



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

NOTIFICATION OF STATEWIDE CONTRACT

March 27, 2013

CONTRACT TITLE: Language Translation – Written
CURRENT CONTRACT PERIOD: May 1, 2013 through April 30, 2014
BUYER INFORMATION: Megan Howser
 (573) 751-1686
megan.howser@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	May 1, 2011 through April 30, 2012	April 30, 2014

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 **Awarded Bid & Contract Document Search** 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	COOP PROCURE-MENT
C311066001	2085427180 0	Global Village 8428 Delmar Blvd St. Louis MO 63124 Attn: Sara Disney Phone: 314-989-9112 Fax: 314-989-9120 Email: info@globalvillagelanguagecenter.com	Yes
C311066002	3639140130 0	Global Languages & Cultures Inc. 70 East Lake Street #1116 Chicago IL 60601-7552 Attn: Georgeanne Van Phone: 312-456-0654 Fax: 312-456-0656 Email: Georgeanne@e-translation.com	Yes

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	COOP PROCUREMENT
C311066003	4812520650 2	Propio Language Services, LLC 8650 Candlelight Lane, Ste 5 Lenexa, KS 66215 Attn: Douglas Judd Phone: 913-396-6037 Fax: 866-231-8176 Email: Doug@propio-ls.com	Yes
C311066004	4312969150 0	International Language Center 1416 South Big Bend Blvd. St. Louis MO 63117 Attn: Dede Brunetti Phone: 314-647-8888 x 205 Fax: 314-647-8889 Email: dede.brunetti@ilcworldwide.com	Yes
C311066005	2635396880 0	FAITHS, LLC 1609 Shady Ct. Jefferson City MO 65109 Attn: Maria Cepeda Phone: 573-291-2603 Email: mariareliv@gmail.com or info@translationsandinterpretations.com	Yes
C311066006	4319115200 2	All World Languages & Cultures Inc. PO Box 1889 Lee's Summit MO 64063 Attn: Svetlana Yeager Phone: 816-554-6000 Fax: 816-554-6001 Email: info@universalhighways.com	Yes
C311066007	2617346320 1	Languages Translation Services 34726 31 CT SW Federal Way, A 98023 Attn: Daniel Shamebo Sabore Phone: 253-835-0107 Fax: 775-993-7988 Email: dshamebo@languages-translation.info or dshamebo@yahoo.com	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
5/1/13-4/30/14	03/27/13	Renewed all contracts. Updated address and phone number for Propio Language Services, LLC (C311066003).
5/1/12-4/30/13	12/20/12	Changed the Buyer Information on page one from Jeena Hunget to Megan Howser.
5/1/12-4/30/13	04/27/12	Renewed all contracts.
5/1/11-4/30/12	12/22/11	Changed the Buyer Information on page one from Stacia Dawson to Jeena Hunget.
5/1/11-4/30/12	06/21/11	Changed vendor number and contractor name for Contract C311066006 (All World Languages & Cultures, Inc.).
5/1/11-4/30/12	4/15/11	Initial issuance of new statewide contract

1. CONTRACTUAL REQUIREMENTS

1.1 General Requirements:

1.1.1 The contractor shall provide written translation services in accordance with the provisions and requirements stated herein. The contractor shall provide translation services for any agency of state government, hereinafter referred to as “state agency”. For purposes of this document, written translation shall be the translation of English written documents to the state agency required language or the translation of the state agency required language to English written documents.

a. **Mandatory Languages:** If a state agency requests written translation services for any of the following languages, the contractor must perform the written translation for such language as required:

- Arabic
- Bosnian
- Chinese
- Farsi
- German
- Hmong
- Korean
- Russian
- Somali
- Spanish
- Ukrainian
- Vietnamese

b. **Other Languages:** If a state agency requests translation services for another language proposed by the contractor on the pricing page, the contractor shall perform the written translation as required.

1.1.2 The contractor shall either provide the translation services directly or shall provide translators 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 translators actually providing the service.

1.1.3 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 on the Exhibit G with participation in the Cooperative Procurement Program, the contractor shall provide written translation 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 (section 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.

1.1.4 The contractor shall perform all services within the United States. The contractor shall not provide offshore services.

1.2 Assignment of Translation Services:

- 1.2.1 In the event multiple contracts exist for a particular language, except as otherwise stated herein, the state agency shall contact the lowest priced contractor for such service.
- 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-rush job services), the contractor shall advise the state agency within twenty-four (24) hours after the state agency's contact if the required translation services can be provided by the contractor within the time frame required by the state agency.
- 1.2.2 For emergency-rush job services, the contractor must advise the state agency immediately if the contractor can meet the state agency's needs in regard to translation services. For emergency-rush job 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. An emergency rush job service shall be defined as a timeline requiring translation in excess of 2,000 words in an eight hour day.
- a. The contractor must decline to provide the needed translation services if competent translators in the state agency requested language are not available in the time frame required by the state agency.
 - b. If required by the state agency, the contractor shall provide resumes with references for translator(s) available for use by the state agency. The contractor shall not be required to submit more than six (6) such resumes.
 - c. Based on the reviews of resume information, security clearance information, and/or prior experience with a specific translator, the state agency reserves the right to determine any translator as unacceptable and reject any or all of the translators 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 translator 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 translator, the determination by the state agency of an unacceptable translator, or in the event that the contractor doesn't respond regarding the availability of translators 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.
- 1.2.4 In the event the contractor is unable to perform services on a consistent basis as determined by the State of Missouri, the contractor may be considered to be in breach of contract and subject to appropriate action and/or remedies by the State of Missouri, Division of Purchasing and Materials Management.

1.3 Specific Requirements of Translation Services:

- 1.3.1 Authorized Personnel -
- 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 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. The state may also withhold up to twenty-five percent of the total amount due to the contractor.

- c. The contractor shall agree to fully cooperate with any audit or investigation from federal, state, or local law enforcement agencies.
- d. If the contractor meets the definition of a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, the contractor shall maintain enrollment and participation in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the contracted services included herein. If the contractor's business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, then the contractor shall, prior to the performance of any services as a business entity under the contract:
 - 1) Enroll and participate in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND
 - 2) Provide to the Division of Purchasing and Materials Management the documentation required in the exhibit titled, Business Entity Certification, Enrollment Documentation, and Affidavit of Work Authorization affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program; AND
 - 3) Submit to the Division of Purchasing and Materials Management a completed, notarized Affidavit of Work Authorization provided in the exhibit titled, Business Entity Certification, Enrollment Documentation, and Affidavit of Work Authorization.
- e. In accordance with subsection 2 of section 285.530, RSMo, the contractor should renew their Affidavit of Work Authorization annually. A valid Affidavit of Work Authorization is necessary to award any new contracts.

1.3.2 The contractor shall provide translation services using translators who comply with the following:

- a. Any assigned translator must be competent in the state agency requested language.
- b. The assigned translator must possess sufficient education, training, and experience to proficiently translate written 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 translator shall be to the sole satisfaction of the state agency and also agrees to replace any translator that does not demonstrate satisfactory proficiency.
 - 1) A single translator shall be used to complete each document to ensure continuity and consistency in terminology, syntax, and style. Translations shall be correct in industry-specific terminology, ethnically sensitive tone, and appropriate marketing dialogue.
- c. If required by the state agency, the translator must be accredited through the American Translator Association.
- d. No translator shall provide services in excess of forty hours per week for an individual state agency unless requested or approved by the state agency.
- e. If required by the state agency, any translator identified for providing translation 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 translator. 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 translators who shall be providing service.

1.3.3 The contractor shall provide translation services which shall include the following:

- a. The contractor shall translate documents at the same reading level as the document was provided to the contractor.

- b. The contractor shall translate documents in a format as specified by the state agency. All documents must be provided in written form unless otherwise specified by the state agency.
 - 1) The state agency may request translated documents be formatted in the same manner as the documents submitted for translating.
 - 2) The state agency may request translated documents be formatted and saved on CD-R or disk.
- c. The contractor shall review each document prior to delivery to the state agency to ensure that the document is linguistically accurate and consistent with the formatting and technical specifications of the original English document.
- d. All written translations are subject to review by another written translator or other qualified party (at the state agency's cost) for accuracy. The state agency is not required to provide prior notice to the contractor of the review.
- e. The contractor shall agree and understand that the final judge of the quality of services provided under the contract shall be the state agency.
 - 1) If it is determined by the state agency that any completed material(s) are unacceptable, the contractor shall provide replacement material(s) at no additional cost to the state agency in a time frame determined by the state agency.
 - 2) The contractor agrees that the accuracy of the translation shall be to the sole satisfaction of the state agency. The contractor shall correct translations as requested by the state agency in order to improve the quality of the document.

1.3.4 In accordance with all applicable laws, regulations, and procedures, the contractor and the translator shall maintain strict confidentiality of all information and records which the contractor or the translator provided by the contractor may come in contact with or be privy to in the course of providing services. The contractor and the translator 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 translator's employment/association with the contractor.

1.3.5 In the event a conflict and/or problem occurs with any translator(s) provided by the contractor, the state agency should notify the contractor.

1.3.6 Reporting Requirements - By the 10th day of each quarter (March, June, September, December), 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 quarter 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.

1.3.7 Unless otherwise specified herein, the contractor shall furnish all material, labor, facilities, equipment, and supplies necessary to perform the services required herein.

1.4 State Agency Requirements:

1.4.1 The state agency shall attempt to give at least twenty-four hours notice to the contractor of a cancellation of services previously requested.

1.4.2 The state agency shall provide the contractor with the documents for translating. The state agency may submit the documents to the contractor via mail, fax, e-mail, delivery, etc.

1.5 Delivery Requirements:

1.5.1 The state agency and the contractor shall establish a mutually agreeable timeframe for return of translated documents to the state agency. The timeframe shall be based on the needs of the state agency. In the event of a dispute over the timeframe the decision of the state agency shall be final and without recourse. If requested and mutually agreed upon, the contractor shall provide emergency-rush job service(s).

1.5.2 The contractor shall deliver the translated documents by the method requested by the state agency and to the address requested by the state agency.

1.6 Invoicing and Payment Requirements:

1.6.1 Prior to any payments becoming due under the contract, the contractor must return a completed state Vendor Input/ACH-EFT Application, which is downloadable from the Vendor Services Portal at: <https://www.vendorservices.mo.gov/vendorservices/Portal/Default.aspx>.

- a. The contractor understands and agrees that the State of Missouri reserves the right to make contract payments through electronic funds transfer (EFT).

- 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 Services Portal at:

<https://www.vendorservices.mo.gov/vendorservices/Portal/Default.aspx>

1.6.2 Upon completion of the specific translation assignment, the contractor shall invoice the state agency which has received the service. The invoice must state the name(s) of the translator providing service, the language translated, the number of words translated, including a total price for the job, and if applicable, formatting changes.

1.6.3 The contractor shall be paid on a per word basis by the state agency requesting services and for which services have been provided. English shall be used as the base language for calculating the number of words to be translated.

1.6.4 In the event the contractor provides services for an emergency rush job, as defined in Assignment of Translation Services requirement, the contractor shall invoice and be paid in accordance with the firm, fixed percentage of the total translation assignment charged for such service as stated in the Pricing Page(s) in addition to the price per word for translating services.

- a. For example if the total translation assignment is \$100.00 and the emergency rush firm, fixed percentage is 10%, the contractor shall invoice and be paid an additional \$10.00 for a total of \$110.00 for the emergency rush translation assignment.
- 1.6.5 The contractor shall be paid for the cost of CD-R or disk in the event the state agency requests the translated documents be submitted on such.
- 1.6.6 The contractor shall be responsible for any costs related to correcting translations formatted or translated incorrectly. Payment will not be made for translations that are not completed in accordance with the corrections requested by the state agency.
- 1.6.7 The contractor shall be reimbursed for the cost to return the translated documents to the state agency upon proof of cost.
- 1.6.8 Each state agency shall be responsible for the payment of services provided to that state agency.
- 1.6.9 Other than the payments specified above, no other payments or reimbursements shall be made to the contractor for any reason whatsoever including, but not limited to taxes, shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc.
- 1.6.10 Notwithstanding any other payment provision of the contract, if the contractor fails to perform required work or services, fails to submit reports when due, or is indebted to the United States, the state agency may withhold payment or reject invoices under the contract.
- 1.6.11 Final invoices are due by no later than thirty (30) calendar days of the expiration of the contract. The state agency shall have no obligation to pay any invoice submitted after the due date.
- 1.6.12 If a request by the contractor for payment or reimbursement is denied, the state agency shall provide the contractor with written notice of the reason(s) for denial.
- 1.6.13 If the contractor is overpaid by the state agency, upon official notification by the state agency, the contractor shall provide the state agency (1) with a check payable as instructed by the state agency in the amount of such overpayment at the address specified by the state agency or (2) deduct the overpayment from the monthly invoices as requested by the state agency.

1.7 Other Contractual Requirements:

- 1.7.1 Contract - A binding contract shall consist of: (1) the RFP, amendments thereto, and any Best and Final Offer (BAFO) request(s) with RFP changes/additions, (2) the contractor's proposal including any contractor BAFO response(s), (3) clarification of the proposal, if any, and (4) the Division of Purchasing and Materials Management's acceptance of the proposal by "notice of award". All Exhibits and Attachments included in the RFP 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 Request for Proposal (RFP). 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. In addition, the contractor shall understand and agree that renewal period price increases specified in the contract are not automatic. At the time of contract renewal, if the state determines funding does not permit the specified renewal pricing increase or even a portion thereof, the renewal pricing shall remain the same as during the previous contract period. If such action is rejected by the contractor, the contract may be terminated, and a new procurement process may be conducted. The contractor shall also understand and agree the state may determine funding limitations necessitate a decrease in the contractor's pricing for the renewal period(s). If such action is necessary and the contractor rejects the decrease, the contract may be terminated, and a new procurement process may be conducted.
- 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 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 have 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. Self-insurance coverage or another alternative risk financing mechanism may be utilized provided that such coverage is verifiable and

irrevocably reliable and the State of Missouri is protected as an additional insured. In the event any insurance coverage is canceled, the state agency must be notified immediately.

- 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. Pursuant to subsection 1 of section 285.530, RSMo, no contractor or subcontractor shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the state of Missouri. In accordance with sections 285.525 to 285.550, RSMo, a general contractor or subcontractor of any tier shall not be liable when such contractor or subcontractor contracts with its direct subcontractor who violates subsection 1 of section 285.530, RSMo, if the contract binding the contractor and subcontractor affirmatively states that:
 - 1) the direct subcontractor is not knowingly in violation of subsection 1 of section 285.530, RSMo, and
 - 2) shall not henceforth be in such violation and
 - 3) the contractor or subcontractor receives a sworn affidavit under the penalty of perjury attesting to the fact that the direct subcontractor's employees are lawfully present in the United States.
- 1.7.8 Substitution of Personnel - The contractor agrees and understands that any substitution of the specific key individual(s) and/or personnel qualifications identified in the proposal must be with individual(s) of equal or better qualifications than originally proposed.
- 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 -
- a. 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.

- b. If required by the state agency, the contractor and any required contractor personnel must sign specific documents regarding confidentiality, security, or other similar documents upon request. Failure of the contractor and any required personnel to sign such documents shall be considered a breach of contract and subject to the cancellation provisions of this document.

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 proposal.

- 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 Organizations for the Blind/Sheltered Workshop participation levels committed to in the contractor's awarded proposal. 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 certified organizations for the blind/sheltered workshops to fulfill the participation requirements committed to in the contractor's awarded proposal.
 - 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.
- d. Within thirty days of the end of the original contract period, the contractor must submit an affidavit to the Division of Purchasing and Materials Management. The affidavit must be signed by the director or manager of the participating Organizations for the Blind/Sheltered Workshop verifying provision of products and/or services and compliance of all contractor payments made to the Organizations for the Blind/Sheltered Workshops. The contractor may use the affidavit form available on the Division of Purchasing and Materials Management's website at <http://oa.mo.gov/purch/vendor.html> or another affidavit providing the same information.

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, as amended - The state agency and the contractor are both subject to and must comply with provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health Act (HITECH) (PL-111-5) (collectively, and hereinafter, 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 and 42 U.S.C. §§ 17921 *et. seq.* including, but not limited to the following:
 - 1) "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.
 - 2) "Breach" shall mean the unauthorized acquisition, access, use, or disclosure of Protected Health Information which compromises the security or privacy of such information, except as provided in 42 U.S.C. § 17921. This definition shall not apply to the term "breach of contract" as used within the contract.
 - 3) "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 below.
 - 4) "Enforcement Rule" shall mean the HIPAA Administrative Simplification: Enforcement; Final Rule at 45 CFR parts 160 and 164.
 - 5) "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).
 - 6) "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.
 - 7) "Protected Health Information" as defined in 45 CFR 160.103, shall mean individually identifiable health information:
 - 8) - (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.
 - 9) - (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.
 - 10) "Security Incident" shall be defined as set forth in the "Obligations of the Contractor" section of the Business Associate Provisions.
 - 11) "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR part 164, subpart C.
 - 12) "Unsecured Protected Health Information" shall mean Protected Health Information that is not secured through the use of a technology or methodology determined in accordance with 42 U.S.C. § 17932 or as otherwise specified by the secretary of Health and Human Services.
- 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, Enforcement Rule, and other rules as later promulgated (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, and shall comply with the minimum necessary disclosure requirements set forth in 45 CFR § 164.502(b).
- 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 shall include, but 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 the Privacy Rule.

- 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 42 USCA §17932 and 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. If requested by the state agency or the individual, the contractor shall provide an accounting of disclosures directly to the individual. The contractor shall maintain a record of any accounting made directly to an individual at the individual's request and shall provide such record to the state agency upon request.
- 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 any 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. The contractor shall report to the state agency's Security Officer any breach immediately upon becoming aware of such incident and shall take immediate action to stop the continuation of any such incident. 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 for approval that describes plans for preventing any such future incidents.
- l. The contractor's reports specified in the preceding paragraphs shall include the following information regarding the security incident, improper disclosure/use, or breach, (hereinafter "incident"):
 - 1) The name, address, and telephone number of each individual whose information was involved if such information is maintained by the contractor;
 - 2) The electronic address of any individual who has specified a preference of contact by electronic mail;

- 3) A brief description of what happened, including the date(s) of the incident and the date(s) of the discovery of the incident;
 - 4) A description of the types of Protected Health Information involved in the incident (such as full name, Social Security Number, date of birth, home address, account number, or disability code) and whether the incident involved Unsecured Protected Health Information; and
 - 5) The recommended steps individuals should take to protect themselves from potential harm resulting from the incident.
- m. 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.
 - n. Contractor shall not directly or indirectly receive remuneration in exchange for any protected health information without a valid authorization.
 - o. If the contractor becomes aware of a pattern of activity or practice of the state agency that constitutes a material breach of contract regarding the state agency's obligations under the Business Associate Provisions of the contract, the contractor shall notify the state agency's Security Officer of the activity or practice and work with the state agency to correct the breach of contract.

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 subcontractor 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 shall agree and understand 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 breach of contract to the Secretary of the Department of Health and Human Services.

PRICING PAGE

C311066001-Global Village Language Center		
Line Item	Description	Firm Fixed Price
001	Price per word for translating services	\$0.13 <i>Per Word</i>
002	Price per hour for copy editing/proof-reading services	\$20.00 <i>Per Hour</i>
003	Price per hour for document formatting charges	\$20.00 <i>Per Hour</i>
004	Price per CD-R	\$1.00 <i>Per CD</i>
005	Percentage for Emergency Rush Job Price of the total translation assignment charged (<i>i.e. if the total translation assignment is \$100.00 and the emergency rush firm, fixed percentage is 10%, the contractor shall invoice and be paid and additional \$10.00 for a total of \$110.00 for the emergency rush translation assignment.</i>)	20%
Mandatory Language(s): Arabic, Bosnian, Chinese, Farsi, German, Hmong, Korean, Russian, Somali, Spanish, Ukrainian, and Vietnamese		
Other Languages:	Acehness, Adarigna, Afghan/Pashto/Pashto/Dari, Afrikaans, Albanian; Tosk, Gheg, Amharic, Arabic, Aramaic, Armenian, Azerbaijani, Bangladesh, Belarusian, Baluchi, Bemba, Belarussian, Bengali, Bosnian (Serbo-Croatian), Bulgarian, Catalan, Castilian, Burmese; Chin, Hakha Chin, Falam Chin, Burmese; Myanmasa, Cambodian (Khmer), Chinese-Hakka, Chinese-Yue (Cantonese), Chinese (Mandarin), Chinese, Creole, Croatian, Czech, Danish, Dari, Dinka (Sudan), Dutch, Edo (Ghana), Efik (Nigerian), Eritrean, Estonian, Ethiopic (Geez), Ewe, Fanti, Farsi/Persian, Figi, Finnish, Flemish, French; African French, Canadian French, Fulani, Fuzhou (Chinese), Gaelic, Georgian, German, Ancient Greek, Greek, Gujarati (India) Haitian Creole French, Hausa, Hebrew, Hindi, Hmong, Hungarian, Ibo, Icelandic, Indian, Indonesian, Italian, Jamaican Creole, Japanese, Kalanjin, Kalmuck (Mongolian), Kannada, Kazakh, Kikuyu, Kinyarwanda, Kinyamulega, Kiswahili, Kyrgyz, Korean, Krio, Kurdish (all dialects), Laotian, Latvian, Liberian English, Lingala, Kithuanian, Luganda, Macedonia, Malawi, Malay, Malayalam, Malinke, Maltese, Mai-Mai, Mandingo, Mano (Mande), Marathi, Marshallese, Moldavian, Mongolian, Nepali, Norwegian, Nyanja/Chinyanja, Pakistani, Palau, Panjabi, Eastern Panjabi, Western, Patosi, Persian, Filipino, Polish, Portuguese, European Portuguese, Brazilian Portuguese, Pungabi/Panjabi, Roman-Serbian, Romany (Gypsy), Rubasa, Romanian, Russian, Rwanda, Samoan, Serbian, Serbo-Croatian, Sinhalese, Sinhala, Slovak, Slovenian, Somali, Spanish, Swahili, Swedish, Swiss German, Tajiki, Tadzic, Tagalog, Taiwanese (Amoy), Taiwanese (Fukien), Tamil, Telugu, Tibetan, Tigre, Tigrinya, Tonga, Tongan, Tsonga, Turkish, Turkmen, Ukrainian, Urdu, Uyghur, Uzbek, Vietnamese, Visayan/Bisayan, Welsh, Wolof, Yiddish, Yoruba, Zulu	

C311066002-Global Languages & Cultures Inc.		
Line Item	Description	Firm Fixed Price
001	Price per word for translating services	\$0.14 <i>Per Word</i>
002	Price per hour for copy editing/proof-reading services	\$22.50 <i>Per Hour</i>
003	Price per hour for document formatting charges	\$43.75 <i>Per Hour</i>
004	Price per CD-R	\$2.50 <i>Per CD</i>
005	Percentage for Emergency Rush Job Price of the total translation assignment charged (<i>i.e. if the total translation assignment is \$100.00 and the emergency rush firm, fixed percentage is 10%, the contractor shall invoice and be paid and additional \$10.00 for a total of \$110.00 for the emergency rush translation assignment.</i>)	15%
Mandatory Language(s): Arabic, Bosnian, Chinese, Farsi, German, Hmong, Korean, Russian, Somali, Spanish, Ukrainian, and Vietnamese		
Other Languages: Per Request.		

C311066003-Propio Language Services, LLC		
Line Item	Description	Firm Fixed Price
001	Price per word for translating services	\$0.15 <i>Per Word</i>
002	Price per hour for copy editing/proof-reading services	\$25.00 <i>Per Hour</i>
003	Price per hour for document formatting charges	\$20.00 <i>Per Hour</i>
004	Price per CD-R	\$1.00 <i>Per CD</i>
005	Percentage for Emergency Rush Job Price of the total translation assignment charged (<i>i.e. if the total translation assignment is \$100.00 and the emergency rush firm, fixed percentage is 10%, the contractor shall invoice and be paid and additional \$10.00 for a total of \$110.00 for the emergency rush translation assignment.</i>)	30%
Mandatory Language(s): Arabic, Bosnian, Chinese, Farsi, German, Hmong, Korean, Russian, Somali, Spanish, Ukrainian, and Vietnamese		
Other Languages: 50 other languages offered-contact contractor.		

C311066004-International Language Center		
Line Item	Description	Firm Fixed Price
001	Price per word for translating services	\$0.17 <i>Per Word</i>
002	Price per hour for copy editing/proof-reading services	\$33.00 <i>Per Hour</i>
003	Price per hour for document formatting charges	\$33.00 <i>Per Hour</i>
004	Price per CD-R	\$2.50 <i>Per CD</i>
005	Percentage for Emergency Rush Job Price of the total translation assignment charged (<i>i.e. if the total translation assignment is \$100.00 and the emergency rush firm, fixed percentage is 10%, the contractor shall invoice and be paid and additional \$10.00 for a total of \$110.00 for the emergency rush translation assignment.</i>)	12%
Mandatory Language(s): Arabic, Bosnian, Chinese, Farsi, German, Hmong, Korean, Russian, Somali, Spanish, Ukrainian, and Vietnamese		
Other Languages: 100 other languages offered-contact contractor.		

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C311066005-FAITHS LLC		
Line Item	Description	Firm Fixed Price
001	Price per word for translating services	\$0.15 <i>Per Word</i>
002	Price per hour for copy editing/proof-reading services	\$30.00 <i>Per Hour</i>
003	Price per hour for document formatting charges	\$30.00 <i>Per Hour</i>
004	Price per CD-R	\$1.00 <i>Per CD</i>
005	Percentage for Emergency Rush Job Price of the total translation assignment charged (<i>i.e. if the total translation assignment is \$100.00 and the emergency rush firm, fixed percentage is 10%, the contractor shall invoice and be paid and additional \$10.00 for a total of \$110.00 for the emergency rush translation assignment.</i>)	25%
Mandatory Language(s): Arabic, Bosnian, Chinese, Farsi, German, Hmong, Korean, Russian, Somali, Spanish, Ukrainian, and Vietnamese		
Other Languages:		

C311066006-Language Translation-Written		
Line Item	Description	Firm Fixed Price
001	Price per word for translating services	\$0.13 <i>Per Word</i>
002	Price per hour for copy editing/proof-reading services	\$22.00 <i>Per Hour</i>
003	Price per hour for document formatting charges	\$22.00 <i>Per Hour</i>
004	Price per CD-R	\$1.00 <i>Per CD</i>
005	Percentage for Emergency Rush Job Price of the total translation assignment charged (<i>i.e. if the total translation assignment is \$100.00 and the emergency rush firm, fixed percentage is 10%, the contractor shall invoice and be paid and additional \$10.00 for a total of \$110.00 for the emergency rush translation assignment.</i>)	50%
Mandatory Language(s): Arabic, Bosnian, Chinese, Farsi, German, Hmong, Korean, Russian, Somali, Spanish, Ukrainian, and Vietnamese		
Other Languages: Cambodian, Croatian, Czech, Danish, Dari, Dutch, English, Finish, French, German, Greek, Gujarati, Hindi, Hungarian, Italian, Japanese, Loatian, Latvian, Lithuanian, Pashto, Polish, Portuguese, Punjabi, Romanian, Serbian, Slovak, Slovenian, Swahili, Tagalog, Telugu, Turkish, Urdu		

C311066007-Languages Translation Services		
Line Item	Description	Firm Fixed Price
001	Price per word for translating services	\$0.13 <i>Per Word</i>
002	Price per hour for copy editing/proof-reading services	\$22.00 <i>Per Hour</i>
003	Price per hour for document formatting charges	\$20.00 <i>Per Hour</i>
004	Price per CD-R	\$0 <i>Per CD</i>
005	Percentage for Emergency Rush Job Price of the total translation assignment charged (<i>i.e. if the total translation assignment is \$100.00 and the emergency rush firm, fixed percentage is 10%, the contractor shall invoice and be paid and additional \$10.00 for a total of \$110.00 for the emergency rush translation assignment.</i>)	50%
Mandatory Language(s): Arabic, Bosnian, Chinese, Farsi, German, Hmong, Korean, Russian, Somali, Spanish, Ukrainian, and Vietnamese		
Other Languages:	Afrikaans, Albanian, Amharic, Aramaic, Armenian, Assamese, Azeri, Bahasa Malaysia, Bahasa Indonesia, Belarussian, Bengali, Bosnian, Bulgarian, Burmese, Cambodian, Cantonese, Catalan, Castalian Spanish, Chinese simplified, Chinese Traditional, Creole-French, Creole-Haitian, Croatian, Czech, Danish, Dari, Dinka, Dutch, English, Estonian, Finnish, Flemish, Fulani, Galician, Georgian, German, Greek, Gujarati, Hadiya, Hakka, Hausa, Hebrew, Hindi, Hungarian, Icelandic, Igbo, Irish, Indonesian, IsiSepedi, Italian, Japanese, Kambatic, Kazakh, Khmer, Kikuyu, Kiswahili, Korean, Kulo-Konta, Kurdish, Kyrgyz, Laotian, Latin, Latvian, Lingala, Lithuanian, Macedonia, Maithili, Malagasy, Malay, Malayalam, Maltese, Marathi, Mongolian, Nepalese, Northern Sotho, Norwegian, Nuer, Oriya, Oromo, Pashto, Persian, Polish, Portuguese, Punjabi, Romanian, Sanskirt, Serbian, Sesotho, Setswana, Shona, Sidama, Siswati, Slovak, Slovenian, Southern Sotho, Swahil, Swazi, Swedish, Tagalog, Tajik, Tambarasa, Tamil, Tatar, Telegu, Thai, Tibetan, Tigrigna, Tsong, Tswana, Turkish, Turkmen, Twi, Ukrainian, Urdu, Uzbk, Wolayta, Xhosa, Xitsonga, Yiddish, Yoruba, Zulu	