



STATEWIDE LANGUAGE INTERPRETATION TRANSLATION SERVICES - CS241790001 through CS241790007

Issuance Date: July 1, 2024

Revised Date: June 24, 2025

CONTRACT PERIOD/RENEWAL OPTIONS	
Current Contract Period:	July 1, 2025 through June 30, 2026
Original Contract Period:	July 1, 2024 through June 30, 2025
Available Renewal Period Options:	1
Potential Final Expiration Date:	June 30, 2027

ALL PURCHASES MADE UNDER THESE CONTRACTS MUST BE FOR PUBLIC (STATE AGENCY) USE ONLY. PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

A state agency shall be defined as a division, section, bureau, office, program, board, regional/district office, etc., that exists within a department of Missouri State Government. For the purposes of this document, this shall also include the Judicial and Legislative branches of the State of Missouri.

BUYER CONTACT INFORMATION	
Name:	Amina Acelam
Email:	amina.a.acelam@oa.mo.gov
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ORGANIZATION

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STATEWIDE CONTRACT HISTORY

The following table summarizes actions related to this Notification of Statewide Contract:

ACTION ISSUE DATE	SUMMARY OF CHANGES
6/24/2025	Renewed the following contracts thru June 30, 2026: CS241790001 and CS241790002.
4/16/2025	Updated Buyer Contact Information on Page One.
7/1/2024	Initial issuance of statewide contract



CONTRACT INFORMATION

CONTRACT NUMBER CS241790001	
MissouriBUYS SYSTEM ID:	MB00144196
Contractor Name:	Apex Translate & Transport (ApexTT)
Contractor Address:	6583 N. Oak Trafficway Gladstone, MO 64118
Contact Information:	Name: Trent Wynn Phone Number: (816) 241-2459 Fax Number: (816) 249-2809 Email Address: Info@apextt.net
BLIND/SHELTERED WORKSHOP, SDVE PARTICIPATION	
Blind/Sheltered Workshop: No	SDVE: No
COOPERATIVE PROCUREMENT	
Cooperative Procurement:	Yes

CONTRACT NUMBER CS241790002	
MissouriBUYS SYSTEM ID:	MB00091874
Contractor Name:	Bernardo A. Brunetti dba International Language Center
Contractor Address:	1416 S. Big Bend Blvd. St. Louis, MO 63117
Contact Information:	Name: Dede Brunetti Phone Number: (314) 647-8888, extension 205 Fax Number: (314) 647-8889 Email Address: dede.brunetti@ilcworldwide.com
BLIND/SHELTERED WORKSHOP, SDVE PARTICIPATION	
Blind/Sheltered Workshop: No	SDVE: No
COOPERATIVE PROCUREMENT	
Cooperative Procurement:	Yes



CONTRACT NUMBER CS241790003

MissouriBUYS SYSTEM ID:	MB00099895		
Contractor Name:	Catholic Charities Foundation DbA Language Access Multicultural People (LAMP)		
Contractor Address:	8050 Watson Road, Suite 340 St. Louis, MO 63119		
Contact Information:	Name:	Eduardo Vera	
	Phone Number:	(314) 842-0062	
	Fax Number:	N/A	
	Email Address:	evera@ccstl.org	
BLIND/SHELTERED WORKSHOP, SDVE PARTICIPATION			
Blind/Sheltered Workshop: No		SDVE: No	
COOPERATIVE PROCUREMENT			
Cooperative Procurement:		Yes	

CONTRACT NUMBER CS241790004

MissouriBUYS SYSTEM ID:	MB00093765		
Contractor Name:	Global Village Language Center		
Contractor Address:	8515 Delmar Blvd., Suite 201 St. Louis, MO 63124		
Contact Information:	Name:	Sarah Disney	
	Phone Number:	(314) 989-9112	
	Fax Number:	(314) 989-9120	
	Email Address:	sarahdisney@globalvillagelanguagecenter.com	
BLIND/SHELTERED WORKSHOP, SDVE PARTICIPATION			
Blind/Sheltered Workshop: No		SDVE: No	
COOPERATIVE PROCUREMENT			
Cooperative Procurement:		Yes	



CONTRACT NUMBER CS241790005

MissouriBUYS SYSTEM ID:	MB00183851		
Contractor Name:	Globo Language Solutions, LLC		
Contractor Address:	100 N. 18 th Street, Suite 300 #3465 Philadelphia PA 19103		
Contact Information:	Name:	Alison Walsh	
	Phone Number:	(314) 259-1010	
	Fax Number:	(314) 259-1844	
	Email Address:	contracts@helloglobo.com	
BLIND/SHELTERED WORKSHOP, SDVE PARTICIPATION			
Blind/Sheltered Workshop: No		SDVE: No	
COOPERATIVE PROCUREMENT			
Cooperative Procurement:		Yes	

CONTRACT NUMBER CS241790006

MissouriBUYS SYSTEM ID:	MB00053218		
Contractor Name:	Linguistica International, Inc.		
Contractor Address:	PO Box 95010 South Jordan, Utah 84020		
Contact Information:	Name:	Sabrina Morales	
	Phone Number:	801-842-2333	
	Fax Number:	N/A	
	Email Address:	smorales@linguisticainternational.com	
BLIND/SHELTERED WORKSHOP, SDVE PARTICIPATION			
Blind/Sheltered Workshop: No		SDVE: No	
COOPERATIVE PROCUREMENT			
Cooperative Procurement:		Yes	



CONTRACT NUMBER CS241790007	
MissouriBUYS SYSTEM ID:	MB00093813
Contractor Name:	Monarch Immigrant Services DbA Bilingual International Assistant Services
Contractor Address:	4030 Chouteau Avenue, Suite 700 St. Louis, MO 63110
Contact Information:	Name: Rebecca Niedner Phone Number: (314) 645-7800, extension 205 Fax Number: (314) 645-7802 Email Address: Jason.Baker@bilingualstl.org
BLIND/SHELTERED WORKSHOP, SDVE PARTICIPATION	
Blind/Sheltered Workshop: No	SDVE: No
COOPERATIVE PROCUREMENT	
Cooperative Procurement:	Yes



INSTRUCTIONS AND INFORMATION



1. **PREFERRED USE:** The contract shall be construed as a **preferred use contract** but shall not be construed as an exclusive arrangement. Preferred use means that any state agency needing the services should use the established contract(s) unless it is determined to be in the best interest of the State of Missouri for a state agency to obtain alternate services elsewhere.
2. **LANGUAGE INTERPRETATION TRANSLATION SERVICES:** Interpreter services 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 or virtually.
3. **PRICE DETERMINATION:** Since multiple contracts exist, the state agency shall utilize the services of the lowest-priced contractor for the required services. The state agency shall determine the lowest-priced contractor by determining each contractor's total cost based upon the anticipated number of hours, and if applicable, the emergency fee of interpreter services required and the prices quoted on the Pricing Page. In the event the lowest-priced contractor in the applicable region is unable to provide the required services due to unavailability, the state agency shall contact the next lowest-priced contractor in the applicable region. If additional contracts exist, the state agency shall continue to use the same criteria for selecting a contractor until the needs of the state agency are met.
 - 3.1 None of the contractors were awarded preference points.
4. **CONTRACT MANAGEMENT:**
 - 4.1 The state agency should monitor, measure, and manage the contractor's performance of services and delivery of products according to the contractual requirements. Please refer to the Contract Management Guide: <https://oapurch.state.mo.us/procurementsources.shtm>



- 4.2. In the event your state agency encounters any issues or has any concerns or questions regarding the contract, please contact the Division of Purchasing in writing to the attention of the buyer shown on the front page of this document.
- 4.3 To assist the Division of Purchasing in monitoring the performance of the contractors and ensuring quality services are provided to state agencies, state agencies are strongly encouraged to submit documentation regarding the contract and contractor performance to the Division of Purchasing to the attention of the buyer listed on the front page of this document.



CONTRACT PRICING

REGION 01 – Andrew, Atchison, Buchanan, Clinton, Dekalb, Gentry, Holt, Nodaway, Worth

		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 1)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 2)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 3)</i>	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 4)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 5)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 6)</i>
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$53/hr	\$53/hr	\$15/ea	\$58/hr	\$58/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 02 – Jackson							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 7)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 8)	Emergency Fee less than 24 hour notice (Line Item 9)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 10)	After 5:00 P.M. Weekdays, & State Holidays (Line Item 11)	Emergency Fee less than 24 hour notice (Line Item 12)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$45/hr	\$47/hr	\$15/ea	\$58/hr	\$58/hr	\$15/ea
Global Village Language Center	CS241790004	\$73/hr	\$74/hr	\$35/ea	\$78/hr	\$82/hr	\$35/ea
Globo Language Solutions, LLC	CS241790005	\$55/hr	\$20/hr	\$20/ea	\$65/hr	\$20/hr	\$20/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea
Monarch Immigrant Services DbA Bilingual International Assistant Services	CS241790007	\$50/hr	\$60/hr	\$15/ea	\$60/hr	\$70/hr	\$15/ea



CONTRACT PRICING

REGION 03 – Clay, Platte, Ray							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 13)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 14)	Emergency Fee less than 24 hour notice (Line Item 15)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 16)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 17)	Emergency Fee less than 24 hour notice (Line Item 18)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$45/hr	\$47/hr	\$15/ea	\$58/hr	\$58/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 04 – Cass, Johnson, Lafayette							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 19)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 20)	Emergency Fee less than 24 hour notice (Line Item 21)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 22)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 23)	Emergency Fee less than 24 hour notice (Line Item 24)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$45/hr	\$47/hr	\$15/ea	\$58/hr	\$58/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea
Monarch Immigrant Services DbA Bilingual International Assistant Services	CS241790007	\$42/hr	\$52/hr	\$10/ea	\$52/hr	\$62/hr	\$15/ea



CONTRACT PRICING

REGION 05 – Barry, Dade, Lawrence							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 25)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 26)	Emergency Fee less than 24 hour notice (Line Item 27)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 28)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 29)	Emergency Fee less than 24 hour notice (Line Item 30)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$58/hr	\$58/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 06 – Bates, Benton, Cedar, Henry, Hickory, St. Clair, Vernon

		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 31)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 32)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 33)</i>	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 34)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 35)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 36)</i>
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$58/hr	\$58/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 07 – Barton, Jasper, McDonald, Newton

		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 37)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 38)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 39)</i>	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 40)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 41)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 42)</i>
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$58/hr	\$58/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 08 – Christian, Dallas, Greene, Polk, Stone, Taney, Webster							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 43)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 44)	Emergency Fee less than 24 hour notice (Line Item 45)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 46)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 47)	Emergency Fee less than 24 hour notice (Line Item 48)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$58/hr	\$58/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 09 – Camden, Cole, Laclede, Miller, Osage, Pulaski

		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 49)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 50)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 51)</i>	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 52)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 53)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 54)</i>
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$50/hr	\$50/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 10 – Boone, Carroll, Chariton, Cooper, Howard, Moniteau, Morgan, Pettis, Randolph, Saline							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 55)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 56)	Emergency Fee less than 24 hour notice (Line Item 57)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 58)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 59)	Emergency Fee less than 24 hour notice (Line Item 60)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$51/hr	\$51/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea
Monarch Immigrant Services DbA Bilingual International Assistant Services	CS241790007	\$41/hr	\$51/hr	\$9/ea	\$51/hr	\$61/hr	\$9/ea



CONTRACT PRICING

REGION 11 – Caldwell, Daviess, Grundy, Harrison, Linn, Livingston, Mercer, Putnam, Sullivan							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 61)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 62)	Emergency Fee less than 24 hour notice (Line Item 63)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 64)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 65)	Emergency Fee less than 24 hour notice (Line Item 66)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$58/hr	\$58/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea
Monarch Immigrant Services Db a Bilingual International Assistant Services	CS241790007	\$44/hr	\$54/hr	\$12/ea	\$54/hr	\$64/hr	\$12/ea



CONTRACT PRICING

REGION 12 – Adair, Clark, Macon, Schuyler, Scotland, Shelby

		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 67)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 68)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 69)</i>	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 70)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 71)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 72)</i>
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$53/hr	\$53/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 13 – Knox, Lewis, Marion							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 73)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 74)	Emergency Fee less than 24 hour notice (Line Item 75)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 76)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 77)	Emergency Fee less than 24 hour notice (Line Item 78)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$58/hr	\$58/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 14 – Audrain, Callaway, Monroe, Montgomery, Pike, Ralls							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 79)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 80)	Emergency Fee less than 24 hour notice (Line Item 81)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 82)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 83)	Emergency Fee less than 24 hour notice (Line Item 84)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$50/hr	\$50/hr	\$15/ea	\$63/hr	\$63/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 15 – Franklin, Lincoln, St. Charles, Warren

		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 85)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 86)	Emergency Fee less than 24 hour notice (Line Item 87)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 88)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 89)	Emergency Fee less than 24 hour notice (Line Item 90)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$45/hr	\$45/hr	\$15/ea	\$50/hr	\$50/hr	\$15/ea
Catholic Charities Foundation Db Language Access Multicultural People (LAMP)	CS241790003	\$65/hr	\$65/hr	\$0/ea	\$65/hr	\$65/hr	\$0/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Globo Language Solutions, LLC	CS241790005	\$50/hr	\$20/hr	\$20/ea	\$10/hr	\$20/hr	\$20/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea
Monarch Immigrant Services Db International Assistant Services	CS241790007	\$44/hr	\$54/hr	\$12/ea	\$54/hr	\$64/hr	\$12/ea



CONTRACT PRICING

REGION 16 – Gasconade, Crawford, Dent, Maries, Phelps

		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 91)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 92)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 93)</i>	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 94)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 95)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 96)</i>
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$55/hr	\$55/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 17 – Iron, St. Francois, Washington							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 97)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 98)	Emergency Fee less than 24 hour notice (Line Item 99)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 100)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 101)	Emergency Fee less than 24 hour notice (Line Item 102)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$48/hr	\$48/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 18 – Douglas, Howell, Oregon, Ozark, Shannon, Texas, Wright							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 103)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 104)	Emergency Fee less than 24 hour notice (Line Item 105)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 106)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 107)	Emergency Fee less than 24 hour notice (Line Item 108)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$55/hr	\$55/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 19 – Butler, Carter, Dunklin, Pemiscot, Reynolds, Ripley, Wayne							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 109)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 110)	Emergency Fee less than 24 hour notice (Line Item 111)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 112)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 113)	Emergency Fee less than 24 hour notice (Line Item 114)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$55/hr	\$55/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 20 – Mississippi, New Madrid, Scott, Stoddard

		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 115)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 116)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 117)</i>	Price 8:00 A.M.- 5:00 P.M. Mon-Fri <i>(Line Item 118)</i>	After 5:00 P.M. Weekdays, Weekends, & State Holidays <i>(Line Item 119)</i>	Emergency Fee less than 24 hour notice <i>(Line Item 120)</i>
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$50/hr	\$50/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea



CONTRACT PRICING

REGION 21 – Bollinger, Cape Girardeau, Madison, Perry, Ste. Genevieve							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 121)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 122)	Emergency Fee less than 24 hour notice (Line Item 123)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 124)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 125)	Emergency Fee less than 24 hour notice (Line Item 126)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$50/hr	\$50/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea
Monarch Immigrant Services Db a Bilingual International Assistant Services	CS241790007	\$44/hr	\$54/hr	\$12/ea	\$54/hr	\$64/hr	\$12/ea



CONTRACT PRICING

REGION 22 – Jefferson							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 127)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 128)	Emergency Fee less than 24 hour notice (Line Item 129)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 130)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 131)	Emergency Fee less than 24 hour notice (Line Item 132)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$46/hr	\$46/hr	\$15/ea	\$57/hr	\$57/hr	\$15/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Globo Language Solutions, LLC	CS241790005	\$60/hr	\$20/hr	\$20/ea	\$70/hr	\$70/hr	\$70/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea
Monarch Immigrant Services DbA Bilingual International Assistant Services	CS241790007	\$48/hr	\$58/hr	\$15/ea	\$54/hr	\$64/hr	\$15/ea



CONTRACT PRICING

REGION 23 – St. Louis County							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 133)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 134)	Emergency Fee less than 24 hour notice (Line Item 135)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 136)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 137)	Emergency Fee less than 24 hour notice (Line Item 138)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$42/hr	\$45/hr	\$15/ea	\$45/hr	\$47/hr	\$15/ea
Catholic Charities Foundation DbA Language Access Multicultural People (LAMP)	CS241790003	\$65/hr	\$65/hr	\$0/ea	\$65/hr	\$65/hr	\$0/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Globo Language Solutions, LLC	CS241790005	\$42/hr	\$42/hr	\$42/ea	\$52/hr	\$52/hr	\$52/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea
Monarch Immigrant Services DbA Bilingual International Assistant Services	CS241790007	\$39.50/hr	\$49.50/hr	\$0/ea	\$49.50/hr	\$59.50/hr	\$11.50/ea



CONTRACT PRICING

REGION 24 – St. Louis City							
		Non-Specialized Interpreter Services			Specialized Interpreter Services		
Contractor	Contract Number	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 139)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 140)	Emergency Fee less than 24 hour notice (Line Item 141)	Price 8:00 A.M.- 5:00 P.M. Mon-Fri (Line Item 142)	After 5:00 P.M. Weekdays, Weekends, & State Holidays (Line Item 143)	Emergency Fee less than 24 hour notice (Line Item 144)
Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr	\$55/hr	\$55/ea	\$55/hr	\$55/hr	\$55/ea
Bernardo A. Brunetti dba International Language Center	CS241790002	\$42/hr	\$45/hr	\$15/ea	\$45/hr	\$47/hr	\$15/ea
Catholic Charities Foundation DbA Language Access Multicultural People (LAMP)	CS241790003	\$65/hr	\$65/hr	\$0/ea	\$65/hr	\$65/hr	\$0/ea
Global Village Language Center	CS241790004	\$66/hr	\$70/hr	\$35/ea	\$74/hr	\$80/hr	\$35/ea
Globo Language Solutions, LLC	CS241790005	\$42/hr	\$42/hr	\$42/ea	\$52/hr	\$52/hr	\$52/ea
Linguistica International, Inc.	CS241790006	\$65/hr	\$70/hr	\$20/ea	\$75/hr	\$80/hr	\$20/ea
Monarch Immigrant Services DbA Bilingual International Assistant Services	CS241790007	\$39.50/hr	\$49.50/hr	\$0/ea	\$49.50/hr	\$59.50/hr	\$11.50/ea



TRAVEL TIME OUTSIDE PROPOSED REGION(S): (Line Item 145)

Apex Translate & Transport (ApexTT)	CS241790001	\$55/hr
Catholic Charities Foundation DbA Language Access Multicultural People (LAMP)	CS241790003	\$30/hr
Global Village Language Center	CS241790004	\$35/hr
Globo Language Solutions, LLC	CS241790005	\$30/hr
Monarch Immigrant Services DbA Bilingual International Assistant Services	CS241790007	\$25/hr



CONTRACT SCOPE OF WORK

2. Scope of Work

2.1 General Requirements:

2.1.1 The contractor shall provide Language Interpretation Translation services (herein after referred to as “interpreter services”) for any state agency within the State of Missouri (hereinafter referred to as the state agency) in accordance with the provisions and requirements stated herein.

a. For purposes of this document, a state agency shall be defined as a division, section, bureau, office, program, board, regional/district office, etc. that exists within a department of Missouri State Government. This shall include the University of Missouri System and the Judicial and Legislative branches of the State of Missouri.

2.1.2 The contractor shall either provide the services directly or shall provide a person/personnel who must comply with the requirements stated herein. Therefore, references to “the contractor” throughout this document shall also be deemed to include the person/personnel provided by the contractor.

2.1.3 For the purposes of this document, interpreter services 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 or virtually.

2.1.4 Mandatory Languages – The contractor must provide interpreter services for any of the languages identified in the table below upon request by the state agency for such.

Arabic	Greek	Russian
Bosnian	Hmong	Somali
Burmese	Hindi	Spanish
Cambodian	Italian	Ukrainian
Chinese	Japanese	Urdu
Farsi	Korean	Vietnamese
French	Nepali	
German	Romanian	

2.1.5 Other Languages – If a state agency requests interpreter services for other languages proposed by the contractor on the Pricing Page of the contractor’s awarded proposal, the contractor shall provide the interpreter service as requested.

2.1.6 The contractor shall provide the services on an as needed, if needed basis. The State of Missouri does not guarantee any usage of the contract whatsoever. The contractor shall agree and understand that the contract shall be construed as a preferred use contract, but shall not be



construed as an exclusive arrangement. Preferred use means that any state agency needing the services should use the established contract unless it is determined to be in the best interest of the State of Missouri for a state agency to obtain alternate services elsewhere.

2.1.7 Cooperative Procurement Program: The contractor shall participate in the State of Missouri's Cooperative Procurement Program. The contractor shall provide the products and/or 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: <https://revisor.mo.gov/main/OneSection.aspx?section=67.360&bid=2758&hl=>). 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. The following website identifies the current members of the Cooperative Procurement Program: <https://purch.oa.mo.gov/media/pdf/cooperative-procurement-programmembers-listing>.

2.1.8 The contractor shall perform all services to the sole satisfaction of the state agency.

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

2.2 Assignment of Language Interpretation Translation Services:

2.2.1 Upon determination of the need for interpreter services, the state agency will contact the lowest priced contractor in the applicable region, including consideration of preferences.

a. The state agency shall determine the lowest priced contractor, including consideration of preferences, as specified below:

- 1) The state agency shall determine the lowest priced contractor by determining each contractor's total cost based upon the anticipated number of hours and if applicable the emergency fee of interpreter services required and the prices quoted on the Pricing Page. Upon determination of each contractor's total cost, cost points shall be computed from the results of the calculation stated above using a scale of 200 possible points and the following formula:

$$\frac{\text{Lowest Responsive Contractor's Price}}{\text{Compared Contractor's Price}} \times 200 = \text{Cost evaluation points}$$

- 2) For those contractors awarded bonus preference points during the evaluation of RFP30034902401790, such bonus preference points shall be added to the contractor's cost evaluation points. Contractors that proposed to include products and/or services manufactured, produced or assembled by a qualified nonprofit organization for the blind established pursuant to 41 U.S.C. sections 46 to 48c or a sheltered workshop holding a



certificate of approval from the Department of Elementary and Secondary Education pursuant to section 178.920, RSMo were awarded five to fifteen (5-15) bonus preference points during the evaluation of RFPS30034902401790. Additionally, contractors that qualify as Missouri service-disabled veteran business enterprise were awarded the three (3) bonus preference points during the evaluation of RFPS30034902401790.

- 3) The contractor with the most points after totaling the cost evaluation points and preference points will be considered the lowest priced contractor, including consideration of preferences.

2.2.2 When interpreter services are required, the state agency shall provide the contractor with as much prior notice of the interpreter services as possible. In the event the lowest priced contractor in the applicable region, including consideration of preferences, is unable to provide the required services due to unavailability, the state agency shall contact the next lowest priced contractor in the applicable region, including consideration of preferences. If additional contracts exist, the state agency shall continue to use the same criteria until the needs of the state agency are met.

- a. If the contractor cannot provide services according to the state agency's needs or if the contractor does not provide the type of services (e.g. the language requested) required by the state agency, the contractor must immediately notify the state agency. The contractor shall make every effort to meet the needs of the state agency. The state agency shall document each instance of the contractor's inability to provide the required services. If the contractor continually or consistently is unable to provide the required services, the Division of Purchasing may elect to cancel the contract.
- b. In the event that none of the awarded contractors can provide the required services, the state agency may obtain the needed services from another source.

2.2.3 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. If applicable, 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.
- b. 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.



- 1) 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 in the applicable region to obtain the needed services.
 - c. In the event the lowest priced contractor in the applicable region 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 does not respond regarding the availability of interpreters within the required time frame, the state agency shall contact the next lowest priced contractor in the applicable region. If additional contracts exist in the applicable region, the state agency shall continue to use the same criteria until the needs of the state agency are met.
- 2.2.4 Because the State of Missouri needs multiple contractors throughout the state to effectively meet the state agencies' demand for interpreter services, the Division of Purchasing reserves the right to add more contractors subsequent to the initial award of contract(s). Qualifying vendors may be added as additional contractors subject to the same considerations identified herein regarding award of a contract.
- 2.3 Specific Interpretation Requirements:**
- 2.3.1 The contractor's interpreter must be competent in the state agency requested language. The contractor's 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.
 - 2.3.2 If requested by the state agency, the contractor's interpreter must be a licensed certified verbal language interpreter.
 - 2.3.3 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 such resumes. The state agency reserves the right to conduct interviews with any interpreters identified as being available for interpreting services.
 - 2.3.4 Security Clearance/Pre-Assignment Screening – If requested by the state agency and prior to the assignment of an interpreter, the contractor shall conduct the following security clearance/pre-assignment screening(s):
 - a. Security Clearance – The contractor shall request and receive the security clearance



information from the Missouri State Highway Patrol for each interpreter. By no later than five calendar days after state agency request, the contractor shall provide the state agency with a completed Security Clearance Authorization (Attachment 1) individually signed by the contractor and the anticipated personnel who shall be providing service. The contractor shall be responsible for the costs associated with conducting the security clearance.

- 1) The contractor shall submit a copy of the security clearance information to the state agency.
- 2) Upon request by the state agency, the contractor shall supply the state agency with the full name, date of birth, and social security number for each interpreter providing services for that state agency.

b. Pre-Assignment Screenings:

- 1) Urine Sample Drug Screen – The contractor shall understand and agree that the urine sample drug screen shall be performed at a location designated by the state agency. Other than time and travel costs associated with the urine sample drug screening, the state agency will be responsible for the costs associated with the urine sample drug screenings.
- 2) Criminal Records Check – Criminal records check via fingerprint review and analysis by the Missouri Highway Patrol and, if a resident, student, or current or past employee in another state, a criminal records review will be performed by the Federal Bureau of Investigation. The state agency will schedule the fingerprinting. Other than time and travel costs associated with the criminal records check, the state agency will be responsible for the criminal records check costs.
- 3) Abuse/Neglect Report – Time and travel costs associated with the abuse/neglect report shall be the responsibility of the contractor.
 - Abuse/neglect report check by the Family Care Safety Registry Background Investigation. The state agency will complete all forms necessary for the background check.
 - Abuse/neglect report check from the Department of Health and Senior Services, Employment Disqualification List. The state agency will complete all forms necessary for the background check.
- 4) Employee Disqualification Registry – Review of the Department of Mental Health, Employee Disqualification Registry, in which check forms will be completed by the state agency. Time and travel costs associated with the employee disqualification registry shall be the responsibility of the contractor.



2.3.5 Based on reviews of resume information, interviews, security clearance/pre-assignment screening 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. 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.

2.3.6 In the event a conflict and/or problem occurs with any interpreter(s) provided by the contractor, the state agency will notify the contractor.

2.4 Specialized Interpreter Services:

2.4.1 If requested by the state agency, the contractor shall provide specialized interpreter services. 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.

- a. For example, the contractor may be assisting state agency personnel in the admission of a client to a psychiatric hospital. The contractor must interpret between the client and the client's doctor. The client(s) may be adult(s), child(ren), or adolescent(s).
- b. 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.
 - 1) 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."
 - 2) Training sessions, similarly, shall not be termed specialized even if the training is for mental health consumers or employees. In the event of a dispute, the determination of the state agency shall be final.

2.5 Scheduling Requirements:

2.5.1 The contractor shall provide interpreter services twenty-four (24) hours per day, seven (7) days per week, at a location designated by the state agency. This includes State of Missouri Holidays that are listed on State Holidays link: <https://oa.mo.gov/commissioner/state-holidays> .

- a. The contractor must be available in the manner (beeper service, phone / voice message service, etc.) specified on Exhibit D for a state agency to contact the contractor for interpreter services.



- 2.5.2 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 specified by the state agency.
- a. 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.
- 2.5.3 The contractor shall not assign an interpreter to provide services in excess of forty hours per week for an individual state agency unless requested or approved by the state agency. For purposes of the contract, a week shall begin on a Sunday and end on the following Saturday.
- 2.5.4 The contractor shall coordinate all interpreter service assignments with the specific state agency requesting interpreter services.
- 2.5.5 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.
- 2.5.6 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 a minimum of twenty-four (24) hours in advance. 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 a minimum of twenty-four (24) hours in advance shall relieve the contractor from providing a substitute for only that particular interpreting assignment.
- 2.5.7 The state agency will attempt to give at least twenty-four (24) hours' notice to the contractor of a cancellation of services previously requested.
- 2.6 Contractor Reporting Requirements:** (Refer to the RFP for the requirements).
- 2.7 Liquidated Damages:**
- 2.7.1 In the event of a "no-show" of a contractor interpreter or in the event the contractor assigns a contractor interpreter who is not qualified to provide the services requested, the contractor may be



assessed liquidated damages in an amount of fifty dollars (\$50.00) for each hour in which interpreter services are not provided.

- 2.7.2 The contractor shall also understand and agree that such liquidated damages shall either be deducted from the contractor's invoices pursuant to the contract or paid by the contractor as a direct payment to the state agency at the sole discretion of the state agency.
- 2.7.3 The contractor shall understand that the liquidated damages described herein shall not be construed as a penalty.
- 2.7.4 The contractor shall understand and agree that all assessments of liquidated damages shall be within the discretion of the State of Missouri and shall be in addition to, not in lieu of, the rights of the State of Missouri to pursue other appropriate remedies.

2.8 Invoicing and Payment Requirements:

- 2.8.1 The State of Missouri shall submit contract payments to the contractor at the remittance address listed in the contractor's MissouriBUYS vendor registration. However, the contractor shall understand and agree the state reserves the right to make contract payments to the contractor through electronic funds transfer (EFT). Therefore, prior to any payments becoming due under the contract, the contractor must verify and update, if applicable, their vendor registration with their current remittance address and ACH-EFT payment information at <https://MissouriBUYS.mo.gov>.

- a. The contractor must submit invoices on the contractor's original descriptive business invoice form unless the contractor is submitting an integrated electronic invoice (eInvoice) in MissouriBUYS. Each invoice submitted must contain a unique invoice number and the remittance address included in the contractor's MissouriBUYS vendor. The 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>

2.8.2 Invoicing –

- a. Upon completion of a specific interpreting assignment, and in the event the individual is not responsible for payment, 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.

2.8.3 Payments –

- a. Unless otherwise stated below, the contractor shall be paid the firm, fixed per hour price for the applicable region and the type of services provided (e.g. non-specialized interpreter services or specialized interpreter services) and the time services are provide (e.g. between



8:00 A.M. and 5:00 P.M., Monday through Friday or After 5:00 P.M. weekdays, on weekends and State Holidays) according to the prices stated on the Pricing Page.

- b. 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
- c. In the event the contractor provides interpreter services within twenty-four (24) 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.
- d. 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 (24) hours' notice of the cancellation, the contractor shall be paid for two hours of service.
- e. The contractor shall not be paid for the time allotted for the interpreter's lunch break or other extended official dismissal.
- f. In the event of a dispute regarding hours invoiced, 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.
- g. If the contractor provides services for a language listed as "other" languages on the Pricing Page, the contractor shall be paid the firm, fixed per hour price for the applicable region and the type of services provided (e.g. non-specialized interpreter services or specialized interpreter services) and the time services are provide (e.g. between 8:00 A.M. and 5:00 P.M., Monday through Friday or After 5:00 P.M. weekdays, on weekends and State Holidays).
- 1) For example, if a contractor listed Portuguese on the Pricing Page and provided Portuguese interpreter services for the state agency, the contractor shall be paid the firm, fixed per hour price for the applicable region and the type of services provided (e.g. non-specialized interpreter services or specialized interpreter services) and the time services are provide (e.g. between 8:00 A.M. and 5:00 P.M., Monday through Friday or After 5:00 P.M. weekdays, on weekends and State Holidays) according to the prices stated on the Pricing Page.

2.8.4 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 of service or less 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 of service 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.
- 2.8.5 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 face-to-face, in person interview(s) for each interpreter and, if present, the contractor's management. The contractor's management and the person shall be paid for the actual time of the interview(s) in accordance with the firm, fixed price per hour stated on the Pricing Page for non-specialized services in the applicable region for the type and time of services provided.
- 2.8.6 The contractor shall not receive payment for travel time nor reimbursement for travel expenses incurred while providing services within the contractor's awarded region(s).
- 2.8.7 Travel Expenses: In the event the contractor provides interpreter services outside the contractor's awarded region, the contractor shall receive payment in accordance with the firm, fixed prices stated on the Pricing Page. Travel time shall be paid/reimbursed at the firm, fixed price per hour stated on the Pricing Page for actual travel time, and be prorated to the half hour and the contractor shall be paid/reimbursed as follows:
- a. The contractor must have the prior written approval of the state agency for any travel related expenses.
 - b. The contractor shall invoice and be reimbursed for actual and reasonable travel expenses either at the Contiguous US Per Diem Rates (CONUS) or the travel reimbursement rates set by the contractor's internal written policy, whichever is lower.
 - 1) The CONUS can be found by clicking on the link for "Per Diem Rates" at the following Internet address: <http://www.gsa.gov>.
 - c. Other Miscellaneous Travel Expenses – The contractor shall be reimbursed the actual amount of other travel expenses incurred, provided that the state agency approved the possibility for and estimates of such expenses in advance and that the actual expenses incurred are reasonable for the location in which the travel occurred.



- 1) Mileage – The contractor shall be reimbursed for travel mileage at the current per mile reimbursement rate ordered by the commissioner of administration pursuant to section 33.095, RSMo. The current per mile reimbursement rate can be found at the following website: <http://oa.mo.gov/accounting/state-employees/travel-portal-information/mileage> .
 - 2) Lodging – If overnight lodging is approved by the state agency, the contractor shall be reimbursed for actual lodging expenses incurred subject to the maximum amounts specified in the Contiguous US Per Diem Rates (CONUS) which can be accessed from <http://oa.mo.gov/travel-portal> by clicking on CONUS Rates (lodging only) on the left hand side of the page or by clicking on the link for “Per Diem Rates” at the following internet address: <http://www.gsa.gov>. If contractor’s lodging costs will exceed the limits specified in CONUS, the contractor must obtain the prior written approval of the state agency for an exception to CONUS. The decision to approve or deny the exception request shall rest solely with the state agency and shall be based on the situation.
 - 3) Meals – The contractor shall be reimbursed for the actual cost of meals subject to the most current maximum meal per diem found under the Travel Resources tab at <http://oa.mo.gov/travel-portal> by clicking on the “Meal Per Diem Rates and Information” link.
- e. Travel Expenses Invoicing and Payment – The contractor must itemize all expenses incurred including miles traveled on the invoice submitted to the state agency for reimbursement and must attach original receipts for travel expenses.
- 1) The contractor shall be reimbursed for such travel expense, after receipt of all required documentation and approval by the state agency of the invoice and documentation.
 - 2) In no event shall the contractor be reimbursed for any travel within the awarded region stated on the Exhibit C, Pricing Pages
- 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.
- 2.8.8 Other than the payments and reimbursements specified above, no other payments or reimbursements shall be made to the contractor for any reason whatsoever including, but not limited to taxes, travel expenses, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc.
- 2.8.9 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.



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- 2.8.10 Final invoices are due by no later than thirty calendar days of the expiration of the contract. The state agency shall have no obligation to pay any invoice submitted after the due date.
- 2.8.11 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.
- 2.8.12 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.
- 2.9 Missouri Statewide Contract Quarterly Administrative Fee** (Refer to the RFP for the requirements).