street, Suite 203, Overland Park, KS 66204, hereinafter called the "Contractor".

WITNESSETH that the Contractor and the Department, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Department as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: May 1, 2012 through April 30, 2013, and renewable in Accordance with section **IX. SPECIAL TERMS AND CONDITIONS**, Item P.

CONTRACT VALUE for VDH for initial Contract Period: Approximately \$75,000.00

State Corporation Commission ID Number: T0436784 (See Special Terms and Conditions)

The contract documents shall consist of:

1. This signed form;
2. **ATTACHMENT A** -- The following portions of the Request for Proposals (RFP #VDH-2011-00550) dated June 29, 2011;
 - a. The Statement of Needs;
 - b. Reporting and Delivery Instructions
3. **METHOD OF PAYMENT:**

Valid Invoices shall be submitted by the end of each month to each Agency locality that was serviced for that given month. Contact information and addresses of each locality will be supplied upon award of a contract. Payment will be made no later than 30 days after receipt of invoice or receipt of services, whichever is later.

For valid invoices equal to or less than \$5000, payment may be made using the Commonwealth of Virginia's Small Purchase Charge Card (SPCC). The SPCC currently used is a VISA card issued through the Bank of America. Vendors are encouraged, but not currently required, to complete any changes to their eVA registration that would enable them to receive these types of payments electronically.

All invoices from the Contractor shall identify, at a minimum, the following:

- a. Contract Number
- b. Invoice Date
- c. Services Date
- d. Detailed Description of Service
- e. Qty
- f. Unit Price
- g. Total Cost
- h. Account number and/or access code for individual location, if applicable

4. Fee Schedule:

Propio Language Services
RFP # VDH-2011-00550

Section IV-B-1-c: Fee Structure (page 11 of RFP)

Fee Structure

Telephone Interpreting:

- \$0.63 per minute for 200 languages. Same price 24 hours a day, 7 days a week, 365 days a year
- There is **no charge** for having PLS place domestic third-party calls. *(Please note: most of our competitors charge for this service)*
- There are no base fees or minimum charges. If you don't use the service, you don't owe anything.
- Although our service is "on demand", sometimes clients want to make an appointment for "rare" languages. There is a 30-minute minimum charge for appointments. Also, this charge will apply if the client fails to call in for the appointment.

Video Remote Interpreting:

- Base Fee - \$50 per month per location that needs this service (VDH decides how many locations, if any, will need this service)
- American Sign Language (on demand) - \$2.95 per minute
- Spanish (on demand) - \$1.65 per minute
- Other Languages (by appointment) - \$1.65 per minute

Note: Any amount spent on VRI will be credited towards the minimum \$50 fee/month/location

Document Translation:

- Translation + Proofread & Edit
 - Spanish: \$0.13 per word
 - All Other Languages: \$0.22 per word
- Proofread & Edit only
 - Spanish: \$0.09 per word
 - All Other Languages: \$0.18 per word
- Desktop Publishing - \$20 per page (Note: During the pre-proposal conference, Ms. Norma Marrin indicated desktop publishing is rarely needed by VDH)

Dual Handset Phones: (Entirely Optional)

- Purchase: \$80 per phone
- Lease: \$5 per phone per month

5. **Instructions for using this Contract:** Two (2) contracts have been awarded: Contract #1200019-501AA to Language Services Associates; and Contract #1200020-501AA to Propio Language Services. Users in authorized State Agencies will be able to choose the vendor that best meets their immediate needs for interpretation and translation services. Any authorized using Agency may place one "blanket" order in eVA against the applicable contract, to cover the **Contract Period of Performance**, and shall show the applicable Contract Number and an estimated "**Not To Exceed**" Total amount. Services shall be provided against any eVA Order upon request by any division/local office/program in the authorized using Agency, and the requester shall reference their Agency's eVA Order number at the time the request is submitted. Charges for such services shall be in accordance with the Contractor's pricing schedule as shown in the Contract. At the end of the Contract Period the using Agency shall issue a Change Order, if applicable, to correct the Order Total so that it agrees with the actual total cost of the Contract services which were provided to the Agency by the Contractor during the Contract Period. Each eVA Order shall show the appropriate Contract Number for that Contractor in the Line Item(s) on that Order.

For reference, the basis for this contract document includes the following:

1. APPENDIX A -- The Contractor's Proposal dated July 12, 2011, and
2. APPENDIX B -- The negotiated modifications to the Proposal, and
3. RFP # VDH-2011-00550 General Terms and Conditions, and Special Terms and Conditions.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Propio Language Services, LLC

Douglas K Judd
 Signature
CFO
 Title
4/25/12
 Date

Virginia Department of Health

Beverley Oden
 Signature
Procurement Officer
 Title
4/27/2012
 Date

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, &2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

ATTACHMENT A

STATEMENT OF NEEDS/SCOPE OF WORK: VDH administers programs and services in all five (5) regions; thirty five (35) health districts; and one hundred and nineteen (119) localities across the Commonwealth. The Contractor(s) must be able to provide language assistance services **as needed** to any/all regions, health districts, and localities statewide, and have the ability to bill each region/health district/locality individually. Although VDH does not guarantee a minimum number of hours of utilization of language assistance to the Contractor, over the past decade the need for these services statewide has been significant and continues to grow.

The majority of Contractor services will be needed during normal VDH business hours, which are between 8:00 AM and 5:00 PM EST/EDT, Monday through Friday. However, the Contractor shall have the capacity to provide language assistance services 24 hours per day, seven days per week.

The Contractor(s) shall perform services as described below:

1. Interpretation Services:

- Provide 24 hour statewide telephone and/or videoconference access to interpreters, with an average connect time (when the call starts to ring at the provider until an interpreter is on the line) of:

- **under one (1) minute** for the following twenty-five (25) most frequently spoken languages in Virginia:

- | | | |
|-----------------------|-------------------|--------------|
| ○ Amharic | ○ Greek | ○ Russian |
| ○ Arabic | ○ Hindi | ○ Somali |
| ○ Bengali | ○ Italian | ○ Spanish |
| ○ Chinese – Cantonese | ○ Japanese | ○ Tagalog |
| ○ Chinese – Mandarin | ○ Khmer/Cambodian | ○ Thai |
| ○ Farsi/Persian | ○ Korean | ○ Urdu |
| ○ French | ○ Portuguese | ○ Vietnamese |
| ○ German | ○ Punjabi | ○ |
| ○ Gujarathi | ○ Polish | ○ |

- **under three (3) minutes** for the lesser known spoken languages, including but not limited to the following languages with heavy concentrations in specific regions in Virginia:

- | | | |
|-----------------|--------------|------------------|
| ○ Acholi | ○ Hmong | ○ Serbo-Croatian |
| ○ Albanian | ○ Indonesian | ○ Swahili |
| ○ Bantu | ○ Kirundi | ○ Tamil |
| ○ Bangla | ○ Krahn | ○ Telegu |
| ○ Bulgarian | ○ Krio | ○ Tigrinya |
| ○ Bosnian | ○ Kurdish | ○ Turkish |
| ○ Burmese | ○ Lao | ○ Twi |
| ○ Dari | ○ Maay Maay | ○ Ukranian |
| ○ Dinka | ○ Mongolian | ○ Wolof |
| ○ French Creole | ○ Nepali | ○ |
| ○ Haitian | ○ Pashto | ○ |

- Utilize interpreters who:

- have been screened and tested for proficiency in both English and the target language(s);
- have received a minimum of 30 hours of training as professional medical/health care interpreters (the training should include, but not be limited to, the following topic areas: ethics and confidentiality, **medical terminology, basic anatomy and physiology**, roles, and cultural competence);

- adhere to an interpreter Code of Ethics, a statement of confidentiality, and are aware of and comply with HIPAA related privacy guidelines;
 - participate in ongoing medical/healthcare interpreter continuing education; and
 - are covered by liability insurance
- **Provide training** to VDH employees on how to use the services of the Contractor. The training will, at minimum, include hard copy documentation and/or web-based documentation of processes and procedures. The documentation will also include processes and procedures for obtaining customer service/technical assistance and for complaint resolution.
 - **Provide interpretation services during a public health “event”** (e.g., infectious disease outbreaks, epidemics, bioterrorism, and other public health related emergencies). This includes, but is not limited to, the capacity to support a Public Inquiry Center (PIC) to provide accurate information to callers from the general public that may call the health department for information. VDH intends for the PIC to be established within 24 hours of an event or decision to activate the call center. Through the PIC, VDH wants to be able to ensure that 90% of the callers receive accurate information. VDH will provide real-time training to all PIC phone operators. The Contractor must be willing and able to participate in training activities related to the PIC when/if it becomes activated. Additionally, VDH wants to ensure that 90% of calls are answered within 5 minutes.
 - **Provide service utilization tracking and billing** through the use of access codes or other mechanisms that differentiate the many departments and work units within VDH.

2. Translation Services:

- **Provide translation services** for the following twenty-five (25) most frequently spoken languages in Virginia:

| | | |
|-----------------------|-------------------|--------------|
| ○ Amharic | ○ Greek | ○ Russian |
| ○ Arabic | ○ Hindi | ○ Somali |
| ○ Bengali | ○ Italian | ○ Spanish |
| ○ Chinese – Cantonese | ○ Japanese | ○ Tagalog |
| ○ Chinese – Mandarin | ○ Khmer/Cambodian | ○ Thai |
| ○ Farsi/Persian | ○ Korean | ○ Urdu |
| ○ French | ○ Portuguese | ○ Vietnamese |
| ○ German | ○ Punjabi | ○ |
| ○ Gujarathi | ○ Polish | ○ |
- **Provide review, editing and proofreading services** for previously translated documents.
- **Manage** document translations electronically.
- **Provide translated materials** that meet the following requirements:
 - Accurate content
 - Correct spelling
 - Correct grammar
 - Correct language structure (while remaining faithful to English content)
 - Appropriate manner for the target audience, taking into consideration:
 - Reading level
 - Culturally appropriate terminology & content
 - Clarity of message (easy-to-read)

- Regional dialect and idiomatic differences
- Appropriate formatting to match the layout of the original document.
- **Have quality assurance mechanisms** such as:
 - Peer review of the draft
 - Review by translators proficient in medical terminology
 - Field-testing of drafts (as appropriate)
 - Testing in a sampling of the potential target audience of material in both:
 - Language
 - Imagery
- **Utilize translators who:**
 - have subject matter expertise in medical and health care and prior experience translating medical/health documents
 - are able to write at an appropriate reading level for target audience
 - have been screened and tested for proficiency in both written English and the target language(s) with affiliation/accreditation by the American Translators Association preferred
 - are able to act as a cultural bridge, providing VDH with feedback not only on grammatical and linguistic accuracy, but also on cultural appropriateness
 - adhere to a translator Code of Ethics, a statement of confidentiality, and are aware of and comply with HIPAA related privacy guidelines
 - participate in ongoing medical/healthcare translator continuing education
 - are covered by liability insurance
 - do not rely on software based translation programs
- **Provide training** to VDH employees on how to use the services of the Contractor. The training will, at a minimum, include hard copy documentation and/or web-based documentation of processes and procedures. The documentation will also include processes and procedures for obtaining customer service/technical assistance and for complaint resolution.
- **Provide an average turnaround time** of:
 - <10 pages in two days
 - 10,000 words per week
- **Provide rapid translation services** during a public health “event” (e.g., infectious disease outbreaks, epidemics, bioterrorism, and other public health related emergencies). This includes, but is not limited to, the capacity to:
 - translate up to ten (10) press releases (1/2 page – 1 page) per month in Spanish with under 4 hours of turnaround time
 - translate up to ten (10) press releases (1/2 page – 1 page) per month in other languages with under 6 hours of turnaround time
- **Provide service utilization tracking and billing** through the use of access codes or other mechanisms that differentiates the many departments and work units within VDH.

VDH REPORTING AND DELIVERY INSTRUCTIONS:

The Contractor shall provide a report of service utilization to VDH on a **quarterly** basis. The report must include, but should not be limited to:

- date
- time and duration of call (for interpretation services)
- document title, division of VDH requesting translation (for translation services)
- language
- duration of translation for document total
- individual cost of translation services

- total cost of encounter by VDH site location.

The Contractor shall provide tracking and reporting of internal quality measures to VDH on a **quarterly** basis. The report should include, but not be limited to:

- connect times
- dropped calls/connectivity statistics
- customer service calls (frequency and subject matter)
- complaints and manner of complaint resolution.

INITIAL SET-UP OF VDH ACCOUNTS:

The Contractor shall contact the Contract Administrator, Ms. Norma Marrin, to arrange setting up the individual accounts for VDH Programs/Divisions/Offices. Ms. Marrin's contact information is as follows: Phone Number (804) 864-7016; email: Norma.Marrin@vdh.virginia.gov.