



Request for Vendor Contract Update

Pursuant to the terms of your awarded vendor contract, all vendors must notify and receive approval from Region 4/OMNIA Partners, Public Sector when there is an update in the contract. No request will be officially approved without the prior authorization of Region 4. Region 4 reserves the right to accept or reject any request.

MasterWord Services, Inc. hereby provides notice of the following update to
(Vendor Name)

Contract number: R180705 for Language Service Providers and Related Services on this date July 1, 2018
Contract Title

Instructions: Vendors must check all that may apply and shall provide supporting documentation. Place your initials next to each item to confirm that documents are indeed included. Request received without supporting documentation will be returned. Be sure to sign prior to submitting your update for approval. **This form is not intended for use if there is a material change in operations, which may adversely affect members, i.e. assignment, bankruptcy, change of ownership, merger, etc. Please contact a member of the OMNIA Partners Contracting Team to request a "Notice of Material Change to Vendor Contract" form.**

Authorized Distributors/Dealers
____ Addition
____ Deletion
____ Supporting Documentation

Price Update
____ Supporting Documentation

Products/Services
X New Addition
____ Update Only
____ Supporting Documentation

Discontinued Products/Services
____ Supporting Documentation

States/Territories
____ Supporting Documentation

Other _____
____ Supporting Documentation

Notes: Vendor may include other notes regarding the contract update here: (attach another page if necessary).

Request to add Spoken Language(s) to Video Remote Interpretation and to add Virtual Interpreting Services for Spoken Language, American Sign Language, Legal, all modalities. Please see attached.

Submitted By: Ludmila Golovine

Title: President

Contact Number: 180705

Email Address: contracts@masterword.com

Approved Date 4/16/2021 | 1:03 PM PDT

Denied Date _____

DocuSigned by:
Robert Zingelmann
Region 4 ESC: _____
0B1D33BB0130490...



APPENDIX C. PRICING INTERPRETING AND RELATED SERVICES

A.	B.	C.	D.	E.	F.	G. NTE UNIT RATE based on time of service (including 3% TCPN admin fee)						H.	I.	J.	K.	L.	M.	N.	O.	
LANGUAGE COMBINATION	STATE	SERVICE TYPE	SPECIALTY	MINIMUM SCHEDULING NOTICE	UNIT	ORIGINALLY PROPOSED NTE RATES			BEST AND FINAL OFFER NTE RATES			MINIMUM PER ORDER	SERVICE ADMIN/ SET UP FEE PER ORDER	BILLING INCREMENTS*	TRAVEL UNIT	TRAVEL UNIT RATE	TERMS FOR TRAVEL CHARGES	MINIMUM PENALTY-FREE CANCELLATION NOTICE	ESTIMATED LIQUIDATED DAMAGES/ CANCELLATION FEE PER INTERPRETER**	
						Scheduled Business	Scheduled Extended Business/Weekend/Holiday	Emergency	Discount off of the originally proposed NTE rate (%)	Scheduled Business	Scheduled Extended Business/Weekend/Holiday									Emergency
Spoken Language <=> English	All	Video Remote Spoken Language Interpreting	General/ Non-technical	2 HOURS (for scheduled business) 8 HOURS (for extended business/ weekends/ holidays)	Per minute	\$2.37	\$2.37	\$2.37	0%	\$2.37	\$2.37	\$2.37	30 MINUTES	N/A	15-minute	N/A	N/A	N/A	1 HOUR (for scheduled business) 8 HOURS (for extended business/ weekends/ holidays)	Applicable NTE Unit Rate (G.) x Minimum per Order (H.)
Spanish (Latin American) <=> English	All	Virtual Spoken Language Consecutive Interpreting	General/ Non-technical	24 HOURS	Per hour per interpreter	\$46.32	\$63.68	\$81.89	0%	\$46.32	\$63.68	\$81.89	1 HOURS	15% Project Management Fee	15-minute	N/A	N/A	N/A	24 HOURS	Applicable NTE Unit Rate (G.) x Minimum per Order (H.) + 15% PM fee
All spoken languages other than Spanish (Latin American) <=> English	All	Virtual Spoken Language Consecutive Interpreting	General/ Non-technical	24 HOURS	Per hour per interpreter	\$53.27	\$73.24	\$94.16	0%	\$53.27	\$73.24	\$94.16	1 HOURS	15% Project Management Fee	15-minute	N/A	N/A	N/A	24 HOURS	Applicable NTE Unit Rate (G.) x Minimum per Order (H.) + 15% PM fee
Spanish (Latin American) <=> English	All	Virtual Spoken Language Simultaneous Interpreting	General/ Non-technical	24 HOURS	Per hour per interpreter	\$69.61	\$104.41	\$104.41	0%	\$69.61	\$104.41	\$104.41	1 HOURS	15% Project Management Fee	15-minute	N/A	N/A	N/A	24 HOURS	Applicable NTE Unit Rate (G.) x Minimum per Order (H.) + 15% PM fee
All spoken languages other than Spanish (Latin American) <=> English	All	Virtual Spoken Language Simultaneous Interpreting	General/ Non-technical	24 HOURS	Per hour per interpreter	\$79.27	\$118.90	\$118.90	0%	\$79.27	\$118.90	\$118.90	1 HOURS	15% Project Management Fee	15-minute	N/A	N/A	N/A	24 HOURS	Applicable NTE Unit Rate (G.) x Minimum per Order (H.) + 15% PM fee
American Sign Language <=> English	All	Virtual American Sign Language Interpreting	General/ Non-technical	48 HOURS	Per hour per interpreter	\$69.20	\$89.96	\$103.45	0%	\$69.20	\$89.96	\$103.45	1 HOURS	0.5 Hours	15-minute	N/A	N/A	N/A	24 HOURS	Applicable NTE Unit Rate (G.) x Minimum per Order (H.) + 0.5 Admin Fee
CDI (Certified Deaf Interpreter), LSM (Mexican Sign Language), Tactile <=> English	All	Virtual American Sign Language Interpreting	General/ Non-technical	48 HOURS	Per hour per interpreter	\$79.58	\$103.45	\$118.98	0%	\$79.58	\$103.45	\$118.98	1 HOURS	0.5 Hours	15-minute	N/A	N/A	N/A	24 HOURS	Applicable NTE Unit Rate (G.) x Minimum per Order (H.) + 0.5 Admin Fee
Spanish (Latin American) <=> English	All	Virtual Spoken Language Legal Interpreting	Legal / Court	24 HOURS	Per hour per interpreter	\$145.76	\$200.42	\$257.68	0%	\$145.76	\$200.42	\$257.68	1 HOURS	15% Project Management Fee	15-minute	N/A	N/A	N/A	24 HOURS	Applicable NTE Unit Rate (G.) x Minimum per Order (H.) + 15% PM fee
All spoken languages other than Spanish (Latin American) <=> English	All	Virtual Spoken Language Legal Interpreting	Legal / Court	24 HOURS	Per hour per interpreter	\$145.76	\$200.42	\$257.68	0%	\$145.76	\$200.42	\$257.68	1 HOURS	15% Project Management Fee	15-minute	N/A	N/A	N/A	24 HOURS	Applicable NTE Unit Rate (G.) x Minimum per Order (H.) + 15% PM fee
American Sign Language <=> English	All	Virtual American Sign Language Community Interpreting	Legal / Court	48 HOURS	Per hour per interpreter	\$145.76	\$200.42	\$257.68	0%	\$145.76	\$200.42	\$257.68	1 HOURS	0.5 Hours	15-minute	N/A	N/A	N/A	24 HOURS	Applicable NTE Unit Rate (G.) x Minimum per Order (H.) + 0.5 Admin Fee
CDI (Certified Deaf Interpreter), LSM (Mexican Sign Language), Tactile <=> English	All	Virtual American Sign Language Community Interpreting	Legal / Court	48 HOURS	Per hour per interpreter	\$145.76	\$200.42	\$257.68	0%	\$145.76	\$200.42	\$257.68	1 HOURS	0.5 Hours	15-minute	N/A	N/A	N/A	24 HOURS	Applicable NTE Unit Rate (G.) x Minimum per Order (H.) + 0.5 Admin Fee

PLEASE NOTE:

FOOTNOTES

* BILLING INCREMENTS (Column J.)	Billing increments define how services are billed after the minimum per order has been met.
** LIQUIDATED DAMAGES/ CANCELLATION FEE (Column O.)	Applies if a service order is cancelled with less than a minimum penalty-free cancellation notice
***Spoken Languages (Column A.)	Acholi, Afghani, Afrikaans, Akan, Akateco, Albanian, Amharic, Anuak, Arabic, Armenian, Ashanti, Assyrian, Azeri, Bahasa (Malaysian), Bambara, Bashkir, Basque, Bassa, Belarusian, Bengali, Bosnian, Bulgarian, Burmese, Cambodian, Cape Verde Creole, Carolinian, Catalan, Cebuano, Chaldean, Chamorro, Chao-Chow, Chin, Chin (Falang), Chin (Hakha), Chin (Lai), Chin (Mizo), Chin (Tedi), Chin (Zo, Zomi), Chin (Zopha), Chinese Cantonese, Chinese Mandarin, Choujo, Chuukese, Colocoli (Tem), Croatian, Czech, Danish, Dari, Dinka, Dioula, Dutch, Edo, Estonian, Ewe, Farsi, Finnish, Flemish, Foochow(Fuzhou), French, French Canadian, French Creole, Fuliene, Fulani, Fulde, Fuzhou, Ga, Garre, Georgian, German, Greek, Guarani, Gujarati, Hainanese, Haitian Creole, Hakka (Chinese), Harar, Hassaniya, Hausa, Hebrew, Hindi, Hmong, Hokkien, Hungarian, Icelandic, Igbo, Ilocano, Ilonggo, Indonesian, Italian, Japanese, Jari, Janggo, K'iche' (Quiché), Kannada, Karen, Karen (Pwo), Karenni (Karyai), Kazakh, Khmer, Kikongo, Kikuyu, Kinyanjung, Kinyawanda, Kirundi, Kikuba, Kisumu (Kisumu), Korean, Kosraean, Krahn, Krio, Kunama, Kurdish, Kurdish (Bahini), Kurdish (Kurmanji), Kurdish (Sorani), Kyrgyz, Lao, Lactian, Latvian, Lautu, Lingala, Lithuanian, Lorma, Luganda, Luo, Maay-Maay, Macedonian, Malay, Malayalam, Mam, Mandinka, Mara, Marathi, Marzhalase, Matti, Mbay, Mende, Mien, Mina, Mtoeco (Atto), Mtoeco (Bajo), Mongolian, Montenegrin, Muthungali, Navajo, Nepali, Norwegian, Nuor, Ogoni (Nigeria), Oromifa, Oromo (Ethiopia), Pashto, Patos(Lemacian), Pidgin(Cameroonian), Pidgin (Nigerian), Polish, Ponapean/Pohnpeian, Portuguese (Angolan), Portuguese (Brazilian), Portuguese (Creole), Portuguese (European), Pulaar, Punjabi, Q'anjob'al, Rohingya, Romanian, Rundi (Kirundi), Russian, Samoan, Sembang, Serbian, Shanghaiese, Shona, Sichuan, Sicilian, Sinhalese, Siyin, Slovak, Slovene, Somali, Somali Bantu, Soninke, Soninke (Sarahlul), Soninke (Sarakhole), Sorani (Kurdish), Sousou, Swahili, Swedish, Sylheti, Tagalog (Filipino), Taiwanese, Tajik, Tamil, Telugu, Teochew, Thai, Tibetan, Tigrinya, Toisanese, Tongan, Tosk, Trukese/Chuukese, Turkish, Twi, Ukrainian, Urdu, Uzbek, Vietnamese, Visayan, Wolof, Xhosa, Yiddish, Yoruba, Yup'ik, Zulu

DEFINITIONS OF TIME OF SERVICE (Column G.)

Scheduled Business	Services provided Monday-Friday (8am-5pm)
Scheduled Business Extended/Weekend/Holiday	Services provided Monday-Friday (5pm-8am) or any time on weekends or federal holidays (https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/)
Emergency	Services requested with less than a defined minimum scheduling notice

SERVICE TYPE DESCRIPTIONS (Column C.)

Video Remote Spoken Language Interpreting	Video Remote American Sign Language Interpreting provides video telecommunication access to interpreting services for Deaf/Hard-of-Hearing individuals. Services are performed by professional ASL interpreters who are nationally certified by the Registry of Interpreters for the Deaf (RID)/Center for the Assessment of Sign Language Interpreters (CASLI) or state certified/licensed. Interpreters are located in MasterWord's contact center or MasterWord approved remote location. Video Remote American Sign Language Interpreting is a great alternative to Virtual interpreting when an Virtual interpreter is not immediately available. Video Remote American Sign Language Interpreting services are delivered through Visip®. MasterWord's proprietary video remote interpreting URL-based platform. PLEASE NOTE: Additional tiered discounts are available for this service type based on monthly usage volume.
Virtual Specialized Interpreting Services for Deaf/Blind, Low Vision & International Deaf/Hard-of-Hearing	Virtual Community Specialized Interpreting Services for Deaf/Blind, Low Vision & International Deaf/Hard-of-Hearing enable communication access to essential services for individuals with hearing and visual disabilities and/or Deaf/Hard-of-Hearing individuals who do not utilize standard American Sign Language to communicate. In these increasingly common instances, MasterWord recommends utilizing a co-interpreting approach whereby the expertise and specialization of a Certified Deaf Interpreter (CDI) is called on. In tandem with a hearing ASL Interpreter, the CDI will draw on cultural knowledge and specialized linguistic ability to interpret for individuals who use signed languages other than ASL. Virtual Community Specialized Interpreting Services for Deaf/Blind, Low Vision & International Deaf/Hard-of-Hearing include, but are not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings.

ADDITIONAL CHARGES

Virtual Spoken Language Interpreting	A project management fee of 15% will apply to each request.
Virtual ASL Interpreting	Each ASL interpreting service is assessed a daily administrative fee of 0.5 hr. per each interpreter requested in addition to the charges for actual interpreting services.
NUMBER OF INTERPRETERS	
Virtual ASL Interpreting	For services lasting two (2) or more hours, a minimum of two (2) interpreters may be required based on the nature and complexity of the assignment.
Virtual Specialized Interpreting Services for Deaf/Blind, Low Vision & International Deaf/Hard-of-Hearing	For services lasting two (2) or more hours, a minimum of two (2) interpreters may be required based on the nature and complexity of the assignment.
Virtual Spoken Language Simultaneous Community Interpreting	For services lasting two (2) or more hours, a minimum of two (2) interpreters are required per language pair.