



**STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT**

NOTIFICATION OF STATEWIDE CONTRACT

December 22, 2011

CONTRACT TITLE: Language Interpreter-Verbal
CURRENT CONTRACT PERIOD: July 1, 2011 through June 30, 2012
BUYER INFORMATION: Jeena Hunget
 (573) 522-1620
jeena.hunget@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	July 1, 2009 through June 30, 2010	June 30, 2012

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
 PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **NOT MANDATORY**.

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency.

The entire contract document may be viewed and printed from the Division of Purchasing & Materials Management's **Public Record Search and Retrieval System** located on the Internet at <http://www.oa.mo.gov/purch>.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C309118003	4319042690 1	Bi-Lingual In-Home Assistant Services 8390 Delmar Blvd., Suite 210 St. Louis, MO 63124 Contact: Julia Ostropolsky Phone: 314-692-9010 Phone Voice Service: 314-712-1663 Message Service: 314-952-7070 Fax: 314-692-9014 Email: juliaostropolsky@cs.com	N/A	Yes

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C309118004	5623768770 0	Bi-Lingual International Assistant Services 8390 Delmar Blvd., Suite 210 St. Louis, MO 63124 Contact: Julia Ostropolsky Phone: 314-692-9010 Phone Voice Service: 314-712-1663 Message Service: 314-952-7070 Fax: 314-692-9014 Email: juliaostropolsky@cs.com	N/A	Yes
C309118005	4314247470 1	Contreras Enterprises 3825 Candelight Ste D Jefferson City, MO 65109 Contact: Alfred Contreras Phone: 573-230-1360 Fax: 573-893-8684 Email: seachele5@mchsi.com	N/A	Yes
C309118007	1338971600 0	Geneva Worldwide, Inc. 261 West 35 th Street #700 New York, NY 10001-1902 Contact: Patricia Coates Phone: 212-255-8400 ext 117 800-464-3638 After Hours Phone: 646-879-8323 Fax: 212-255-8409 Email: pcoates@genevaworldwide.com	N/A	Yes
C309118008	2085427180 0	Global Village Language Center 8428 Delmar Blvd St. Louis, MO 63124 Contact: Sarah Disney Phone: 314-989-9112 Fax: 314-989-9120 Email: info@globalvillagelanguagecenter.com	N/A	Yes
C309118010	4306526400 0	International Institute of Metropolitan St. Louis 3654 S Grand St. Louis, MO 63118 Contact: Anna Crosslin Phone: 314-773-9090 Answering Service: 314-962-7770 Fax: 314-773-6047 Email: crosslina@iistl.org	N/A	Yes

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C309118011	4312969150 0	International Language Center 1416 S Big Ben Blvd St. Louis, MO 63117 Contact: Dede Brunetti Phone: 314-647-8888 Fax: 314-647-8889 Email: dede.brunetti@ilcworldwide.com	N/A	Yes
C309118012	2059056410 0	Interpreters Unlimited 11199 Sorrento Valley Rd Suite 203 San Diego, CA 92121 Contact: Shamus Sayed Phone: 800-726-9891 Fax: 800-726-9822 Email: shamus@iugroup.com	N/A	Yes
C309118013	2328311980 0	Language Services Associates PO Box 205 Willow Grove, PA 19090 Contact: Laura Shriver Phone: 800-305-9673 Fax: 215-659-7210 Email: lschriv@lsaweb.com	N/A	Yes
C309118014	4812520650 0	Propio Language Services PO Box 12204 Overland Park, KS 66282-2204 Contact: Joe Fackrell Phone: 888-528-6692 Fax: 866-231-8176 Email: Joe@Propio-LS.com	N/A	Yes

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
7/1/11-6/30/12	12/22/11	Changed the Buyer Information on page one from Stacia Dawson to Jeena Hunget.
7/1/11-6/30/12	06/30/11	Renewals. Contract C309118006 (CTS LanguageLink), C309118002 (Albors & Associates, Inc.) and C309118001 (Akorbi) are expiring June 30, 2011 and are not being renewed.
7/1/10-6/30/11	06/15/10	Renewals. Added the paragraph below, however the paragraph does not apply to contract number C309118013 (Language Services Associates). Contract C309118009 (Ace Language & Court Reporting) has been cancelled.
7/1/09-6/30/10	03/01/10	Changed vendor number for Interpreters Unlimited, Contract Number C309118012 (per Amendment #001). New vendor number is 2059056410 0.
7/1/09-6/30/10	05/04/09	Changed contractor for Contract C309118009 due to an Assignment of Contract. New contractor and vendor are: Ace Language & Court Reporting (vendor number 9004539960 0).
7/1/09-6/30/10	03/13/09	Initial issuance of new statewide contract

Added paragraph below on 06/15/10
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The contractor shall provide interpreter services to any individual as requested by a state agency (i.e. services to individuals wanting to take the written driver examination). The contractor shall agree and understand that the state agency or the individual may be responsible for payment as requested by the state agency. In the event the individual is responsible for payment, the contractor shall agree and understand that the contractor shall charge the individual the applicable firm, fixed prices stated on the Pricing Page. The contractor shall agree and understand that the State of Missouri shall not assume responsibility for any costs associated when the individual is responsible for payment.

1. CONTRACTUAL REQUIREMENTS

1.1 General Requirements:

1.1.1 The contractor shall provide verbal language interpreter services (hereinafter referred to as interpreter services) for any requesting state agency of the State of Missouri in accordance with the provisions and requirements stated herein.

- a. The contractor shall provide interpreter services in the county(ies) indicated in the Notice of Award section of the contract. The contractor shall provide interpreter services at site(s) designated by the state agency. If requested by a state agency, the contractor may provide service outside of an awarded county.
- b. For the purposes of this document, verbal interpreting shall be the translation of English spoken or written concepts (e.g. forms) to the state agency requested language or the translation of the state agency requested language to English spoken or written concepts. Said interpreting shall be accomplished face-to-face in person, not over the telephone.
- c. The contractor shall either provide the interpreter services directly or shall provide interpreters to perform the services in accordance with the provisions and requirements stated herein and to the sole satisfaction of the state agency. Therefore, references to “the contractor” throughout this document shall also be deemed to include the interpreters actually providing the service.

1.1.2 The contractor shall agree and understand that any state agency of the State of Missouri may participate in the contract, but that the contract does not require mandatory participation by any state agency. The State of Missouri does not guarantee any usage of the contract whatsoever.

- a. The contractor shall agree and understand that the contract shall not be construed as an exclusive arrangement and if it is in the best interest of the State of Missouri, a state agency may, at its own discretion, obtain alternate services elsewhere.
- b. Cooperative Procurement Program - If the contractor has indicated agreement with participation in the Cooperative Procurement Program, the contractor shall provide verbal language interpreter services as described herein under the terms and conditions, requirements and specifications of the contract, including prices, to other government entities in accordance with the Technical Services Act (67.360 RSMo, which is available on the internet at: <http://www.moga.mo.gov/statutes/c000-099/0670000360.htm>.) The contractor shall further understand and agree that participation by other governmental entities is discretionary on the part of that governmental entity and the State of Missouri bears no financial responsibility for any payments due the contractor by such governmental entities.

1.2 Assignment of Interpreter Services:

1.2.1 The contractor shall provide interpreter services on an as needed, if needed basis at any time 24 hours a day, seven days a week. Therefore, the contractor must be available in the manner (beeper service, phone voice or message service, etc.) specified on Exhibit C for a state agency to contact the contractor for services at any time 24 hours a day, seven days a week.

1.2.2 In the event multiple contracts exist for a particular language and location, except as otherwise stated herein, the state agency shall contact the lowest priced contractor based on the type and quantity of interpreter services anticipated being needed and the firm, fixed prices quoted on the Pricing Page for such service. However, in the event the state agency requires interpreter services for an individual, the state agency shall take the individual’s perspective into consideration when selecting the contractor to contact for interpreter services.

- a. Upon contact by the state agency, the contractor shall review the anticipated needs of the state agency and, except when services are needed within the next twenty-four (24) hours (hereinafter referred to as emergency services), the contractor shall advise the state agency within twenty-four (24) hours after the state agency’s contact if the required interpreter services can be provided by the contractor within the time frame and at the

location required by the state agency. For emergency services, the contractor must advise the state agency immediately if the contractor can meet the state agency's needs in regard to interpreter services. For emergency services, if the contractor does not contact the state agency within a reasonable time frame (as determined by the state agency on a case by case basis), the contractor shall agree and understand that the state agency shall have the right to contact the next lowest priced contractor to obtain the needed services.

- b. The contractor must decline to provide the needed interpreting services if competent interpreters in the state agency requested language are not available in the time frame and location required by the state agency. The contractor must notify the state agency within 24 hours of receipt of contact if the contractor can not provide competent interpreters in the state agency requested language.
- c. If required by the state agency, the contractor shall provide resumes with references for interpreter(s) available for use by the state agency. The contractor shall not be required to submit more than six (6) such resumes. The state agency reserves the right to conduct interviews with any interpreters identified as being available for interpreting services.
- d. If required by the state agency, any interpreter identified for providing interpreter services shall have a security clearance approved by the state agency prior to providing services for the state agency. The contractor shall request and receive the security clearance information from the State Highway Patrol for each interpreter. By no later than five (5) calendar days after state agency notification, the contractor shall provide the state agency with a completed Authorization for Release of Information Form (Attachment #1) individually signed by the contractor and the anticipated personnel who shall be providing service.
- e. Based on reviews of resume information, interviews, security clearance information, and/or prior experience with a specific interpreter, the state agency reserves the right to determine any interpreter as unacceptable and reject any or all of the interpreters selected by the contractor as unacceptable. The state agency should provide the contractor with justification for such rejection, however, the decision by the state agency regarding use of such interpreter shall be final and without recourse.

1.2.3 In the event the lowest priced contractor is unable to provide the required services due to unavailability of a qualified interpreter, the determination by the state agency of an unacceptable interpreter, or in the event that the contractor doesn't respond regarding the availability of interpreters within the required time frame, the state agency shall contact the next lowest priced contractor. If additional contracts exist, the state agency shall continue to use the same criteria until the needs of the state agency are met.

1.3 Specialized Interpreter Services:

1.3.1 If the contractor proposed and was awarded specialized interpreter services, then the following additional requirements shall apply.

- a. For the purposes of the contract, the term specialized shall include, but not be limited to, interpreting medical concepts/language, mental health therapy, mental health testing and evaluation, mental health topics in therapeutic situations, legal topics/concepts that focus on a client's incarcerations, capacity, etc., and highly technical concepts such as data processing terms. Interpreting assignments that are not involved in helping to determine a client's mental or legal status shall not be termed specialized unless the state agency chooses to term the assignment as specialized. Training sessions, similarly, shall not be termed specialized even if the training is for mental health clients or employees. The determination of when a needed interpreter services is considered "specialized" shall be mutually agreed upon by the contractor and the state agency. In the event of a dispute, the determination of the state agency shall be final.
- b. The contractor shall understand and agree that the specific requirements of performing specialized interpretation services shall be identified by the state agency at the time of the request for service. For example, the contractor may be assisting state agency personnel in the admission of a client to a psychiatric hospital. The contractor would have to interpret between the client and the client's doctor. The client(s) may be adult(s), child(ren), or adolescent(s). The specifics shall be identified by the using state agency at the time the contractor's services are requested.

- 1.3.2 The contractor shall coordinate all interpreter service assignments with the specific state agency requesting interpreter services.
- 1.3.3 In the event a scheduled interpreter is unable to keep an appointment or in the event that a competent interpreter is no longer available, the contractor shall notify the requesting state agency in advance of such. The contractor shall provide a minimum of twenty-four (24) hours notice. The contractor shall provide a substitute interpreter with credentials and specialized skills equal to the originally scheduled interpreter. The contractor shall not be paid additional charges or fees for providing a substitute interpreter.
- a. In the event the contractor is unable to provide a substitute for reasons beyond the contractor's control, the contractor must notify the requesting state agency of the contractor's inability to perform the requested service.
 - b. Notifying the state agency in advance shall relieve the contractor from providing a substitute for only that particular interpreting assignment.
- 1.3.4 In the event the contractor is unable to perform services on a consistent basis as determined by the State of Missouri, the contractor's contract may be in breach and appropriate action may be pursued by the State of Missouri.

1.4 Specific Requirements of Interpreter Services:

- 1.4.1 The contractor shall provide interpreter services using interpreters who comply with the following:
- a. Any assigned interpreter must be competent in the state agency requested language.
 - b. The assigned interpreter must possess sufficient education, training, and experience to proficiently interpret verbal communication from English to the state agency requested language and/or the state agency requested language to English. The contractor agrees that the demonstrated proficiency of the interpreter shall be to the sole satisfaction of the state agency and also agrees to replace any interpreter that does not demonstrate satisfactory proficiency.
 - c. If required by the state agency, the interpreter must be a certified verbal language interpreter.
 - d. No interpreter shall provide services in excess of forty hours per week for an individual state agency unless requested or approved by the state agency.
- 1.4.2 The contractor understands and agrees that by signing the IFB, the contractor certifies the following:
- a. The contractor shall only utilize personnel authorized to work in the United States in accordance with applicable federal and state laws. This includes but is not limited to the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) and INA Section 274A.
 - b. If the contractor is found to be in violation of this requirement or the applicable laws of the state, federal and local laws and regulations, and if the State of Missouri has reasonable cause to believe that the contractor has knowingly employed individuals who are not eligible to work in the United States, the state shall have the right to cancel the contract immediately without penalty or recourse and suspend or debar the contractor from doing business with the state.
 - c. The contractor agrees to fully cooperate with any audit or investigation from federal, state or local law enforcement agencies.
- 1.4.3 In accordance with all applicable laws, regulations, and procedures, the contractor and the interpreter shall maintain strict confidentiality of all information and records which the contractor or the interpreter provided by the contractor may come in contact with or be privy to in the course of providing services. The contractor and the interpreter provided by the contractor shall affirm, in writing, that confidential information shall not be disclosed

either during or after the provision of services or following the termination of the interpreter's employment/association with the contractor.

- 1.4.4 In the event a conflict and/or problem occurs with any interpreter(s) provided by the contractor, the state agency should notify the contractor.
- 1.4.5 Reporting Requirements - By the 10th day of each month, the contractor shall submit a usage report to the Division of Purchasing and Materials Management of the services provided for all of the various using state agencies during the previous month and year-to-date. The contractor must submit the report electronically in an analysis-ready format. Reports in PDF or similar format shall be considered unacceptable. At a minimum the report must contain the information listed below.

1) State Agency Name	2) State Agency's Customer Number, if any
3) Delivery/Service Location	4) Order Date
5) Contract Line Item Number	6) Quantity Provided
7) Item Description	8) Unit Price Charged
9) Purchase Order Number or other order authorization number/identifier	10) Total Price (Unit Price Charged x Quantity)

- b. In addition, the contractor shall submit the usage report to any state agency requesting such report in a frequency requested by such state agency. The contractor shall submit the usage report to the requesting state agency for only those services provided for the specific state agency. The contractor must submit the report electronically, in an analysis-ready format specified by the state agency, such as Microsoft Excel or Access.
 - c. The contractor shall develop and provide ad hoc reports as required and requested by the Division of Purchasing and Materials Management or any state agency at no additional cost to the state. The contractor must submit the ad hoc reports electronically in an analysis-ready format specified and approved by the Division of Purchasing and Materials Management or requesting state agency.
- 1.4.6 Unless otherwise specified herein, the contractor shall furnish all material, labor, facilities, equipment, and supplies necessary to perform the services required herein.

1.5 State Agency Requirements:

- 1.5.1 The state agency shall attempt to give at least twenty-four hours notice to the contractor of a cancellation of services previously requested.
- 1.5.2 Each time the contractor's services are needed, the state agency shall attempt to utilize the interpreter provided for a minimum of two continuous hours.
- 1.5.3 The state agency shall inform the contractor of possible dangerous situations, including the behavior of the client. The state agency shall take every possible measure to ensure the safety of the contractor. However, the contractor may refuse to provide services for such situations with no negative reflection on contractual performance. The state does not purport to identify every possible instance of a dangerous situation.

1.6 Invoicing and Payment Requirements:

- 1.6.1 Prior to any payments becoming due per the contract, the contractor must submit or must have already submitted a properly completed State Vendor ACH/EFT Application, since the State of Missouri intends to make contract payments through Electronic Funds Transfer.
 - a. If not already submitted, the contractor needs to obtain a copy of the State Vendor ACH/EFT Application and completion instructions from the Internet at:

<http://www.oa.mo.gov/purch/vendorinfo/vendorach.pdf>

- b. The contractor must submit invoices on the contractor's original descriptive business invoice form and must use a unique invoice number with each invoice submitted. The unique invoice number will be listed on the State of Missouri's EFT addendum record to enable the contractor to properly apply the state agency's payment to the invoice submitted. The contractor may obtain detailed information for payments issued for the past 24 months from the State of Missouri's central accounting system (SAM II) on the Vendor Payment Website at <https://www.vendorpay.oa.mo.gov>.
- 1.6.2 Upon completion of the specific interpreting assignment, the contractor shall invoice the state agency which has received the service. The invoice must state the name(s) of the interpreter providing service, the language interpreted, and the number of hours of service provided by each interpreter.
- 1.6.3 The contractor shall be paid the applicable prices for services provided according to prices stated on the Pricing Page for services actually provided.
- a. The contractor shall be paid on an hourly basis by the state agency requesting interpreter services and for which services have been provided. The hourly price shall begin at the scheduled time of the interpreting assignment as requested and authorized by the state agency, (provided the interpreter is present at the scheduled time), and shall be prorated to the quarter hour to correspond to the actual time of delivered service. The applicable hourly price chargeable shall be based on the time for the assignment of service.
 - b. In the event the contractor provides interpreter services within twenty-four hours of the state agency's request, the contractor shall be entitled to the emergency fee stated on the Pricing Page, in addition to the hourly price for service. The emergency fee shall be a one-time charge and shall be assessed only for the specific work assignment to which it applies.
 - c. In the event the contractor's services are required for less than two hours for attending any scheduled interpreting assignment as requested and authorized by a state agency or in the event an assignment is cancelled by the state agency without at least twenty-four hours notice of the cancellation, the contractor shall be paid for two hours of service.
 - d. The contractor shall not be paid for the time allotted for the interpreter's lunch break, or other extended official dismissal.
 - e. In the event of a dispute regarding invoicing occurs, the state agency shall determine the appropriate invoicing amount (hours to be invoiced). The contractor shall agree and understand that the state agency's determination shall be final and without recourse.
- 1.6.4 In the event fewer hours of service are provided than originally requested by the state agency, the contractor shall be paid as follows:
- a. If eight hours or less service are requested and provided, the contractor shall be paid for the amount of service requested.
 - b. If more than eight hours of service are requested but eight hours or less are provided, the contractor shall be paid for eight hours.
 - c. If more than eight hours of service are provided, the contractor shall be paid for the actual number of hours of service provided.
- 1.6.5 In the event the state agency requests interviews prior to selecting an interpreter, the state agency shall pay the contractor for the actual time of the interview(s) for each person and, if present, the contractor's management. The contractor's management and the person shall be paid for the actual time of the interviews in accordance with the firm, fixed price per hour stated on the Pricing Page for non-specialized services.
- 1.6.6 The contractor shall not receive payment for travel time nor reimbursement for travel expenses incurred while providing services within the contractor's awarded county(ies).

- 1.6.7 In the event the contractor provides verbal language interpreter services outside the contractor's awarded county(ies), the contractor shall be paid/reimbursed as follows:
- a. Travel and Related Expenses - The contractor shall invoice and be reimbursed for actual and reasonable travel and travel related expenses pursuant to the Office of Administration Travel Regulations and Contiguous US Per Diem Rates (CONUS).
 - 1) The contractor must have the prior written approval of the state agency for any such expenses. In addition, the contractor must have the prior approval of the state agency for any travel related expenses which may exceed the CONUS rates.
 - 2) The Office of Administration Travel Regulations can be found on the Internet by clicking on the Quick Link for Travel Regulations at the following address: <http://www.oa.mo.gov/acct/>. Although the actual mileage rate usually changes each July 1, the mileage reimbursement rate is currently \$0.475 per mile effective 07/01/08.
 - 3) The Contiguous US Per Diem Rates (CONUS) can be found by clicking on the link for "Per Diem Rates" at the following Internet address: <http://www.gsa.gov>
 - b. The contractor shall understand that each state agency utilizing the contractor's services shall be solely responsible for payment for only those services requested by that state agency.

1.6.8 Other than the payments and reimbursements specified above, no other payments or reimbursements shall be made to the contractor.

1.7 Other Contractual Requirements:

- 1.7.1 Contract - A binding contract shall consist of: (1) the IFB and any amendments thereto, (2) the contractor's response (bid) to the IFB, (3) clarification of the bid, if any, and (4) the Division of Purchasing and Materials Management's acceptance of the response (bid) by "notice of award". All Exhibits and Attachments included in the IFB shall be incorporated into the contract by reference.
- a. A notice of award issued by the State of Missouri does not constitute an authorization for shipment of equipment or supplies or a directive to proceed with services. Before providing equipment, supplies and/or services for the State of Missouri, the contractor must receive a properly authorized purchase order or other form of authorization given to the contractor at the discretion of the state agency.
 - b. The contract expresses the complete agreement of the parties and performance shall be governed solely by the specifications and requirements contained therein.
 - c. Any change to the contract, whether by modification and/or supplementation, must be accomplished by a formal contract amendment signed and approved by and between the duly authorized representative of the contractor and the Division of Purchasing and Materials Management prior to the effective date of such modification. The contractor expressly and explicitly understands and agrees that no other method and/or no other document, including correspondence, acts, and oral communications by or from any person, shall be used or construed as an amendment or modification to the contract.
- 1.7.2 Contract Period - The original contract period shall be as stated on page 1 of the Invitation for Bid (IFB). The contract shall not bind, nor purport to bind, the state for any contractual commitment in excess of the original contract period. The Division of Purchasing and Materials Management shall have the right, at its sole option, to renew the contract for two (2) additional one-year periods, or any portion thereof. In the event the Division of Purchasing and Materials Management exercises such right, all terms and conditions, requirements and specifications of the contract shall remain the same and apply during the renewal period, pursuant to applicable option clauses of this document.
- 1.7.3 Renewal Periods - If the option for renewal is exercised by the Division of Purchasing and Materials Management, the contractor shall agree that the prices for the renewal period shall not exceed the maximum price for the applicable renewal period stated on the Pricing Page of the contract.

- a. If renewal prices are not provided, then prices during renewal periods shall be the same as during the original contract period.
 - b. The Division of Purchasing and Materials Management does not automatically exercise its option for renewal based upon the maximum price and reserves the right to offer or to request renewal of the contract at a price less than the maximum price stated.
- 1.7.4 Termination - The Division of Purchasing and Materials Management reserves the right to terminate the contract at any time, for the convenience of the State of Missouri, without penalty or recourse, by giving written notice to the contractor at least thirty (30) calendar days prior to the effective date of such termination. The contractor shall be entitled to receive just and equitable compensation for services and/or supplies delivered to and accepted by the State of Missouri pursuant to the contract prior to the effective date of termination.
- 1.7.5 Contractor Liability - The contractor shall be responsible for any and all personal injury (including death) or property damage as a result of the contractor's negligence involving any equipment or service provided under the terms and conditions, requirements and specifications of the contract. In addition, the contractor assumes the obligation to save the State of Missouri, including its agencies, employees, and assignees, from every expense, liability, or payment arising out of such negligent act.
- a. The contractor also agrees to hold the State of Missouri, including its agencies, employees, and assignees, harmless for any negligent act or omission committed by any subcontractor or other person employed by or under the supervision of the contractor under the terms of the contract.
 - b. The contractor shall not be responsible for any injury or damage occurring as a result of any negligent act or omission committed by the State of Missouri, including its agencies, employees, and assignees.
 - c. Under no circumstances shall the contractor be liable for any of the following: (1) third party claims against the state for losses or damages (other than those listed above); (2) loss of, or damage to, the state's records or data; or (3) economic consequential damages (including lost profits or savings) or incidental damages, even if the contractor is informed of their possibility.
- 1.7.6 Insurance - The contractor shall understand and agree that the State of Missouri cannot save and hold harmless and/or indemnify the contractor or employees against any liability incurred or arising as a result of any activity of the contractor or any activity of the contractor's employees related to the contractor's performance under the contract. Therefore, the contractor must acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect the State of Missouri, its agencies, its employees, its clients, and the general public against any such loss, damage and/or expense related to his/her performance under the contract. The insurance shall include an endorsement that adds the State of Missouri as an additional insured.
- 1.7.7 Subcontractors - Any subcontracts for the products/services described herein must include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by the contractor and the State of Missouri and to ensure that the State of Missouri is indemnified, saved, and held harmless from and against any and all claims of damage, loss, and cost (including attorney fees) of any kind related to a subcontract in those matters described in the contract between the State of Missouri and the contractor.
- a. The contractor shall expressly understand and agree that he/she shall assume and be solely responsible for all legal and financial responsibilities related to the execution of a subcontract.
 - b. The contractor shall agree and understand that utilization of a subcontractor to provide any of the products/services in the contract shall in no way relieve the contractor of the responsibility for providing the products/services as described and set forth herein.
 - c. The contractor must obtain the approval of the State of Missouri prior to establishing any new subcontracting arrangements and before changing any subcontractors. The approval shall not be arbitrarily withheld.

- 1.7.8 Substitution of Personnel - The contractor agrees and understands that the State of Missouri's agreement to the contract is predicated in part on the utilization of the specific key individual(s) and/or personnel qualifications identified in the bid. Therefore, the contractor agrees that no substitution of such specific key individual(s) and/or personnel qualifications shall be made without the prior written approval of the state agency. The contractor further agrees that any substitution made pursuant to this paragraph must be equal or better than originally proposed and that the state agency's approval of a substitution shall not be construed as an acceptance of the substitution's performance potential. The State of Missouri agrees that an approval of a substitution will not be unreasonably withheld.
- 1.7.9 Contractor Status - The contractor represents himself or herself to be an independent contractor offering such services to the general public and shall not represent himself/herself or his/her employees to be an employee of the State of Missouri. Therefore, the contractor shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc., and agrees to indemnify, save, and hold the State of Missouri, its officers, agents, and employees, harmless from and against, any and all loss; cost (including attorney fees); and damage of any kind related to such matters.
- 1.7.10 Coordination - The contractor shall fully coordinate all contract activities with those activities of the state agency. As the work of the contractor progresses, advice and information on matters covered by the contract shall be made available by the contractor to the state agency or the Division of Purchasing and Materials Management throughout the effective period of the contract.
- 1.7.11 Property of State - All documents, data, reports, supplies, equipment, and accomplishments prepared, furnished, or completed by the contractor pursuant to the terms of the contract shall become the property of the State of Missouri. Upon expiration, termination, or cancellation of the contract, said items shall become the property of the State of Missouri.
- 1.7.12 Confidentiality - The contractor shall agree and understand that all discussions with the contractor and all information gained by the contractor as a result of the contractor's performance under the contract shall be confidential and that no reports, documentation, or material prepared as required by the contract shall be released to the public without the prior written consent of the state agency.
- 1.7.13 Participation by Other Organizations - The contractor must comply with any Organization for the Blind/Sheltered Workshop participation levels committed to in the contractor's awarded bid.
- a. The contractor shall prepare and submit to the Division of Purchasing and Materials Management a report detailing all payments made by the contractor to Organizations for the Blind/Sheltered Workshops participating in the contract for the reporting period. The contractor must submit the report on a monthly basis, unless otherwise determined by the Division of Purchasing and Materials Management.
 - b. The Division of Purchasing and Materials Management will monitor the contractor's compliance in meeting the participation levels committed to in the contractor's awarded bid. If the contractor's payments to the participating entities are less than the amount committed, the state may cancel the contract and/or suspend or debar the contractor from participating in future state procurements, or retain payments to the contractor in an amount equal to the value of the participation commitment less actual payments made by the contractor to the participating entity. If the Division of Purchasing and Materials Management determines that the contractor becomes compliant with the commitment, any funds retained as stated above, will be released.
 - c. If a participating entity fails to retain the required certification or is unable to satisfactorily perform, the contractor must obtain other organizations for the blind/sheltered workshops to fulfill the participation requirements committed to in the contractor's awarded bid.
 - 1) The contractor must obtain the written approval of the Division of Purchasing and Materials Management for any new entities. This approval shall not be arbitrarily withheld.
 - 2) If the contractor cannot obtain a replacement entity, the contractor must submit documentation to the Division of Purchasing and Materials Management detailing all efforts made to secure a replacement. The Division of Purchasing and Materials Management shall have sole discretion in determining if the

actions taken by the contractor constitute a good faith effort to secure the required participation and whether the contract will be amended to change the contractor's participation commitment.

- 1.8 Federal Funds Requirements** - The contractor shall understand and agree that the contract may involve the use of federal funds. Therefore, for any federal funds used, the following paragraphs shall apply:
- 1.8.1 In performing its responsibilities under the contract, the contractor shall fully comply with the following Office of Management and Budget (OMB) administrative requirements and cost principles, as applicable, including any subsequent amendments:
- a. Uniform Administrative Requirements - A-102 - State/Local Governments; 2 CFR 215 - Hospitals, Colleges and Universities, For-Profit Organizations (if specifically included in federal agency implementation), and Not-For-Profit Organizations (OMB Circular A-110).
 - b. Cost Principles - 2CFR 225 – State/Local Governments (OMB Circular A-87); A-122 - Not-For-Profit Organizations; A-21 - Colleges and Universities; 48 CFR 31.2 - For-Profit Organizations; 45 CFR 74 Appendix E – Hospitals.
- 1.8.2 Steven's Amendment – In accordance with the Departments of Labor, Health and Human Services, and Education and Related Agencies Appropriations Act, Public Law 101-166, Section 511, "Steven's Amendment", the contractor shall not issue any statements, press releases, and other documents describing projects or programs funded in whole or in part with Federal money unless the prior approval of the state agency is obtained and unless they clearly state the following as provided by the state agency:
- a. The percentage of the total costs of the program or project which will be financed with Federal money;
 - b. The dollar amount of Federal funds for the project or program; and
 - c. The percentage and dollar amount of the total costs of the project or program that will be financed by nongovernmental sources.
- 1.8.3 The contractor shall comply with 31 U.S.C. 1352 relating to limitations on use of appropriated funds to influence certain federal contracting and financial transactions. No funds under the contract shall be used to pay the salary or expenses of the contractor, or agent acting for the contractor, to engage in any activity designed to influence legislation or appropriations pending before the United States Congress or Missouri General Assembly. The contractor shall comply with all requirements of 31 U.S.C. 1352 which is incorporated herein as if fully set forth. The contractor shall submit to the state agency, when applicable, Disclosure of Lobbying Activities reporting forms.
- 1.8.4 The contractor shall comply with the requirements of the Single Audit Act Amendments of 1996 (P.L. 104-156) and Circular A-133, including subsequent amendments or revisions, as applicable or 2 CFR 215.26 as it relates to for-profit hospitals and commercial organizations. A copy of any audit report shall be sent to the state agency each contract year if applicable. The contractor shall return to the state agency any funds disallowed in an audit of the contract.
- 1.8.5 The contractor shall comply with the Pro-Children Act of 1994 (20 U.S.C. 6081), which prohibits smoking within any portion of any indoor facility used for the provision of services for children as defined by the Act.
- 1.8.6 The contractor shall comply with 37 CFR part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations, as applicable.
- 1.8.7 The contractor shall comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251 et seq.).
- 1.8.8 If the contractor is a sub-recipient as defined in OMB Circular A-133, Section 210, the contractor shall comply with all applicable implementing regulations, and all other laws, regulations and policies authorizing or governing the use of any federal funds paid to the contractor through the contract.

1.8.9 Non-Discrimination and ADA - The contractor shall comply with all federal and state statutes, regulations and executive orders relating to nondiscrimination and equal employment opportunity to the extent applicable to the contract. These include but are not limited to:

- a. Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color, or national origin (this includes individuals with limited English proficiency) in programs and activities receiving federal financial assistance and Title VII of the Act which prohibits discrimination on the basis of race, color, national origin, sex, or religion in all employment activities;
- b. Equal Pay Act of 1963 (P.L. 88 -38, as amended, 29 U.S.C. Section 206 (d));
- c. Title IX of the Education Amendments of 1972, as amended (20 U.S.C 1681-1683 and 1685-1686) which prohibits discrimination on the basis of sex;
- d. Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794) and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) which prohibit discrimination on the basis of disabilities;
- e. The Age Discrimination Act of 1975, as amended (42 U.S.C. 6101-6107) which prohibits discrimination on the basis of age;
- f. Equal Employment Opportunity – E.O. 11246, “Equal Employment Opportunity”, as amended by E.O. 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity”;
- g. Missouri State Regulation, 19 CSR 10-2.010, Civil Rights Requirements;
- h. Missouri Governor’s E.O. #94-03 (excluding article II due to its repeal);
- i. Missouri Governor’s E.O. #05-30; and
- j. The requirements of any other nondiscrimination federal and state statutes, regulations and executive orders which may apply to the services provided via the contract.

1.9 Business Associate Provisions:

1.9.1 Health Insurance Portability and Accountability Act of 1996 (HIPAA) - The state agency is subject to and must comply with provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all regulations promulgated pursuant to authority granted therein. The contractor constitutes a “Business Associate” of the state agency as such term is defined in the Code of Federal Regulations (CFR) at 45 CFR 160.103. Therefore, the term, “contractor” as used in this section shall mean “Business Associate.”

- a. The contractor shall agree and understand that for purposes of the Business Associate Provisions contained herein, terms used but not otherwise defined shall have the same meaning as those terms defined in 45 CFR parts 160 and 164, including, but not limited to the following:
 - 1) “Privacy Rule” shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR part 160 and part 164, subparts A and E.
 - 2) “Security Rule” shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR part 164, subpart C.
 - 3) “Enforcement Rule” shall mean the HIPAA Administrative Simplification: Enforcement; Final Rule at 45 CFR parts 160 and 164.
 - 4) “Individual” shall have the same meaning as the term “individual” in 45 CFR 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR 164.502 (g).
 - 5) “Protected Health Information” as defined in 45 CFR 160.103, shall mean individually identifiable health information:
 - (1) Except as provided in paragraph (2) of this definition, that is: (i) Transmitted by electronic media; or (ii) Maintained in electronic media; or (iii) Transmitted or maintained in any other form or medium.
 - (2) Protected Health Information excludes individually identifiable health information in (i) Education records covered by the Family Educational Rights and Privacy Act, as amended, 20 U.S.C. 1232g; (ii) Records described at 20 U.S.C. 1232g(a)(4)(B)(iv); and (iii) Employment records held by a covered entity [state agency] in its role as employer.
 - 6) “Electronic Protected Health Information” shall mean information that comes within paragraphs (1)(i) or (1)(ii) of the definition of Protected Health Information as specified above.
 - 7) Access, administrative safeguards, confidentiality, covered entity, data aggregation, designated record set, disclosure, hybrid entity, information system, physical safeguards, required by law, technical safeguards, use and workforce shall have the same meanings as defined in 45 CFR 160.103, 164.103, 164.304, and 164.501 and HIPAA.

- b. The contractor agrees and understands that wherever in this document the term Protected Health Information is used, it shall also be deemed to include Electronic Protected Health Information.
- c. The contractor must appropriately safeguard Protected Health Information which the contractor receives from or creates or receives on behalf of the state agency. To provide reasonable assurance of appropriate safeguards, the contractor shall comply with the business associate provisions stated herein.
- d. The state agency and the contractor agree to amend the contract as is necessary for the parties to comply with the requirements of HIPAA and the Privacy Rule, Security Rule, and Enforcement Rule (hereinafter referenced as the regulations promulgated thereunder).

1.9.2 Permitted uses and disclosures of Protected Health Information:

- a. The contractor may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, the state agency as specified in the contract, provided that such use or disclosure would not violate HIPAA and the regulations promulgated thereunder.
- b. The contractor may use Protected Health Information to report violations of law to appropriate Federal and State authorities, consistent with 45 CFR 164.502(j)(1) and shall notify the state agency by no later than ten (10) calendar days after the contractor becomes aware of the disclosure of the Protected Health Information.
- c. If required to properly perform the contract and subject to the terms of the contract, the contractor may use or disclose Protected Health Information if necessary for the proper management and administration of the contractor's business.
- d. If the disclosure is required by law, the contractor may disclose Protected Health Information to carry out the legal responsibilities of the contractor.

1.9.3 Obligations of the contractor:

- a. The contractor shall not use or disclose Protected Health Information other than as permitted or required by the contract or as otherwise required by law.
- b. The contractor shall use appropriate safeguards to prevent use or disclosure of the Protected Health Information other than as provided for by the contract. Such safeguards may include, but shall not be limited to:
 - 1) Workforce training on the appropriate uses and disclosures of Protected Health Information pursuant to the terms of the contract.
 - 2) Policies and procedures implemented by the contractor to prevent inappropriate uses and disclosures of Protected Health Information by its workforce.
 - 3) Any other safeguards necessary to prevent the inappropriate use or disclosure of Protected Health Information.
- c. With respect to Electronic Protected Health Information, the contractor shall implement administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the Electronic Protected Health Information that contractor creates, receives, maintains or transmits on behalf of the state agency.
- d. The contractor shall require that any agent or subcontractor to whom the contractor provides any Protected Health Information received from, created by, or received by the contractor pursuant to the contract, also agrees to the same restrictions and conditions stated herein that apply to the contractor with respect to such information.
- e. By no later than ten (10) calendar days of receipt of a written request from the state agency, or as otherwise required by state or federal law or regulation, or by another time as may be agreed upon in writing by the state agency, the contractor shall make the contractor's internal practices, books, and records, including

policies and procedures and Protected Health Information relating to the use and disclosure of Protected Health Information received from, created by, or received by the contractor on behalf of the state agency available to the state agency and/or to the Secretary of the Department of Health and Human Services or designee for purposes of determining compliance with HIPAA and the regulations promulgated thereunder.

- f. The contractor shall document any disclosures and information related to such disclosures of Protected Health Information as would be required for the state agency to respond to a request by an individual for an accounting of disclosures of Protected Health Information in accordance with 45 CFR 164.528. By no later than five (5) calendar days of receipt of a written request from the state agency, or as otherwise required by state or federal law or regulation, or by another time as may be agreed upon in writing by the state agency, the contractor shall provide an accounting of disclosures of Protected Health Information regarding an individual to the state agency.
- g. In order to meet the requirements under 45 CFR 164.524 regarding an individual's right of access, the contractor shall, within five (5) calendar days following a state agency request, or as otherwise required by state or federal law or regulation, or by another time as may be agreed upon in writing by the state agency, provide the state agency access to the Protected Health Information in an individual's designated record set. However, if requested by the state agency, the contractor shall provide access to the Protected Health Information in a designated record set directly to the individual for whom such information relates.
- h. At the direction of the state agency, the contractor shall promptly make any amendment(s) to Protected Health Information in a designated record set pursuant to 45 CFR 164.526.
- i. The contractor shall report to the state agency's Security Officer any security incident immediately upon becoming aware of such incident and shall take immediate action to stop the continuation of any such incident. For purposes of this paragraph, security incident shall mean the attempted or successful unauthorized access, use, modification or destruction of information or interference with systems operations in an information system. This does not include trivial incidents that occur on a daily basis, such as scans, "pings," or unsuccessful attempts that do not penetrate computer networks or servers or result in interference with system operations. By no later than five (5) days after the contractor becomes aware of such incident, the contractor shall provide the state agency's Security Officer with a description of any remedial action taken to mitigate any harmful effect of such incident and a proposed written plan of action for approval that describes plans for preventing any such future security incidents.
- j. The contractor shall report to the state agency's Privacy Officer any unauthorized use or disclosure of Protected Health Information not permitted or required as stated herein immediately upon becoming aware of such use or disclosure and shall take immediate action to stop the unauthorized use or disclosure. By no later than five (5) calendar days after the contractor becomes aware of such use or disclosure, the contractor shall provide the state agency's Privacy Officer with a written description of any remedial action taken to mitigate any harmful effect of such disclosure and a proposed written plan of action for approval that describes plans for preventing any such future unauthorized uses or disclosures.
- k. Notwithstanding any provisions of the Terms and Conditions attached hereto, in order to meet the requirements under HIPAA and the regulations promulgated thereunder, the contractor shall keep and retain adequate, accurate, and complete records of the documentation required under these provisions for a minimum of six (6) years as specified in 45 CFR part 164.

1.9.4 Obligations of the State Agency:

- a. The state agency shall notify the contractor of limitation(s) that may affect the contractor's use or disclosure of Protected Health Information, by providing the contractor with the state agency's notice of privacy practices in accordance with 45 CFR 164.520.
- b. The state agency shall notify the contractor of any changes in, or revocation of, authorization by an Individual to use or disclose Protected Health Information.

- c. The state agency shall notify the contractor of any restriction to the use or disclosure of Protected Health Information that the state agency has agreed to in accordance with 45 CFR 164.522.
 - d. The state agency shall not request the contractor to use or disclose Protected Health Information in any manner that would not be permissible under HIPAA and the regulations promulgated thereunder.
- 1.9.5 Expiration/Termination/Cancellation - Except as provided in the subparagraph below, upon the expiration, termination, or cancellation of the contract for any reason, the contractor shall, at the discretion of the state agency, either return to the state agency or destroy all Protected Health Information received by the contractor from the state agency, or created or received by the contractor on behalf of the state agency, and shall not retain any copies of such Protected Health Information. This provision shall also apply to Protected Health Information that is in the possession of subcontractors or agents of the contractor.
- a. In the event the state agency determines that returning or destroying the Protected Health Information is not feasible, the contractor shall extend the protections of the contract to the Protected Health Information for as long as the contractor maintains the Protected Health Information and shall limit the use and disclosure of the Protected Health Information to those purposes that made return or destruction of the information infeasible. If at any time it becomes feasible to return or destroy any such Protected Health Information maintained pursuant to this paragraph, the contractor must notify the state agency and obtain instructions from the state agency for either the return or destruction of the Protected Health Information.
- 1.9.6 Breach of Contract– In the event the contractor is in breach of contract with regard to the business associate provisions included herein, the contractor agrees and understands that in addition to the requirements of the contract related to cancellation of contract, if the state agency determines that cancellation of the contract is not feasible, the State of Missouri may elect not to cancel the contract, but the state agency shall report the contractual breach to the Secretary of the Department of Health and Human Services.

CONTRACT USE INFORMATION

Contract C309118003: Bi-Lingual In-Home Assistant Services Inc.

Non-Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
001 – Firm, fixed price for interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday.	Morgan, Pettis, St. Charles, St. Louis County, St. Louis City	Bosnian, Croatian, Farsi, German, Italian Sicilian, Japanese, Korean, Romanian, Russian, Somalian, Spanish, Vietnamese, Ukrainian, Estonian, Dari, Hindi, Pashto, HAUSA, Mandarin, France	\$45.00
004 – Firm, fixed price for interpreting services after 5:00 p.m. weekdays, on weekends and state holidays.	Morgan, Pettis, St. Charles, St. Louis County, St. Louis City	Bosnian, Croatian, Farsi, German, Italian Sicilian, Japanese, Korean, Romanian, Russian, Somalian, Spanish, Vietnamese, Ukrainian, Estonian, Dari, Hindi, Pashto, HAUSA, Mandarin, France	\$45.00
007 – Firm, fixed emergency fee for providing services if less than 24-hour advance notice for assignment.	Morgan, Pettis, St. Charles, St. Louis County, St. Louis City	Bosnian, Farsi, Japanese, Romanian, Russian, Spanish, Vietnamese, Ukrainian, Estonian, Dari, Hindi, Pashto, HAUSA	\$15.00

Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
010 – Firm, fixed price for specialized interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday	Morgan, Pettis, St. Charles, St. Louis County, St. Louis City	Bosnian, Croatian, Farsi, German, Italian Sicilian, Japanese, Korean, Romanian, Russian, Somalian, Spanish, Vietnamese, Ukrainian, Estonian, Dari, Hindi, Pashto, HAUSA, Mandarin, France	\$45.00
013 – Firm, fixed price for specialized interpreting services after 5:00 p.m., weekdays, on weekends and state holidays.	Morgan, Pettis, St. Charles, St. Louis County, St. Louis City	Bosnian, Croatian, Farsi, German, Italian Sicilian, Japanese, Korean, Romanian, Russian, Somalian, Spanish, Vietnamese, Ukrainian, Estonian, Dari, Hindi, Pashto, HAUSA, Mandarin, France	\$45.00

Travel Time Outside Awarded County(ies)

Item/Description	Price Per Hour
016 – Travel Time, Per hour	\$18.00

Contract C309118004: Bi-Lingual International Assistant Services

Non-Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
001 – Firm, fixed price for interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday.	Benton, Boone, Lincoln, Morgan, Pettis, St. Charles, St. Louis County, St. Louis City	Bosnian, Croatian, Eritrea, Ethiopian, Farsi, German, Italian Sicilian, Japanese, Korean, Romanian, Russian, Somalian, Spanish, Vietnamese, Ukrainian, Byelorussian, Estonian, Dari, Hindi, Pashto, Kurdish, Hausa, Mandarin, French, Arabic, Hebrew	\$45.00
004 – Firm, fixed price for interpreting services after 5:00 p.m. weekdays, on weekends and state holidays.	Benton, Boone, Lincoln, Morgan, Pettis, St. Charles, St. Louis County, St. Louis City	Same as above	\$45.00
007 – Firm, fixed emergency fee for providing services if less than 24-hour advance notice for assignment.	Benton, Boone, Lincoln, Morgan, Pettis, St. Charles, St. Louis County, St. Louis City	Same as above	\$15.00

Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
010 – Firm, fixed price for specialized interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday	Benton, Boone, Lincoln, Morgan, Pettis, St. Charles, St. Louis County, St. Louis City	Same as above	\$35.00
013 – Firm, fixed price for specialized interpreting services after 5:00 p.m., weekdays, on weekends and state holidays.	Benton, Boone, Lincoln, Morgan, Pettis, St. Charles, St. Louis County, St. Louis City	Same as above	\$55.00

Travel Time Outside Awarded County(ies)

Item/Description	Price Per Hour
016 – Travel Time, Per hour	\$18.00

Contract C309118005: Contreras Enterprises

Non-Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
001 – Firm, fixed price for interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday.	Audrain, Boone, Callaway, Camden, Cole, Cooper, Gasconade, Miller, Moniteau, Morgan, Osage, Pettis, Randolph, St. Charles, St. Louis County, St Louis City, Warren	Russian, Spanish, Chinese	\$75.00
004 – Firm, fixed price for interpreting services after 5:00 p.m. weekdays, on weekends and state holidays.	Audrain, Boone, Callaway, Camden, Cole, Cooper, Gasconade, Miller, Moniteau, Morgan, Osage, Pettis, Randolph, St. Charles, St. Louis County, St Louis City, Warren	Same as above	\$75.00
007 – Firm, fixed emergency fee for providing services if less than 24-hour advance notice for assignment.	Audrain, Boone, Callaway, Camden, Cole, Cooper, Gasconade, Miller, Moniteau, Morgan, Osage, Pettis, Randolph, St. Charles, St. Louis County, St Louis City, Warren	Same as above	\$75.00

Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
010 – Firm, fixed price for specialized interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday	Audrain, Boone, Callaway, Camden, Cole, Cooper, Gasconade, Miller, Moniteau, Morgan, Osage, Pettis, Randolph, St. Charles, St. Louis County, St Louis City, Warren	Same as above	\$75.00
013 – Firm, fixed price for specialized interpreting services after 5:00 p.m., weekdays, on weekends and state holidays.	Audrain, Boone, Callaway, Camden, Cole, Cooper, Gasconade, Miller, Moniteau, Morgan, Osage, Pettis, Randolph, St. Charles, St. Louis County, St Louis City, Warren	Same as above	\$75.00

Travel Time Outside Awarded County(ies)

Item/Description	Price Per Hour
016 – Travel Time, Per hour	\$75.00

Contract C309118007: Geneva Worldwide, Inc.

Non-Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
001 – Firm, fixed price for interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday.	Crawford, Dent, Franklin, Gasconade, Jefferson, Lincoln, Montgomery, Pike, St. Charles, St. Francois, Ste. Genevieve, St. Louis County, St. Louis City, Warren, Washington	Bosnian, Croatian, Eritrean, Ethiopian, Farsi, German, Italian Sicilian, Japanese, Korean, Romanian, Russian, Somalian, Spanish, Vietnamese	\$72.50
004 – Firm, fixed price for interpreting services after 5:00 p.m. weekdays, on weekends and state holidays.	Crawford, Dent, Franklin, Gasconade, Jefferson, Lincoln, Montgomery, Pike, St. Charles, St. Francois, Ste. Genevieve, St. Louis County, St. Louis City, Warren, Washington	Same as above	\$83.50
007 – Firm, fixed emergency fee for providing services if less than 24-hour advance notice for assignment.	Crawford, Dent, Franklin, Gasconade, Jefferson, Lincoln, Montgomery, Pike, St. Charles, St. Francois, Ste. Genevieve, St. Louis County, St. Louis City, Warren, Washington	Same as above	\$75.00

Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
010 – Firm, fixed price for specialized interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday	Crawford, Dent, Franklin, Gasconade, Jefferson, Lincoln, Montgomery, Pike, St. Charles, St. Francois, Ste. Genevieve, St. Louis County, St. Louis City, Warren, Washington	Same as above	\$80.00
013 – Firm, fixed price for specialized interpreting services after 5:00 p.m., weekdays, on weekends and state holidays.	Crawford, Dent, Franklin, Gasconade, Jefferson, Lincoln, Montgomery, Pike, St. Charles, St. Francois, Ste. Genevieve, St. Louis County, St. Louis City, Warren, Washington	Same as above	\$85.00

Travel Time Outside Awarded County(ies)

Item/Description	Price Per Hour
016 – Travel Time, Per hour	\$30.00

Contract C309118008: Global Village Language Center

Non-Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
001 – Firm, fixed price for interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday.	St. Louis County, St. Louis City	Over 70 Languages	\$49.00
004 – Firm, fixed price for interpreting services after 5:00 p.m. weekdays, on weekends and state holidays.	St. Louis County, St. Louis City	Same as above	\$54.00
007 – Firm, fixed emergency fee for providing services if less than 24-hour advance notice for assignment.	St. Louis County, St. Louis City	Same as above	\$59.00

Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
010 – Firm, fixed price for specialized interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday	St. Louis County, St. Louis City	Same as above	\$64.00
013 – Firm, fixed price for specialized interpreting services after 5:00 p.m., weekdays, on weekends and state holidays.	St. Louis County, St. Louis City	Same as above	\$69.00

Travel Time Outside Awarded County(ies)

Item/Description	Price Per Hour
016 – Travel Time, Per hour	\$3.00

**Contract C309118010: International Institute of Metropolitan St. Louis
Non-Specialized Interpreter Services (C/S Code: 91142)**

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
001 – Firm, fixed price for interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday.	Adair, Andrew, Audrain, Barry, Barton, Benton, Bollinger, Boone, Butler, Callaway, Camden, Cape Girardeau, Carroll, Carter, Cedar, Chariton, Christian, Clark, Cole, Cooper, Crawford, Dade, Dallas, Dent, Douglas, Dunklin, Franklin, Gasconade, Greene, Grundy, Hickory, Howard, Howell, Iron, Jasper, Jefferson, Knox, Laclède, Lawrence, Lewis, Lincoln, Linn, Livingston, Macon, Madison, Maries, Marion, McDonald, Mercer, Miller, Mississippi, Moniteau, Monroe, Montgomery, Morgan, New Madrid, Newton, Oregon, Osage, Ozark, Pemiscot, Perry, Pettis, Phelps, Pike, Platte, Polk, Pulaski, Putnam, Ralls, Randolph, Reynolds, Ripley, St. Charles, St. Clair, St. Francois, Ste. Genevieve, St. Louis County, St. Louis City, Saline, Schuyler, Scotland, Scott, Shannon, Shelby, Stoddard, Stone, Sullivan, Taney, Texas, Vernon, Warren, Washington, Wayne, Webster, Wright	Bosnian, Croatian, Eritrean, Ethiopian, Farsi, German, Italian Sicilian, Japanese, Korean, Romanian, Russian, Somalian, Spanish, Vietnamese, AfMay, Albanian, Amharic, Arabic, Azeri, Bengali, Bulgarian, Cantonese, Dari, Filipino, Frency, French, Creole, Portuguese, Greek, Gujarati, Hindi, Hebrew, Punjabi, Urdu, Hungarian, Polish, Mandarin, Oromo, Slovak, Swahili, Pashto, Persian, Ukrainian, Tagalog, Tamil, Telugu, Thai, Tigrinya, Turkish	\$67.00
004 – Firm, fixed price for interpreting services after 5:00 p.m. weekdays, on weekends and state holidays.	Same as above	Same as above	\$78.00
007 – Firm, fixed emergency fee for providing services if less than 24-hour advance notice for assignment.	Same as above	Same as above	\$33.00

Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
010 – Firm, fixed price for specialized interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday	Same as above	Same as above	\$78.00
013 – Firm, fixed price for specialized interpreting services after 5:00 p.m., weekdays, on weekends and state holidays.	Same as above	Same as above	\$79.00

Travel Time Outside Awarded County(ies)

Item/Description	Price Per Hour
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016 – Travel Time, Per hour	\$26.00
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Contract C309118011: International Language Center

Non-Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
001 – Firm, fixed price for interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday.	All Counties	Bosnian, Croatian, Eritrean, Ethiopian, Farsi, German, Italian Sicilian, Japanese, Korean, Romanian, Russian, Somalian, Spanish, Vietnamese (See below for additional languages)	\$45.00
004 – Firm, fixed price for interpreting services after 5:00 p.m. weekdays, on weekends and state holidays.	All Counties	Same as above	\$49.00
007 – Firm, fixed emergency fee for providing services if less than 24-hour advance notice for assignment.	All Counties	Same as above	\$25.00

Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
010 – Firm, fixed price for specialized interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday	All Counties	Same as above	\$60.00
013 – Firm, fixed price for specialized interpreting services after 5:00 p.m., weekdays, on weekends and state holidays.	All Counties	Same as above	\$65.00

Travel Time Outside Awarded County(ies)

Item/Description	Price Per Hour
016 – Travel Time, Per hour	All counties awarded, therefore no travel fee associated.

*The International Language Center provides Interpreting Services in over 50 languages and dialects. Please call 800-445-4440 if you require interpreting services in languages other than those shown above. *

Contract C309118012: Interpreters Unlimited

Non-Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
001 – Firm, fixed price for interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday.	All Counties	See List Below	\$60.00
004 – Firm, fixed price for interpreting services after 5:00 p.m. weekdays, on weekends and state holidays.	All Counties	See List Below	\$60.00
007 – Firm, fixed emergency fee for providing services if less than 24-hour advance notice for assignment.	All Counties	See List Below	\$60.00

Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
010 – Firm, fixed price for specialized interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday	All Counties	See List Below	\$60.00
013 – Firm, fixed price for specialized interpreting services after 5:00 p.m., weekdays, on weekends and state holidays.	All Counties	See List Below	\$60.00

Travel Time Outside Awarded County(ies)

Item/Description	Price Per Hour
016 – Travel Time, Per hour	All counties awarded, therefore no travel fee associated.

Languages Provided:

Spanish, Arabic (six dialects), Cantonese, French, German, Greek, Hindi, Italian, Mandarin, Portuguese (European), Punjabi, Russian, Tagalog, Taiwanese, Vietnamese, Assyrian, Dari, Dutch, Farsi, Fijian-Hindi, Gujarati, Hebrew, Ilocano, Japanese, Korean, Laotian, Pashto, Polish, Tegrinyan, Thai, Urdu, Yemeni, Afrikaans, Albanian, Amharik, Apakapa, Armenian, Ashkarik, Azerbaijani, Basque, Bengali, Bosnian, Bulgarian, Burmese, Cambodian (Khmer), Catalan, Cebuano, Chamorro, Chiu Chow, Choktaw, Creole, Croatian, Czech, Danish, Estonian, Fijian, Finnish, Flemish, Fukien Chinese, Georgian, Hakka, Hmong, Hoiping Chinese, Hungarian, Ibo, Ilongo, Indonesian, Kamasaja, Kanarese, Kannada, Kapangoongan, Khmer (Cambodian), Konkani, Kurdi, Latvian, Lithuanian, Macedonia, Malay, Malayalam, Malaysian, Marathi, Mestaco, Mesquito, Mien, Minh, Mixteco, Moldavian, Nagamese, Nepali, Norwegian, Oaxaca, Papiamento, Pangasinan, Pompango, Portuguese (Brazilian), Roumanian, Samoan, Sephardic Konkani, Serbian, Shanghai Chinese, Sibuan, Sicilian, Sindhi, Slovakian, Slovenian, Somalian, Swahili, Swedish, Tamil, Telugu, Toisan, Tongan, Tulu, Turkish, Urghur, Ukrainian, Visayan

Contract C309118013: Language Services Associates

Non-Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
001 – Firm, fixed price for interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday.	St. Charles and St. Louis County	See List Below	\$67.00
004 – Firm, fixed price for interpreting services after 5:00 p.m. weekdays, on weekends and state holidays.	St. Charles and St. Louis County	See List Below	\$78.00
007 – Firm, fixed emergency fee for providing services if less than 24-hour advance notice for assignment.	St. Charles and St. Louis County	See List Below	\$25.00

Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
010 – Firm, fixed price for specialized interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday	St. Charles and St. Louis County	See List Below	\$80.00
013 – Firm, fixed price for specialized interpreting services after 5:00 p.m., weekdays, on weekends and state holidays.	St. Charles and St. Louis County	See List Below	\$83.00

Travel Time Outside Awarded County(ies)

Item/Description	Price Per Hour
016 – Travel Time, Per hour	\$33.50

Languages Provided:

Afghani (Dari), Akan, Albanian (Gheg & Tosk), Amharic, Amoy, Arabic (All Dialects), Armenian, Asante, Assyrian, Azerbaidjani (Azeri), Bahasa, Bajuni, Bamanankan, Bambara, Belize Creole English, Bengali, Berber, Bosnian, Bravanese, Bulgarian, Burmese, Byelorussian, Cambodian (Khmer), Cantonese, Cape Verdian, Castilian, Catalan, Cebuano, Chaldean, Chichewa, Chuj, Croatian, Czech, Danish, Dari, Darija, Diejiu, Dinka, Dioula, Djerma, Dutch, Estonian, Ewe, Falam, Fante, Farsi, Fijian, Filipino, Finnish, Flemish, French, Fukienese, Fulani, Fuzhou, Ga, Gaelic, Georgian, German, Gilaki, Gourmancema, Greek, Gujaati, Haitian Creole, Hakka, Hausa, Hebrew, Hindi, Hindko, Hmong, Hokkien, Hunan, Hungarian, IBO, Igbo, Illicano, Indonesian, Italian, Japanese, Javanese, Kannada, Kaqchikel, Karen, Kazakh, Khmer (Cambodian), Kibajuni, Kicongo, Kinyarwanda, Kirgiz, Kirundi, Kiswahili, Konkani, K'onjabol, Korean, Kosraen, Krio (Sierra Leone), Kurdish, Kurdish Badini, Kurdish Kurmanji, Kurdish, Sorani, Laotian, Latvian, Leta, Lingala, Lithuanian, Luganda, Luhya, Luo, Macedonian, Mai Mai, Malay, Malayalam, Malinke, Maltese, Mandarin, Mandingo, Mandinka, Marathi, Marshalese, Mien, Minangkabau, Mirpuri, Mixteco Alto, Mixteco Bajo, Moldovian, Mongolian, Montenegro, Moore, Nantang, Navajo, Nedebele, Nepali, Norwegian, Nuer, Oriya, Oromo, Pahari, Papiamento, Pashto, Patois, Persian (Farsi), Pidgin, Polish, Portuguese, Portuguese Creole (Cape Verdian Creole), Potohari, Pulaar, Punjabi, Putien, Quechua, Quiche, Romanian, Russian, Salish, Samoan, Saraiki, Sarikoli, Serbo-Croatian, Serbian, Setswana, Sinhalese, Slovak, Slovenian, Somali, Soninke, Soso, Spanish, Swahili, Swedish, Sylheti, Syriac,

Tachew, Tagalog, Taiwanese, Tamil (Sri Lankan & Indian), Tatar, Teddim, Telugu, Thado-Kuki, Thai, Tibetan, Tigrinya, Toishan (Chinese), Tongan, Tshiluba, Turkish, Twi, Ukrainian, Urdu, Uyghur, Uzbek, Vietnamese, Wenzhou (Chinese), Wolof/Ouoloff, Yiddish, Yoruba, Zarma-Songhai

Contract C309118014: Propio Language Services

Non-Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
001 – Firm, fixed price for interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday.	Boone, Buchanan, Cass, Christian, Clay, Franklin, Greene, Jackson, Jasper, Jefferson, Platte, St. Charles, St. Louis County, St. Louis City	Spanish	\$49.00
		All Other Languages	\$59.00
004 – Firm, fixed price for interpreting services after 5:00 p.m. weekdays, on weekends and state holidays.	Boone, Buchanan, Cass, Christian, Clay, Franklin, Greene, Jackson, Jasper, Jefferson, Platte, St. Charles, St. Louis County, St. Louis City	Spanish	\$59.00
		All Other Languages	\$69.00
007 – Firm, fixed emergency fee for providing services if less than 24-hour advance notice for assignment.	Boone, Buchanan, Cass, Christian, Clay, Franklin, Greene, Jackson, Jasper, Jefferson, Platte, St. Charles, St. Louis County, St. Louis City	Spanish	\$24.00
		All Other Languages	\$24.00

Specialized Interpreter Services (C/S Code: 91142)

Item/Description	Service Area (Counties)	Language(s)	Price Per Hour
010 – Firm, fixed price for specialized interpreting services between 8:00 a.m. and 5:00 p.m., Monday through Friday	Boone, Buchanan, Cass, Christian, Clay, Franklin, Greene, Jackson, Jasper, Jefferson, Platte, St. Charles, St. Louis County, St. Louis City	Spanish	\$59.00
		All Other Languages	\$69.00
013 – Firm, fixed price for specialized interpreting services after 5:00 p.m., weekdays, on weekends and state holidays.	Boone, Buchanan, Cass, Christian, Clay, Franklin, Greene, Jackson, Jasper, Jefferson, Platte, St. Charles, St. Louis County, St. Louis City	Spanish	\$69.00
		All Other Languages	\$79.00

Travel Time Outside Awarded County(ies)

Item/Description	Price Per Hour
016 – Travel Time, Per hour	\$25.00

ATTACHMENT #1

SECURITY CLEARANCE AUTHORIZATION

NAME: _____ DATE: _____
(PLEASE PRINT)

ADDRESS: _____

SOCIAL SECURITY NUMBER: _____

RACE: _____ MARITAL STATUS: _____

DATE OF BIRTH: _____

I hereby authorize and request release to the State of Missouri, _____ personnel, any and all records and information including, but not limited to, originals or copies of any records, documents, reports, and criminal history records.

I understand that the State of Missouri, _____ personnel, will conduct a background investigation before rendering a decision regarding my eligibility for employment and that this authorization is a part of that investigation.

I voluntarily agree to cooperate in such investigation and release from all liability or responsibility the State of Missouri _____ and all other persons, firms, corporations and institutions supply the above requested information.

SIGNATURE

SUPERVISOR'S SIGNATURE