



UNIVERSITY *of* HAWAI'I®

Ke Kulanui o Hawai'i

LANGUAGE ACCESS PLAN

July 2022-2024

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University of Hawai‘i
Plan for Language Access
July 2022-June 2024

I. Introduction

In 2006, the State of Hawai‘i’s Language Access Law¹ was enacted to affirmatively address the language access needs (on account of national origin) of limited English proficient (LEP) persons.² The law seeks to address language barriers to:

- accessing important benefits or services,
- understanding and exercising important rights,
- complying with applicable responsibilities,
- or understanding other information provided by state-funded programs and activities.

It was the intent of the legislature that the provision of language accessible services be guided by Executive Order 13166 (2000), Title VI of the Civil Rights Act (1964), and succeeding provisions of federal law, regulation, or guidance. [L 2006, c 290, pt of §1] Title VI protects people from discrimination based on race, color, or national origin in programs or activities that receive federal financial assistance. The University of Hawai‘i (hereinafter referred to as “UH” or “University”) receives federal funds and complies with Title VI.

II. Language Access Plan

The Hawai‘i Language Access Law requires State agencies receiving federal financial assistance to file a language access plan by July 1, every two years, with the Office of Language Access (OLA), within the State of Hawai‘i, Department of Health. See Haw. Rev. Stat. § 321C-4(c).³ The updated UH System Plan for Language Access covers the period of July 2022-June 2024. During this period, the Community College System Director of Compliance, EEO/AA, and Title IX under the Office of the

¹ Hawai‘i’s Language Access Law was codified as Hawai‘i Revised Statutes (HRS) Chapter 371, part II, §§ 371-31 to -37 (2006 Haw. Sess. L. Act 290). It was repealed in 2012 by Act 201, as of July 3, 2012 and recodified as HRS Chapter 321C.

² Limited English Proficient (LEP) persons are “individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.” U.S. Dep’t of Justice, Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 67 Fed. Reg. 41455, 41459 (June 18, 2002).

³ See also Office of Language Access Memorandum No. 2022-001 which states: “Pursuant to Chapter 321C, Hawai‘i Revised Statutes (HRS), all state agencies receiving state and federal funding are required to establish and file a Language Access Plan (LAP) with the Office of Language Access (OLA) and shall continue to file their plans with OLA every two years.”

Vice President for Community Colleges will serve as the University’s contact person for consultation with OLA.

III. Four-Factor Analysis Required to Determine the Extent of Language Assistance to be Provided

The U.S. Department of Justice *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons* (“DOJ Guidance”) issued pursuant to Title VI and EO 13166, as well as Hawai‘i’s Language Access Law codified in HRS 321C-3, set forth a four-factor test to determine if language access services must be provided, and if so, the extent of those services. The four factors are:

1. The number or proportion of persons with LEP that are eligible to be served or likely to be encountered by the program;
2. The frequency with which individuals with LEP come in contact with the services, program, or activities;
3. The nature and importance of the program, activity, or service provided by the program to people’s lives; and
4. The resources available to the University and associated costs.

IV. Assessment Regarding Limited English Proficient Populations Eligible to Be Served by the University

The University engages in an individualized analysis in compliance with federal and state law, that balances the above-stated four factors. To obtain data in connection with all four factors and inform the University’s provision of language access services, the University engaged in the following steps to inform this plan and procedures:

1. Conduct Campus Surveys. Periodic Systemwide surveys have been conducted to obtain data from different units on all ten University campuses to identify language access demand, needs, priority programs, and vital documents in each different unit or program surveyed. The most recent survey was conducted from November 2021 through February 2022;
2. Review and consider the March 2016 Statistical Report entitled “Detailed Languages Spoken at Home in the State of Hawai‘i” published by the Research and Economic Analysis Division (READ) of the Hawai‘i Department of Business, Economic Development & Tourism (HI-DBEDT). The University considered the statistical data of the top languages other than English spoken at home for each County, as well as the size and location of the population, and the level of assistance needed as detailed in the report.
3. Review and consider the 2019 State of Hawai‘i Data Book and the Data Book Individual Tables available from READ, HI-DBEDT, located at <https://dbedt.hawaii.gov/economic/databook/db2019/> and

https://dbedt.hawaii.gov/economic/databook/2019-individual/_01/. The University considered the statistical data of the top languages other than English spoken at home for each County for the period in the tables (2014-2018), as well as the size and location of the population, and the level of assistance needed as detailed by HI-DBEDT.

4. Review and consider the April 2016 READ, HI-DBEDT, Report “Non-English Speaking Population in Hawai‘i.”
5. Review and consider the 2009-2013 ACS Language Access tables for the State of Hawai‘i. This table was released in October 2015 and details the languages spoken at home and the ability to speak English for the State of Hawai‘i’s population.
6. Review and consider the October 2018 Report “Serving Hawai‘i’s English Learners” prepared by Hawai‘i P-20 Partnerships for Education with data provided by the Hawai‘i Data eXchange Partnership. Although the report focused on the K-12 population, the University considered the data in relation to the potential population matriculating to higher education.
7. Review and consider the November 4, 2021 Office of Language Access Memorandum No. 2021-004 which details the top 14 languages spoken by individuals with limited English proficiency in the State of Hawai‘i.
8. Review the English proficiency requirements for undergraduate and graduate students at the University of Hawai‘i⁴. These requirements hold that applicants for whom English is not their native language must demonstrate a certain level of English proficiency to gain access to UH courses or programs.

The assessment determined that English language fluency is an essential aspect of the University’s educational programs and activities (e.g., undergraduate or graduate education).⁵ Most of the University’s “clients” or “customers” are students who must have sufficient English language fluency to qualify for higher educational programs.

⁴ *International Admission Requirements*, University of Hawai‘i at Manoa Office of Admissions, <https://manoa.hawaii.edu/admissions/international/> (last visited September 2, 2022); *English Proficiency*, University of Hawai‘i at Manoa Graduate Division, <https://manoa.hawaii.edu/graduate/english-proficiency/> (last visited September 2, 2022).

⁵ The Hawai‘i Language Access Law is modeled after Title VI. “Title VI does not require recipients to remove language barriers when English is an essential aspect of the program,” Exec. Order No. 13166, 3 C.F.R. 13166 (2000), (such as providing civil service examinations in English when the job requires a person to communicate in English, see *Frontera v. Sindell*, 522 F.2d 1215 (6th Cir. 1975)), or when there is another non-pretextual “substantial legitimate justification for the challenged practice” and there is no comparably effective alternative practice with less discriminatory affects. *Elston v. Talladega County Bd. of Educ.*, 997 F.2d 1394, 1407 (11th Cir. 1993); *New York City Environmental Alliance v. Giuliani*, 214 F.3d 65, 72 (2nd Cir. 2000).

The assessment process also determined that most nonacademic programs open to the general public involve nonessential services, entertainment, or commercial activities (e.g., sports events, bookstores, food vendors, concerts).⁶ Based on the four prong “Oral and Written Language Services” factors set forth in HRS § 321C-3, multilingual notices are not required for these types of programs.⁷

Additionally, the surveys conducted by the University have not demonstrated a large demand for language access services on any campus, or in any programs/services, across the board.

With the above general caveats in mind, the University recognizes that there may be programs, or services, in which language access assistance may be helpful, based on the frequency the program may potentially interact with LEP individuals (e.g. outreach agricultural programs, admissions), or based on the safety or health concerns involved, even if there has not been frequent interaction with LEP individuals (e.g. security or health services). The University is also aware that an individual may not be LEP in all situations, and in general may be able to interact with their existing level of English skills, and participate in University programs, but due to trauma, or the complexity of some formal University processes, may not be able to navigate certain University systems or meaningfully participate in administrative proceedings with the same level of English skills. Because of this, language for individuals who are LEP can be a barrier to accessing certain University benefits or services, understanding and exercising important rights, or complying with University procedures (e.g. judicial processes).

Therefore, the University has identified certain offices and services where language access notices are recommended, and where requests for language access services should be considered on a case-by-case basis by the program or campus. The offices identified systemwide in which LEP support is prioritized are included in **Attachment A**. Each individual campus may prioritize additional services/programs for the provision of LEP services.

V. University Structure for Language Access Support

Language Access Coordinators (“LAC”) have been designated for each of the ten University of Hawai‘i campuses as well as the University system. These individuals are responsible for developing, updating,

⁶ Employment is covered by Title VII of the Civil Rights Act (e.g., nondiscrimination on the basis of national origin) and the Hawai‘i Fair Employment Practices law (nondiscrimination on the basis of ancestry, including language, accent, dialect). Employment does not constitute a “program, service, or activity” under Title VI or the Hawai‘i Language Access Law. However, career and job placement services funded under the Workforce Investment Act (WIA) are “services” covered under Title VI. Community Colleges involved with the WIA and One Stop centers already comply with the language access requirements of Title VI.

⁷ The University issues notices that it does not discriminate on the basis of race, sex, age, color, national origin, religion, or disability in its programs and activities and provides equal access. The Community Colleges’ websites has a non-discrimination notice in thirteen (13) languages, and specifically states that with respect to Career and Technical Education (CTE) courses, that lack of English skills will not be a barrier to participation in CTE programs. See <https://uhcc.hawaii.edu/ovpcc/nondiscrimination/>

and coordinating the overall implementation of the University’s Language Access Plan and their respective campus procedures. Responsibilities of the campus LAC also include:

- Serving as a primary contact for LEP individuals who are requesting language assistance services on their campus
- Responding as appropriate to inquiries regarding the University’s Language Access Plan and requests for language assistance
- Providing support to campus offices with respect to the language access issues
- Coordinating with System offices and the University’s Language Access Committee on language access issues
- Assisting in the compilation and coordination of internal and external language resources
- Collecting information necessary to enable the University to provide language access to LEP individuals as appropriate

A listing of the current Language Access Coordinators for each campus can be found on this website: <https://www.hawaii.edu/offices/eo/language-access/>

In addition to Language Access Coordinators, the President’s Office has convened a Language Access Committee (“Committee”) which meets regularly and recommends appropriate steps for the University to comply with the language access laws and meet the needs of LEP individuals where appropriate and possible. The Committee consists of the Language Access Coordinators for each campus and system, as well as representatives from the University’s Office of the President; the University Community College System Office of Compliance, EEO/AA, and Title IX; the EEO/AA Office for UH Mānoa and UH System; and Hawai‘i P-20.⁸ The Committee works with and receives information and guidance from the Office of the University General Counsel, and others, as needed. Members of the Committee are listed on the University’s Language Access Committee website: <https://www.hawaii.edu/offices/eo/language-access/>

VI. Protocol for Providing Language Services

The University has in place general procedures for the intake of requests for language access assistance from LEP persons, and for the assessment and provision of services. These procedural steps are set forth below and apply to all ten University campuses. Each campus may also develop protocols for responding to language access requests for specific units or departments in addition to these general procedures, based on demand, the unit function, and need.

A. Notice of Language Service Availability⁹

⁸ Hawai‘i P-20 has adopted the duties that were previously assigned to the Office of the State Director for Career and Technical Education. Hawai‘i P-20 is currently the administrative office managing the federal Perkins V grant and serves as civil rights oversight for the state Career and Technical Education (CTE) office per the Title VI Guidelines for Vocational Education.

⁹ If there are fewer than fifty (50) persons in a limited English proficient group that reaches the 5% threshold, the agency must provide written notice in the primary language to the limited English proficient language group of the right to receive competent oral interpretation of vital documents, free of

The University notifies LEP individuals that they may request language assistance from the University, and that free language assistance may be provided when English proficiency is not required for participation.

Website Notices and Request for Services Forms. Website notices in fourteen major languages notify LEP individuals that free interpretation services may be provided, except in programs or areas where English proficiency is required. A language access bar located on University System webpages and each campus webpage lists fourteen languages, and links to a language request form LEP individuals may complete to request language assistance. The fourteen languages are those that have been identified by OLA as spoken by at least 5% of the state population or 1,000 people, and are:

1. Ilocano
2. Japanese
3. Tagalog
4. Korean
5. Spanish
6. Cantonese
7. Vietnamese
8. Chuukese
9. Mandarin
10. Marshallese
11. Hawaiian
12. Samoan
13. Cebuano
14. Thai

For an example of the University’s language access bar as well as the request forms LEP individuals may complete for assistance, please see <https://uhcc.hawaii.edu/index.php>.

Signage. The University has multilingual signs and/or pamphlets at those offices identified by the University as priority services for language access support in **Attachment A**. (Please see **Attachment B**, Notice of Language Assistance Posters). These signs are a functional and effective method to inform LEP individuals of where and how to request language assistance. Signage is, and will continue to be made available to staff at specified University support service locations identified as primary points of public contact.

Language ID Cards. Following a plan of action similar to the "I speak..." language assistance request cards used by agencies in Hawai‘i as well as across the country, multilingual language assistance cards will be made available in the offices/units associated with the priority services identified in **Attachment A**. (Please see **Attachment C**, Language ID Cards). The LAC for each campus may also place

cost. See Haw. Rev. Stat. § 321C-3(4)(c)(2). As stated above in Section IV, the University is currently unaware of any obligation to provide free language access assistance in the majority of its programs and services; however, the University has determined there is a benefit to the University population in including these notices for those services in Attachment A. The University will continually monitor the data to see if the demand and need changes over time.

language ID cards in additional key locations on their campus based on demand and need. The cards are printed in English and 14 non-English languages. LEP individuals can request an interpreter by showing the appropriate Language ID Card to staff, or writing in the name of their language.

B. Language Services Support Assessment

Completed online request forms for language access assistance are routed to a general language access email account uhlac@hawaii.edu that is monitored by an Committee Outreach Coordinator.¹⁰ The Committee Outreach Coordinator will forward the language access assistance request to the appropriate campus/system LAC and work with the LAC to ensure the request is assessed and responded to appropriately. Depending on the request and the service/program involved, other University administrators may also be notified of the request. The LAC will appropriately identify the issues and the services requested based on information included in the submitted form.

For individuals who request language assistance in person based on the notices and posters included in campus offices, the office will inform and consult with the campus LAC of the request, if support is needed. For these in-person requests, the LAC will help to appropriately identify the issues and the services requested using the resources discussed in Section VI. C. below.

C. Provision of Interpretation/Translation Services

Based on the campus assessment, if the campus LAC determines support is warranted, they will identify appropriate resources, both internal and external, in order to provide language access services free of charge to eligible LEP individuals, including:

- competent, timely oral language services (such as on-site, video remote, or phone interpreting)
- written translations of vital documents/information

The University is aware that it must provide interpretation or translation from appropriate and competent individuals and may not rely on or ask students, friends, family, or untrained school staff to translate and/or interpret. Each campus LAC is trained that use of family members or friends as interpreters is highly discouraged.

The LAC will work with relevant campus administrators to respond to language access requests and will utilize the below resources and procedures in providing appropriate language services and support:

1. Resources

Internal Resources - Dual and Multilingual Employees.¹¹ To fulfill language service requests, the University compiles a list of potential internal dual and multilingual employees who may assist in

¹⁰ The LAC Outreach Coordinator may be rotating and consists of individuals in the Community College System of Compliance, EEO/AA, and Title IX, as well as members of the Language Access Committee.

¹¹ If the program or campus determines a need for additional bilingual personnel, they should include the relevant language skills as a desirable qualification when filling vacant state funded public contact positions. See Haw. Rev. Stat. § 321C-3(4)d.

providing translation or interpreting services. Bilingual staff who are willing, on an as-needed basis, to assist the University by facilitating informal oral or written communication with LEP individuals are self-identified through a survey and by campus leadership. (Please see **Attachment D**, Volunteer Language Service Provider Form). The University is in the process of vetting the skill set, language competency, and availability of the identified employees to serve in this role as language support. These dual and multilingual volunteers may be available to work with the LAC and campus staff to meet the language needs of the LEP populations. Each campus LAC has access to the list of identified dual and multilingual employees and has the discretion to assess the circumstances to determine whether use of such internal resources are appropriate.¹² Campus LAC and other personnel will also use the four-factors (refer to Section III in this document) to identify the appropriate interpreter skill level for the particular situation, and when a qualified interpreter is recommended or necessary. LAC members understand that use of internal University resources may not always be appropriate if the matter requires extensive language access support, in cases where translation may be technical, and in cases that are subject to a more formal process and/or are judicial in nature.

External Resources - National and State Agencies Providing Language Access Services. The University provides to the campuses a resource list that contains national and Hawai‘i-based providers whose services may be utilized for oral interpretation and written translations. (Please see **Attachment E**, External Language Assistance Services). The University participates in a contract for telephonic and video interpretation services as a member of WSCA-NASPO, through the Hawai‘i State Procurement Office (SPO). The current authorized vendors are Corporate Translation Services, Inc. dba Language Link and Voiance Language Services, LLC. University campuses may also utilize Hawai‘i-based service providers in addition to the national vendors under the NASPO Contract to provide language services.

2. Providing Oral Interpretation Services

The University understands that the availability of oral interpreter services may be critical for LEP individuals in order to communicate with University staff and apply for and receive services from the University. As appropriate, the University provides oral interpretation services to LEP individuals both telephonically, via video, and face-to-face.

a. Use of Family and Friends as Interpreters

Although an agency has flexibility in determining the appropriate mix of language assistance services to provide, the University highly discourages the use of family and friends as interpreters.

The University understands, however, that an LEP individual may choose to use a family member or friend to assist with language access, even in situations where other language service options are available.

¹² The University’s list of internal dual and multilingual employees who may be called upon to provide interpretation services will be shared with any oversight agency upon request and as appropriate under regulation and law.

If an individual chooses to use a family member or friend to assist with language access, the appropriate campus LAC shall take reasonable steps to determine if the individual providing the interpretation is competent to provide this service by engaging in the following steps:

- Determine whether conflict of interest, confidentiality, or other concerns make the use of the family member or friend inappropriate.
- Use caution if the LEP individual asks to have a minor provide interpretation.
- Determine whether the campus shall provide interpreter services in place of or, if appropriate, in addition to, the person selected by the LEP individual.

b. Telephonic Interpretation Services

Telephone interpretation is useful in brief-encounters or urgent situations where immediate assistance is needed. It is more economical and provides quick access for LEP persons.

To ensure immediate language access to all LEP individuals, each University campus has immediate access to telephone interpreter services in more than 100 languages, 24 hours per day, 7 days per week through contracts with national vendors and also through Hawai‘i-based providers as described below.

The University signed a participating addendum along with another 14 states for telephonic interpreter services as a member of WSCA-NASPO, through the Hawai‘i State Procurement Office (SPO). The current authorized vendors are Corporate Translation Services, Inc. dba Language Link and Voiance Language Services, LLC. Campuses are notified of the option to utilize these two national vendors to provide telephonic interpretation services via a distributed document entitled “External Language Assistance Services.”

The University also informs campuses of the options to utilize Hawai‘i-based service providers in addition to the national vendors under the NASPO Contract. Campuses are provided information regarding the various options available via the resource listed in the External Language Assistance Services document. (Please see **Attachment E**).

c. On-Site Interpretation Services

On-site interpreting generally requires advanced booking. After consultation with the campus LAC, a department or unit can utilize an internal University staff interpreter if appropriate, or contact an external interpreter directly. (Please see **Attachment E**).

The following are the specific steps the campus LAC and the department/unit may take to respond to an on-site request for language services

(1). Determine whether there is a need for an interpreter.

- Ask the LEP individual directly which language they speak.
- Use visual aids that list languages, such as Notice of Language Assistance Posters and I-Speak cards, so the LEP individual may point to the language they speak. (Please see **Attachments B and C**).
- Seek assistance from dual or multilingual staff, or family and/or friends, if the LEP individual is unable to say which language they speak.

- If the department/unit is still unable to identify the language needed, the department/unit can call a telephone interpreting service to help determine the specific language spoken by the individual with LEP. (Please see **Attachment E**).
- (2). In connection with the campus LAC, determine if it is appropriate to offer interpreter services at no cost to the individual. Interpreter services may be appropriate if:
 - The request is not in connection with a service where English proficiency is required.
 - The request is in connection with an important or priority program/service as listed in **Attachment A**.
 - The request is necessary with respect to allowing meaningful access to education or essential services.
 - (3). When oral interpreters are needed, departments/units must explore all effective and timely options.
 - Consider the feasibility of having the interpretation by phone, video, or face-to face, as appropriate.
 - Utilize competent and qualified volunteer staff when appropriate. The use of internal volunteer interpreters may not be appropriate if the matter requires extensive language access support, is technical, or concerns a process that is more formal and/or judicial in nature.
 - If volunteer staff is not appropriate or not available, utilize external language service providers as identified in **Attachment E**.

d. Video Remote Interpretation Services

Video remote interpretation (VRI) services involve real-time, full-motion video service provided via Zoom or other video conference platforms. Depending on the circumstances, VRI may fulfill the requirements of telephonic or face-to-face interpretation services as appropriate.

The majority of the external resources in **Attachment E** provide VRI services.

3. Translation of Vital Documents/Information

Written translations of vital documents¹³ are required for LEP groups that constitute 5% or 1000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. See Haw. Rev. Stat. § 321C-3(4)(c)(1). Under the Safe Harbor Provision, for an LEP person who is seeking translation services, but speaks a language that does not meet the threshold, the

¹³ Vital Documents are defined as printed documents that provide important information necessary to access or participate in services, programs, or activities of a state agency or covered entity, including, but are not limited to, applications, outreach materials, and written notices of rights, denials, losses or decreases in benefits or services. See Haw. Rev. Stat. § 321C-2.

University will provide written notice in the LEP Person's primary language of the right to receive oral interpretation of written materials, free of cost.

As stated above, based on the survey information, and low demand for language access services received by all campuses across the board, the University has determined that LEP persons constitute less than five percent or one thousand of the population of persons eligible to be served or likely to be affected or encountered. Accordingly, the University has not identified vital documents related to priority or essential services that are currently required to be translated

However, the University recognizes that translation services may be helpful in certain areas, and campus LACs will work with departments and units to identify information or situations where translation may be desirable.

Steps to Identify Documents/Information For Translation

a. Identify documents for translation priority.

Departments and units may prioritize documents that are critical for obtaining services and/or benefits, or are required by law, and which may directly impact the mission of the University. Such documents may include, for example, applications, consent forms, complaint forms, outreach materials, and notices of rights.

b. Categorize and prioritize documents for translation.

Consider the frequency the document may come in contact with an LEP individual, i.e., forms, information brochures, and periodic or seasonal communications.

c. Make documents language access ready.

Documents should be user-friendly and translatable. To the extent possible, documents should be written and designed in plain language so that documents are clear, logical, concise, and easy to read. Plain language means the author needs to analyze and decide what information is needed by the individual to make informed decisions, before words, sentences, or paragraphs are considered. Plain language documents use words economically and at a level that the client can understand. The sentence structure should be tight; the tone welcoming and direct, and the design visually appealing.

d. Identify the targeted languages using language data collection.

All vital documents must be translated for languages that meet the threshold above. Non-vital documents that are identified as priority documents (see paragraph 1 above), should be translated in the languages most useful as identified by University survey, and other reliable sources such as agency data (e.g. November 4, 2021 Office of Language Access Memorandum No. 2021-004 which details the top 14 languages spoken by individuals with limited English proficiency in the State of Hawai'i).

e. Assess translation options.

Please use the internal volunteer list and the external language services resource list; **Attachment E**

4. Ensuring Quality of Language Access Services

To ensure the quality of interpreter services, the current authorized vendors from the State contracts were selected through a Request for Proposal (RFP) evaluation process that took into consideration the

interpreter quality assurance, such as the screening process for interpreters, the general minimum requirements for experience, education, language proficiency, and certification to ensure quality of interpreters.

To ensure translated materials are accurate, consistent, reliable, readable, culturally appropriate, and free of errors, the University only retains translators from external resources that have been authorized or qualified by the American Translators Association (ATA) and/or other approved translator programs.

To ensure the quality of interpretation for internal resources, the University requires volunteer interpreters to adhere to the interpreter code of ethics. The University does this by requiring all internal volunteer interpreters to read and sign the Interpreter Code of Ethics contained in **Attachment D** prior to assisting with any language request.

The University recommends that volunteer interpreters engage in language access training and testing opportunities, including free training offered by OLA, interpreter workshops sponsored by other state agencies, such as the State Judiciary, and language skills testing coordinated by the University of Hawai'i at Manoa's Hawai'i Language Roadmap Initiative.

As an added measure of control, the University also uses feedback and comments from users, community-based organizations, the Language Access Committee, State Language Administrative entities such as OLA, and other stakeholders to assess the quality of interpreters and translators.

D. Data Collection and Reporting System

Campus LAC will document requests for language access services. The LAC will use a document modeled after the Language Access Encounter Tool (revised 9/6/22) created by the Office of Language access to collect and report data regarding language services pursuant to Chapter 321C, Hawai'i Revised Statutes. (Please see **Attachment F**, Language Access Request and Tracking Tool). The campus LAC will also assist other administrators on their campus with using the Language Access Request and Tracking Tool to obtain accurate data regarding language services provided. The data collected by each department/unit should be reported back to the campus LAC on, at minimum, a yearly basis.

If a LEP related incident is reported to the University, the LAC may direct the complainant to the University System Compliance offices – The System Office for Equity Assurance, or the Community College System Office of Compliance, EEO/AA, and Title IX. The Compliance offices will assess the complaint and appropriately address complaints in accordance with University policies and procedures. The LAC may also direct individuals to the Office of the Language Access website at <https://health.hawaii.gov/ola/filing-a-complaint/> to file a complaint with an entity outside of the University.

VII. Training

The Language Access Plan is utilized as the University's official Language Access Policy and Procedures and is accessible to all employees on the University's language access webpage: <https://www.hawaii.edu/offices/eo/language-access/>

The campus LAC will ensure that priority offices in **Attachment A** are familiar with the Language Access Plan, the procedures for interpretation and translation services, as well as the internal and

external resources for language services. The LAC will work with the campus to provide notice to employees of the identity of the campus LAC and their contact information.

The campus LAC will organize annual training to ensure that departments and units in **Attachment A**, and other identified administrators who have public contact positions are properly trained and understand the proper use and purpose of the Language Access Request and Tracking Tool (**Attachment F**), so that accurate data regarding language services requests can be obtained.

LACs and members of the Committee attend the OLA quarterly Language Access Coordinator meetings, and will consult with OLA regarding training, and utilize OLA’s assistance in conducting training for the University, as appropriate.

VIII. COVID-19 Emergency

The COVID-19 pandemic has affected the operations of the UH system in terms of the methods utilized in providing programs and services as well as the types and numbers of services offered. In order to ensure that the UH System is meeting obligations with respect to support and access for LEP persons in essential areas during the COVID pandemic, the following steps have been taken:

- Website notices in fourteen major languages of the right to free interpretation services and contact information to request interpreter services are included on the System webpage (<https://www.hawaii.edu/covid19/>) with COVID-19 information. These fourteen languages are those that have been identified by OLA as spoken by at least 5% of the state population or 1,000 people.
- Interpretation services will be made available for those that need agency-specific information related to COVID-19, as well as other related essential services as appropriate. Based on need, the University may provide telephonic interpretation services, translations, or other interpretation services as appropriate.
- Assessment via a survey sent systemwide will be made of the dual-and multilingual employees within departments who may be called upon to provide emergency translation, interpretation, or other duties related to language access.
- Staff training with respect to language access will be conducted annually.

IX. Sub-Recipients and Sub-Contractors

Sub-Recipients are responsible for complying with civil rights, and other Federal and State laws and assurances, including and not limited to, informing individuals of any rights to free interpreter service, auxiliary aids as qualified, and the right to file a discrimination complaint when they feel their civil rights have been violated or an interpreter has not been provided.

Contractors and Sub-Contractors are responsible for providing reasonable, meaningful access to their services and for posting required notices, including assurances.¹⁴

X. Updating and Revising the Plan

To ensure continual improvement in ensuring access to education and essential services, in a manner that is culturally and linguistically appropriate, the University’s Language Access Committee and LACs will monitor the provisions of language access services for LEP individuals, and update the Language Access Plan as appropriate. The next update to the Language Access Plan is due to OLA by July 1, 2024. See Haw. Rev. Stat. § 321C4(b).

Approved:

David Lassner
President
University of Hawai‘i

¹⁴ The University includes in its Contracts Policy the obligation for work-based learning agreements to have non-discrimination assurances with employers under the contract. Specifically, agreements will include the language: “No Unlawful Discrimination. In the performance of this Agreement, the Agency and the School shall comply with all Applicable Laws prohibiting unlawful discrimination including but not limited to race, sex, gender identity and expression, age, religion, color, national origin, ancestry, citizenship, disability, genetic information, marital status, breastfeeding, income assignment for child support, arrest and court record (except as permissible under State law), sexual orientation, national guard absence, or status as a covered veteran. The students under this Agreement will not be subject to discrimination including but not limited to their acceptance or selection, assignment to jobs or work tasks, recruitment, hiring, placement, hours of employment, levels of responsibility, and in pay.”

ATTACHMENT A

ATTACHMENT A



UNIVERSITY
of HAWAII®
SYSTEM

University of Hawaii Priority Programs for Language Access Assistance

Security/Campus Safety
Title IX, EEO, and other Compliance-Related Offices
Disability Services
Academic Advising and Admission Counseling
Admission Outreach and Recruitment
Student Judicial Affairs
Health Services (including Mental Health Services)
Financial Aid

ATTACHMENT B



If you would like an interpreter in your language (at not cost to you), please point to that language

<p><u>Hawaiian</u> E kuhikuhi mai 'oe i 'ane'i ke pono ka māhele 'ōlelo. Ke loa'a 'ole pono e ho'opane'e 'ia ('a'ohe kāki)</p>	<p><u>Español Spanish</u> Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo a usted)</p>	<p><u>日本語 Japanese</u> 日本語の通訳が必要な方は、ここを指差してください（通訳費用はかかりません）</p>
<p><u>한국어 (Korean)</u> 통역을 필요로 하시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야 합니다. 비용은 부담 않 하셔도 됩니다</p>	<p><u>普通话(华语/國語) Mandarin</u> 如果您需要讲普通话的免费翻译, 请指这里。(如果您需要講國語的免費翻譯, 請指這裡)</p>	<p><u>廣東話 Cantonese</u> 如果您需要講廣東話的免費翻譯, 請指這裡</p>
<p><u>Ilokano</u> No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy</p>	<p><u>Tagalog</u> Kung kailangan mo ng walang bayad na tagasalin sa Tagalog, pakituro lamang dito</p>	<p><u>Visayan (Cebuano)</u> Kung kinahanglan nimo ug walay bayad nga tighubad sa Binisaya, itudlo lang diri</p>
<p><u>Chamorro</u> Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio)</p>	<p><u>Pohnpeian</u> Menlau idih wasa ma ke anahne soun kawehwe (sohte isais)</p>	<p><u>Kosraean</u> Nunak munas srismngingac acn se nge fwim kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli)</p>
<p><u>Yapese</u> Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray</p>	<p><u>Chuukese</u> Tikii/itini awenewenan ikee ika pwún kopwe néúnéú emén chón chiakú nón fóósun eei fénú (kosapw wisenmééni noumw eei chón chiakú)</p>	<p><u>Samoan</u> Fa'amolemole tusi lou lima i'ti pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē totogiina se tupe)</p>
<p><u>Yapese (Outer Island)</u> Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug</p>	<p><u>Tongan</u> Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi</p>	<p><u>Русский Russian</u> Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение</p>
<p><u>Marshallese</u> Jouj im jitōñe ijin elañe kwoj aikujj juōñ am ri-ukok ilo kajin in (ejjelok wōñāñ ñan yuk)</p>	<p><u>Burmese (Myanmar)</u> သင့်နားလည်သောစကားနှင့် ဘာသာပြန် အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။အထက်ပါစကား အတွက်နေ့ကတ်တခေါက်ဆက်သွယ် ရန်လိုကောင်းလိုပါမည်။</p>	<p><u>Tiếng Việt (Vietnamese)</u> Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).</p>
<p><u>Thai</u> กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใด ๆ)</p>	<p><u>ភាសាខ្មែរ Khmer Cambodian</u> សូមបង្ហាញនៅក្រុងនេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែភាសា នេះ (អ្នកមិនត្រូវការថ្លៃណាមួយអស់)។</p>	<p><u>Laotian</u> กรุณาชี้ที่นี่ถ้าคุณต้องการให้ล่าม ในภาษานี้ (ที่ไม่มีต้นทุนให้คุณ)</p>



Please point here if you need an interpreter in this language (at no cost to you).



<u>Hawai'ian:</u>	E kuhikuhi mai 'oe i 'ane'i ke pono ka mahele'olelo ('a'oha kākī).
<u>日本語 (Japanese):</u>	日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
<u>한국어 (Korean):</u>	통역을 필요로 하시면 다음 약속일 전에 반드시 통역이 필요하다고 말씀하셔야합니다. 비용은 부담않하셔도됩니다.
<u>普通话(华语/國語) (Mandarin):</u>	如果您需要讲普通话的免费翻译，请指这里。(如果您需要講國語的免費翻譯，請指這裡。)
<u>廣東話 (Cantonese):</u>	如果您需要講廣東話的免費翻譯，請指這裡。
<u>Ilokano:</u>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<u>Tagalog:</u>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<u>Cebuano (Visayan):</u>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<u>Tiếng Việt (Vietnamese):</u>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
<u>မြန်မာ (Myanmar):</u>	သင်နားလည်သောစကားနှင့် ဘာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတွက်နောက်တစ်ခေါက်ဆက်သွယ်ရန်လိုအပ်ပါကလည်း။
<u>ภาษาไทย (Thai):</u>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<u>ភាសាខ្មែរ (Khmer):</u>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែជាភាសានេះ (អ្នកមិនត្រូវការចំណាយអ្វីទាំងអស់)។
<u>ອັກສອນລາວ (Lao):</u>	ກະລຸນາຊີ້ໃສ່ບ່ອນນີ້ ຖ້າທ່ານຕ້ອງການລ່າມພາສາລາວ (ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ)
<u>Marshallese:</u>	Jouj im jitōñe ijin elañe kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōnāān ñan yuk).
<u>Chuukese:</u>	Itini awenewenan ikeei ika pwún kopwe néúnéú emén chón chiakú nón fóosun eei fénú (kosap wisenmééni noum eei chón chiakú).
<u>Chamorro:</u>	Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
<u>Pohnpeian:</u>	Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
<u>Kosraean:</u>	Nunak munas srisrningac acn se nge fwin kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli).
<u>Yapese:</u>	Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
<u>Yapese (Outer Island):</u>	Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
<u>Samoan:</u>	Fa'amolemole tusi lou lima i'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē togiina se tupe).
<u>Tongan:</u>	Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
<u>Русский (Russian):</u>	Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
<u>Español (Spanish):</u>	Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).

For more information, please contact: _____.



ATTACHMENT C

ATTACHMENT C

Tongan

Hello, my name is _____.

The language I speak is **Tongan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tongan

Hello, my name is _____.

The language I speak is **Tongan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tongan

Hello, my name is _____.

The language I speak is **Tongan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tongan

Hello, my name is _____.

The language I speak is **Tongan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tongan

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Tongan

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The language I speak is **Tongan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tongan

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The language I speak is **Tongan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tongan

Hello, my name is _____.

The language I speak is **Tongan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tongan

Hello, my name is _____.

The language I speak is **Tongan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tongan

Hello, my name is _____.

The language I speak is **Tongan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga.
'Oku 'ikai ke lelei 'eku lea fakapapalangi.
Fakamolemole kae kumi mu'a ha taha 'oku
poto lelei he lea faka-Tonga ke ma lava 'o
femahino'aki. Malo.

Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga.
'Oku 'ikai ke lelei 'eku lea fakapapalangi.
Fakamolemole kae kumi mu'a ha taha 'oku
poto lelei he lea faka-Tonga ke ma lava 'o
femahino'aki. Malo.

Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga.
'Oku 'ikai ke lelei 'eku lea fakapapalangi.
Fakamolemole kae kumi mu'a ha taha 'oku
poto lelei he lea faka-Tonga ke ma lava 'o
femahino'aki. Malo.

Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga.
'Oku 'ikai ke lelei 'eku lea fakapapalangi.
Fakamolemole kae kumi mu'a ha taha 'oku
poto lelei he lea faka-Tonga ke ma lava 'o
femahino'aki. Malo.

Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga.
'Oku 'ikai ke lelei 'eku lea fakapapalangi.
Fakamolemole kae kumi mu'a ha taha 'oku
poto lelei he lea faka-Tonga ke ma lava 'o
femahino'aki. Malo.

Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga.
'Oku 'ikai ke lelei 'eku lea fakapapalangi.
Fakamolemole kae kumi mu'a ha taha 'oku
poto lelei he lea faka-Tonga ke ma lava 'o
femahino'aki. Malo.

Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko

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'Oku 'ikai ke lelei 'eku lea fakapapalangi.
Fakamolemole kae kumi mu'a ha taha 'oku
poto lelei he lea faka-Tonga ke ma lava 'o
femahino'aki. Malo.

Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga.
'Oku 'ikai ke lelei 'eku lea fakapapalangi.
Fakamolemole kae kumi mu'a ha taha 'oku
poto lelei he lea faka-Tonga ke ma lava 'o
femahino'aki. Malo.

Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga.
'Oku 'ikai ke lelei 'eku lea fakapapalangi.
Fakamolemole kae kumi mu'a ha taha 'oku
poto lelei he lea faka-Tonga ke ma lava 'o
femahino'aki. Malo.

Lea faka-Tonga

Malo e lelei, ko hoku hingoa ko

Ko e lea 'oku ou ngaue'aki ko e: Lea faka-Tonga.
'Oku 'ikai ke lelei 'eku lea fakapapalangi.
Fakamolemole kae kumi mu'a ha taha 'oku
poto lelei he lea faka-Tonga ke ma lava 'o
femahino'aki. Malo.

Vietnamese

Hello, my name is _____.

The language I speak is **Vietnamese**. Please find someone who can speak my language so we can talk to each other. Thank you.

Vietnamese

Hello, my name is _____.

The language I speak is **Vietnamese**. Please find someone who can speak my language so we can talk to each other. Thank you.

Vietnamese

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Vietnamese

Hello, my name is _____.

The language I speak is **Vietnamese**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tiếng Việt

Xin chào, tên tôi là

Tôi nói tiếng Việt. Xin vui lòng tìm một người nào đó có thể nói tiếng của tôi để chúng ta có thể nói chuyện với nhau. Xin cảm ơn.

Tiếng Việt

Xin chào, tên tôi là

Tôi nói tiếng Việt. Xin vui lòng tìm một người nào đó có thể nói tiếng của tôi để chúng ta có thể nói chuyện với nhau. Xin cảm ơn.

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Tôi nói tiếng Việt. Xin vui lòng tìm một người nào đó có thể nói tiếng của tôi để chúng ta có thể nói chuyện với nhau. Xin cảm ơn.

Tiếng Việt

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Tôi nói tiếng Việt. Xin vui lòng tìm một người nào đó có thể nói tiếng của tôi để chúng ta có thể nói chuyện với nhau. Xin cảm ơn.

Tiếng Việt

Xin chào, tên tôi là

Tôi nói tiếng Việt. Xin vui lòng tìm một người nào đó có thể nói tiếng của tôi để chúng ta có thể nói chuyện với nhau. Xin cảm ơn.

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Tiếng Việt

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Tiếng Việt

Xin chào, tên tôi là

Tôi nói tiếng Việt. Xin vui lòng tìm một người nào đó có thể nói tiếng của tôi để chúng ta có thể nói chuyện với nhau. Xin cảm ơn.

Tiếng Việt

Xin chào, tên tôi là

Tôi nói tiếng Việt. Xin vui lòng tìm một người nào đó có thể nói tiếng của tôi để chúng ta có thể nói chuyện với nhau. Xin cảm ơn.

Tiếng Việt

Xin chào, tên tôi là

Tôi nói tiếng Việt. Xin vui lòng tìm một người nào đó có thể nói tiếng của tôi để chúng ta có thể nói chuyện với nhau. Xin cảm ơn.

Cantonese

Hello, my name is _____.

The language I speak is **Cantonese**. Please find someone who can speak my language so we can talk to each other. Thank you.

Cantonese

Hello, my name is _____.

The language I speak is **Cantonese**. Please find someone who can speak my language so we can talk to each other. Thank you.

Cantonese

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The language I speak is **Cantonese**. Please find someone who can speak my language so we can talk to each other. Thank you.

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The language I speak is **Cantonese**. Please find someone who can speak my language so we can talk to each other. Thank you.

Cantonese

Hello, my name is _____.

The language I speak is **Cantonese**. Please find someone who can speak my language so we can talk to each other. Thank you.

Chuukese

Hello, my name is _____.

The language I speak is **Chuukese**. Please find someone who can speak my language so we can talk to each other. Thank you.

Chuukese

Hello, my name is _____.

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Kapasen Chuuk

Ran allim, itei

Pukutan ai fos, fosun Chuuk. Kose mochen kuttato emon mi sile kapasen fonuwei pwe am upwe tongeni poraus fengen. Killisou.

Kapasen Chuuk

Ran allim, itei

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Ilokano

Hello. Siak ni

Ilokano ti pagsasaok. Isapulanakman ti maysa a makasao ti Ilokano tapno mabalintay ti agsasarita. Agyamanak.

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日本語

こんにちは、私は

と申します。 私の話す言語は日本語です。
会話ができるように日本語の話者を探して
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한국어

안녕하십니까. 제 이름은

입니다. 제가 사용하는 언어는 한국어
입니다. 의사소통이 가능 하도록 한국어
통역사를 찾아 주시기 바랍니다.
감사합니다.

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Kosraean

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Kosrae

Hello, inek pa

Ngakahs Kosrae. Nuhnahk muhnahs sokack sie mwet muh etuh kash luhk uh nga el in sramsram. Kulo.

Kosrae

Hello, inek pa

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Kajin Majôl

lakwe, eta in

Kajin eo aô ej Kajin Majôl. Joij im bukôt tok juôn Armij eo ejelâ Kajin e aô bwe kemro en mârôñ kônono iben droon. Kom emmol.

Kajin Majôl

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Pohnpeian

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The language I speak is **Pohnpeian**. Please find someone who can speak my language so we can talk to each other. Thank you.

Pohnpei

Kaselehlie, edei

I kin lokaiahn Pohnpei. I sohte kak lokaiahn wai mwahu. Komw kak rapahkihda emen me kak lokaiahn Pohnpei, pwe sen kak kosoi pene. Kalahngan.

Pohnpei

Kaselehlie, edei

I kin lokaiahn Pohnpei. I sohte kak lokaiahn wai mwahu. Komw kak rapahkihda emen me kak lokaiahn Pohnpei, pwe sen kak kosoi pene. Kalahngan.

Pohnpei

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Pohnpei

Kaselehlie, edei

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Pohnpei

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Pohnpei

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Pohnpei

Kaselehlie, edei

I kin lokaiahn Pohnpei. I sohte kak lokaiahn wai mwahu. Komw kak rapahkihda emen me kak lokaiahn Pohnpei, pwe sen kak kosoi pene. Kalahngan.

Pohnpei

Kaselehlie, edei

I kin lokaiahn Pohnpei. I sohte kak lokaiahn wai mwahu. Komw kak rapahkihda emen me kak lokaiahn Pohnpei, pwe sen kak kosoi pene. Kalahngan.

Samoan

Hello, my name is _____.

The language I speak is **Samoan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Samoan

Hello, my name is _____.

The language I speak is **Samoan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Samoan

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Samoan

Hello, my name is _____.

The language I speak is **Samoan**. Please find someone who can speak my language so we can talk to each other. Thank you.

Gagana Samoa

Talofa, O lo'u igoa o

Ou te tautala i le gagana Samoa. Fa'amolemole, sa'ili mai se tasi e mafai ona tautala i la'u gagana, ina ia mafai ma talatalanoa ma'ua. Fa'afetai.

Gagana Samoa

Talofa, O lo'u igoa o

Ou te tautala i le gagana Samoa. Fa'amolemole, sa'ili mai se tasi e mafai ona tautala i la'u gagana, ina ia mafai ma talatalanoa ma'ua. Fa'afetai.

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Gagana Samoa

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Gagana Samoa

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Gagana Samoa

Talofa, O lo'u igoa o

Ou te tautala i le gagana Samoa. Fa'amolemole, sa'ili mai se tasi e mafai ona tautala i la'u gagana, ina ia mafai ma talatalanoa ma'ua. Fa'afetai.

Spanish

Hello, my name is _____.

The language I speak is **Spanish**. Please find someone who can speak my language so we can talk to each other. Thank you.

Spanish

Hello, my name is _____.

The language I speak is **Spanish**. Please find someone who can speak my language so we can talk to each other. Thank you.

Spanish

Hello, my name is _____.

The language I speak is **Spanish**. Please find someone who can speak my language so we can talk to each other. Thank you.

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Spanish

Hello, my name is _____.

The language I speak is **Spanish**. Please find someone who can speak my language so we can talk to each other. Thank you.

Spanish

Hello, my name is _____.

The language I speak is **Spanish**. Please find someone who can speak my language so we can talk to each other. Thank you.

Spanish

Hello, my name is _____.

The language I speak is **Spanish**. Please find someone who can speak my language so we can talk to each other. Thank you.

Spanish

Hello, my name is _____.

The language I speak is **Spanish**. Please find someone who can speak my language so we can talk to each other. Thank you.

Español

Hola, mi nombre es

El idioma que hablo es Español. Por favor encuentre a alguien que hable mi idioma a fin de poder comunicarnos. Gracias.

Español

Hola, mi nombre es

El idioma que hablo es Español. Por favor encuentre a alguien que hable mi idioma a fin de poder comunicarnos. Gracias.

Español

Hola, mi nombre es

El idioma que hablo es Español. Por favor encuentre a alguien que hable mi idioma a fin de poder comunicarnos. Gracias.

Español

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Español

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Español

Hola, mi nombre es

El idioma que hablo es Español. Por favor encuentre a alguien que hable mi idioma a fin de poder comunicarnos. Gracias.

Español

Hola, mi nombre es

El idioma que hablo es Español. Por favor encuentre a alguien que hable mi idioma a fin de poder comunicarnos. Gracias.

Español

Hola, mi nombre es

El idioma que hablo es Español. Por favor encuentre a alguien que hable mi idioma a fin de poder comunicarnos. Gracias.

Tagalog

Hello, my name is _____.

The language I speak is **Tagalog**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tagalog

Hello, my name is _____.

The language I speak is **Tagalog**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tagalog

Hello, my name is _____.

The language I speak is **Tagalog**. Please find someone who can speak my language so we can talk to each other. Thank you.

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The language I speak is **Tagalog**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tagalog

Hello, my name is _____.

The language I speak is **Tagalog**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tagalog

Hello, my name is _____.

The language I speak is **Tagalog**. Please find someone who can speak my language so we can talk to each other. Thank you.

Tagalog

Hello, ako si

Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

Tagalog

Hello, ako si

Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

Tagalog

Hello, ako si

Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

Tagalog

Hello, ako si

Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

Tagalog

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Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

Tagalog

Hello, ako si

Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

Tagalog

Hello, ako si

Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

Tagalog

Hello, ako si

Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

Tagalog

Hello, ako si

Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

Tagalog

Hello, ako si

Ang wika ko ay Tagalog. Maaari lamang na ihanap ako ng isang nakakapagsalita sa aking wika upang pwede tayong makapag-usap. Salamat.

ATTACHMENT D

ATTACHMENT D



UNIVERSITY
of HAWAII®
SYSTEM

VOLUNTEER LANGUAGE SERVICES PROVIDER FORM

Name: _____ Language¹: _____

Phone No: _____ Email Address: _____

Campus: _____ Department/Unit: _____

Position Title: _____

I would like to be on the list of University volunteer Language Service Providers for the following campuses (Please check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> UH Manoa | <input type="checkbox"/> Kauai Community College |
| <input type="checkbox"/> UH Hilo | <input type="checkbox"/> Leeward Community College |
| <input type="checkbox"/> UH West Oahu | <input type="checkbox"/> Maui College |
| <input type="checkbox"/> Hawaii Community College | <input type="checkbox"/> Windward Community College |
| <input type="checkbox"/> Honolulu Community College | <input type="checkbox"/> University System |
| <input type="checkbox"/> Kapiolani Community College | |

I would like to volunteer to provide the following language services (check all that apply):

- Written Translation Services
- Oral Interpretation

Check as Applicable:	Fluency		
	Fair	Good	Excellent
I can communicate in English and the language listed above			
I can interpret to and from English in the language listed above			
I can translate written English to the language listed above			
I can translate the written language listed above to English			

I state that the following are true:

I have read and understand the Interpreter Code of Ethics (on the back of this form) and agree to follow it when providing language services.

I am 18 years of age or older.

Unless otherwise approved by the University, I understand that my services are voluntary and I will not receive extra pay from the University for providing language services.

Signature

Date

¹ Please complete a separate form for each language spoken

Interpreter Code of Ethics

1. Accuracy

- a. Interpreters shall convey the message and tone of the speakers accurately and completely, without adding or deleting anything.
- b. Interpreters shall accurately interpret offensive language, obscenities, and sexual terminology and shall maintain composure while interpreting in emotionally charged situations.
- c. Interpreters shall seek clarification when needed.
- d. Upon recognizing that a communication may have been misunderstood, interpreters may bring the possible misunderstanding to the attention of the provider, who will decide how to resolve it. (Not to be done in legal proceedings.)

2. Confidentiality

- a. Interpreters shall keep confidential all assignment-related information and shall not divulge any information obtained through their assignments, including but not limited to information gained through access to documents or other written materials.

3. Impartiality

- a. Interpreters shall refrain from accepting an assignment when family, personal or professional relationships affect impartiality.
- b. Interpreters shall reveal any relationship with a party that might be perceived as a conflict of interest.
- c. Interpreters shall demonstrate respect toward all persons involved in the interpreting situation and shall act in a manner that is neutral, impartial, unbiased and culturally sensitive.

4. Role Boundaries

- a. Interpreters shall use first person speech to help facilitate as much direct communication as possible.
- b. Interpreters shall maintain proper role boundaries, avoiding all unnecessary contact with the parties during and outside the interpreting situation.
- c. Interpreters shall not interject personal opinions or give counsel or advice to individuals for whom they are interpreting.

5. Professionalism

- a. Interpreters shall arrive punctually at the appointed location, prepared and dressed appropriately.
- b. Interpreters hired by an agency shall not promote their own business directly with the agency's customers or accept/request gratuities or additional fees from them.
- c. Interpreters shall accurately represent their qualifications, training and experience, and shall refrain from accepting assignments for which they are not qualified.
- d. Interpreters shall participate in continuing education programs when available.
- e. Interpreters seek evaluative feedback in order to improve their performance.

ATTACHMENT E

ATTACHMENT E



UNIVERSITY
of HAWAII®
SYSTEM

EXTERNAL LANGUAGE ASSISTANCE SERVICES

The University of Hawaii is committed to providing meaningful access for people with limitations to speak, read, write and understand English in programs and services that are essential, and where English Proficiency is not a requirement. Under federal and State laws, limited English Proficient (LEP) individuals may have the right to receive assistance through qualified interpreters and translated materials at no cost to them and without significant delay.

Please work with your Campus Language Access Coordinator (LAC) to assess any request received for language services. Your campus Language Access Coordinator can be found here:
<https://www.hawaii.edu/offices/eo/language-access/>

The University maintains a database of internal volunteers that may be able to provide limited translation and interpretation services. These external language assistance services should be used when such internal resources are not sufficient, not available, or inappropriate.

Translation/Interpretation Services Available

Written Translation Services

Written translation services will normally be used to translate requests for language services that have been submitted online or otherwise transmitted to the LAC. Written translation of vital documents within a department or unit may also be appropriate on a case by case basis, depending on the population being served and the demand for language access services within that department or unit.

Telephonic Interpretation Services

Telephonic interpretation is a useful tool for brief-encounters or urgent situations where immediate oral interpreter assistance is needed. It is an economical option and provides quick language access for LEP persons.

Face-to-Face or Onsite Interpretation Services

Face-to-face or onsite interpretation is normally used for complex or formal settings that require lengthy discussion (e.g., interviews, hearings, health or medical related issues).

Face-to-face or onsite interpreting generally requires advanced booking. Each department or unit should work with their campus LAC to assess the appropriateness of the provision of these services.

Video Remote Interpretation Services

Video remote interpretation (VRI) services involve real-time, full-motion video service provided via Zoom or other videoconference platforms. Depending on the circumstances, VRI may fulfill the requirements of telephonic or face-to-face interpretation services as appropriate.

Language Access Service Providers

When appropriate as confirmed by your LAC, the following external resources are available to assist in the provision of language services.

State Contract Service Providers

The Hawaii State Procurement Office (SPO) has entered into an SPO price contract with the following service providers that is available to all state agencies, including the University.

SPO Contract Service Providers¹

- CTS Language Link (KFS Vendor Code 56756-0)
- Voiance Language Services, LLC

Corporate Translation Services, Inc. (CTS), dba Language Link, and Voiance Language Services, LLC are current authorized vendors that provide written, telephonic, and video remote interpretation services to all state agencies (SPO Vendor list Contract No. 20-17; Effective 10/21/2021).

CTS Language Link and Voiance Language Services will require an account number and/or pin number to access their services.

Please see the attached NASPO Contract and Vendor Information for more information about each provider including how to request an interpreter, current rates, languages covered, minimum charges, and billing information.

University departments and units are not required to use only CTS Language Link, or Voiance Language Services. Staff may also obtain interpretation services from the below mentioned providers. Departments and units that already have an interpretation provider may elect to retain that provider but will have to follow applicable procurement rules and regulations.

CTS Language Link and Voiance Language Services provide all of the translation and interpretation services listed above with the exception of face-to-face interpretation services.

Service Providers with KFS Vendor Codes

The following service providers have previously been established in the Kualii Financial System (KFS) with KFS vendor codes².

¹PO's and pCard Purchase must reference: SPO PRICE LIST CONTRACT NO. 20-17 AND NASPO VALUEPOINT MASTER AGREEMENT NO.'S shall be typed on purchase orders and pCard purchases issued against this price list contract. Please input the following Master Agreement Numbers for the following Contractors:
90-000-18-00003AB – Corporate Translation Services, Inc. dba Language Link
90-000-18-00003AG – Voiance Language Services, LLC

² Interpreter services are purchases that are exempted from Chapter 103D, HRS and /or statutory competitive bidding requirements. These exempt purchases should cite the following:
“Exempt Procurement, pursuant to APM Section A8.220, Exemption No. 29 Interpreter Services.”

- Helping Hands HI/Bilingual Access (KFS Vendor Code: 39726-0)
 - <http://helpinghandshawaii.org/programs/bilingual-access-line/>
- Language Services Hawaii (KFS Vendor Code: 31108-0)
 - <https://languageserviceshawaii.com/>
- Pacific Gateway Center (KFS Vendor Code: 48971-0)
 - <https://www.pacificgatewaycenter.org/hawaii-language-bank>
- Transperfect Translations (KFS Vendor Code: 29216-0)
 - <https://www.transperfect.com/>
- Isle Interpret (KFS Vendor Code: 4028-0)
 - <https://www.isleinterpret.com/>

These agencies provide all of the translation and interpretation services listed above.

OLA List of Language Service Agencies

The State of Hawaii Office of Language Access (OLA) maintains and updates a list of language service agencies that provide translation and interpretation services. The specific services provided by each company may vary. You should consult the agency specific information to determine whether they provided the services needed for your circumstances.

The OLA List of Language Service Agencies is available here:

<http://45.40.134.199/SurveyApp/Home/AgencyIndex>

OLA Roster of Spoken Language Interpreters & Translators

OLA also maintains a Roster of Spoken Language Interpreters & Translators. This roster can be searched by the language and general subject area for which you are seeking support.

The providers on this roster are available to all state agencies. The services provided by individuals on the roster will vary by the individual. You should consult the specific information provided by the individual to determine whether they provide the services needed for your circumstances.

The OLA Roster of Spoken Language Interpreters & Translators is available here:

<http://45.40.134.199/SurveyApp/Home/LanguageList>

For all purchases exempted from Chapter 103D, HRS and /or statutory competitive bidding requirements, which exceed \$5,000, a determination of price reasonableness as required under Section A8.285, must be made to ensure that the public funds are being expended to the best advantage of the University. [Form 95 Determination of Costs or Price Reasonableness](#) shall be used for this purpose.

Object Code: 7100-SVC, NON-ST EMP-OTHER unless otherwise specified by the campus FA.



**ON-DEMAND REMOTE INTERPRETING
(OPI AND VRI) AND DOCUMENT TRANSLATION**
Led by the State of New Mexico

Master Agreement #: 90-000-18-00003AG (*hereinafter "Master Agreement"*)

Contractor: **Voiance Language Services, LLC** (*hereinafter "Contractor"*)

Participating State: **STATE OF HAWAII** (*hereinafter "Participating State"*)

State of Hawaii, State Procurement Office (SPO) Price List Contact No. 20-17

This Addendum will add the State of Hawaii as a Participating State to purchase from the NASPO ValuePoint Master Agreement Number 90-000-18-00003AG with Voiance Language Services, LLC.

1. Scope: This addendum covers the On-Demand Remote Interpreting (OPI and VRI) and/or Document Translation led by the State of New Mexico for use by State Agencies and other entities located in the Participating State of Hawaii authorized by that State's statutes to utilize State contracts.
2. Participation: All jurisdictions located within the State of Hawaii, which have obtained prior written approval by its Chief Procurement Officer, will be allowed to purchase from the Master Agreement. Private non-profit Health or Human Services organizations with current purchase of service contracts governed by Hawaii Revised Statutes (HRS) Chapter 103F are eligible to participate in the SPO price/vendor list contracts upon mutual agreement between the Contractor and the non-profit. (Each such participating jurisdiction and participating nonprofit is hereinafter referred to as a "Participating Entity"). Issues of interpretation and eligibility for participation are solely within the authority of the Administrator, State Procurement Office.
3. Primary Contacts: The primary contact individuals for this Participating Addendum are as follows (or their named successors):

Contractor

Name:	Bill Martin
Address:	2650 E. Elvira Road, Suite 132 Tucson, AZ 85756-7123
Telephone:	(866) 742-9080 ext. 1708
Fax:	N/A
Email:	bmartin@voiance.com



**ON-DEMAND REMOTE INTERPRETING
(OPI AND VRI) AND DOCUMENT TRANSLATION**
Led by the State of New Mexico

Participating State

Name:	Lori Cervantes
Address:	State Procurement Office 1151 Punchbowl Street, Room 416 Honolulu, HI 98613
Telephone:	(808) 587-3355
Fax:	(808) 586-0540
Email:	lori.m.cervantes@hawaii.gov

4. Participating State Modifications or Additions to the Master Agreement: These modifications or additions apply only to actions and relationships within the Participating State and its Entities.

The following changes are modifying or supplementing the Master Agreement terms and conditions.

Changes:

- A. Usage Reports. Contractor shall submit a quarterly gross sales report (including zero-dollar sales) in EXCEL to the contact person listed in the Participating Addendum, Paragraph 3 (or as amended) in accordance with the following schedule (or as requested):

<u>Quarter Ending</u>	<u>Report Due</u>
March 31	April 30
June 30	July 31
September 30	October 31
December 31	January 31

The report shall identify each transaction and include the following information:

Department/Agency Name	Unit of Measure
Date of Purchase	Item No. Part Number (if applicable)
Product/Service Description	MSRP List Price
Quantity	NASPO ValuePoint Contract Price

The quarterly report shall also include any adjustments from prior periods (i.e. exchanges and/or return).

- B. The validity of this Addendum, any of its terms or provisions, as well as the right and duties of the parties in this Addendum, shall be governed by the laws of the State of

**ON-DEMAND REMOTE INTERPRETING
(OPI AND VRI) AND DOCUMENT TRANSLATION**

Led by the State of **New Mexico**

Hawaii. A copy of the Attorney General's General Conditions, which is made a part of this Addendum, can be found at <https://spo.hawaii.gov/wp-content/uploads/2017/12/AG-008-103D-1.pdf>. Any action at law or in equity to enforce or interpret the provisions of this Addendum shall be brought in a court of competent jurisdiction in Honolulu, Hawaii.

- C. Inspection of Facilities. Pursuant to HRS § 103D-316, the Participating State, at reasonable times, may inspect the part of the plant or place of business of the Contractor or any subcontractor that is related to the performance of a Master Agreement and this Addendum.
- D. Campaign Contributions. The Contractor is notified of the applicability of HRS § 11-355, which prohibits campaign contributions from Contractor during the term of the Addendum if the contractor is paid with funds appropriated by the Hawaii State Legislature.
- E. Purchases by State of Hawaii government entities under this Master Agreement is not mandatory. This Addendum is secondary and non-exclusive.
- F. The State of Hawaii's purchasing card (pCard) is required to be used by the State's executive departments/agencies (excluding the Department of Education, the Hawaii Health System Corporation, the Office of Hawaiian Affairs, and the University of Hawaii) for all orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit or issue a purchase order.
- G. Pursuant to HRS §103D-310(c), if Contractor is doing business in the Participating State, Contractor is required to comply with all laws governing entities doing business in the Participating State, including the following HRS chapters.
 - 1. Chapter 237, General Excise Tax Law;
 - 2. Chapter 383, Hawaii Employment Security Law;
 - 3. Chapter 386, Workers' Compensation;
 - 4. Chapter 392, Temporary Disability Insurance;
 - 5. Chapter 393, Prepaid Health Care Act; and

A Certificate of Good Standing is required for entities doing business in the State.

The Hawaii Compliance Express (HCE) is utilized for verification of compliance. The SPO will conduct periodic checks to confirm Contractor's compliance on HCE throughout the term of the Addendum.

Alternatively, Contractors not utilizing HCE to demonstrate compliance shall provide paper certificates to the SPO as instructed below. All certificates must be valid on the date it is received by the SPO. All applications for applicable clearances are the responsibility of the Contractor.



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Led by the State of **New Mexico**

HRS Chapter 237 tax clearance requirement. Pursuant to Section 103D-328, HRS, Contractor shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate.

The Tax Clearance Application, Form A-6, and its completion and filing instructions, are available on the DOTAX website: <http://tax.hawaii.gov/forms/>.

HRS Chapters 383 (Unemployment Insurance), 386 (Workers' Compensation), 392 (Temporary Disability Insurance), and 393 (Prepaid Health Care) requirements. Pursuant to Section 103D-310(c) Contractor shall be required to submit a certificate of compliance issued by the Hawaii State Department of Labor and Industrial Relations (DLIR). The certificate is valid for six (6) months from the date of issue. A photocopy of the certificate is acceptable to the SPO.

The DLIR Form LIR#27 Application for Certificate of Compliance with Section 3-122-112, HAR, and its filing instructions are available on the DLIR website: <http://labor.hawaii.gov/forms/>.

Compliance with Section 103D-310(c), HRS, for an entity doing business in the State. Contractor shall be required to submit a Certificate of Good Standing (COGS) issued by the State of Hawaii Department of Commerce and Consumer Affairs (DCCA) – Business Registration Division (BREG). The Certificate is valid for six (6) months from date of issue. A photocopy of the certificate is acceptable to the SPO.

To obtain the Certificate, the Contractor must be registered with the BREG. A sole proprietorship is not required to register with the BREG and is therefore not required to submit the certificate.

For more information regarding online business registration and the COGS is available at <http://cca.hawaii.gov/breg/>.

H. Effective Date and Contract Period. This Addendum is effective upon the date of execution by the Participating State and shall continue for the term set forth in the Master Agreement.

I. Licensing

Contractors must be properly licensed and capable of performing the Work as described in the Master Agreement, in accordance with the Professional and Vocational licensing laws of the state. Contractors under Participating Addendums must maintain all required licenses through the duration of the contract and Participating Addendum.



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J. Insurance

The Contractor shall maintain in full force and effect during the life of this contract, liability and property damage insurance to protect the Contractor and his Subcontractors, if any, from claims for damages for personal injury, accidental death and property damage which may arise from operations under this contract, whether such operations be by the Contractor or by Subcontractor or anyone directly or indirectly employed by either of them. If any Subcontractor is involved, the insurance policy or policies shall name the Subcontractor as additional insured.

As an alternative to the Contractor providing insurance to cover operations performed by a Subcontractor and naming the Subcontractor as additional insured, the Contractor may require the Subcontractor to provide its own insurance, which meets the requirements herein. It is understood that a Subcontractor's insurance policy or policies are in addition to the Contractor's own policy or policies.

The following minimum insurance coverage(s) and limit(s) shall be provided by the Contractor, including its Subcontractor(s) where appropriate.

<u>Coverage</u>	<u>Limits</u>
Commercial General Liability (occurrence form)	\$1,000,000 per occurrence \$2,000,000 aggregate
Automobile Liability	\$1,000,000 per accident
Professional Liability	\$1,000,000 per claim \$2,000,000 aggregate

Cyber Liability covering claims and losses to network, internet (Cloud) or other data disclosure risks (such as data breaches, releases of Confidential Information, unauthorized access/use of information, and identity theft) within limits of not less than \$1,000,000 per claim and \$2,000,000 aggregate.

Each insurance policy required by this contract (except the Professional Liability policy), including a Subcontractor's policy, shall contain the following clauses:

- A. "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."
- B. "It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."

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A Waiver of Subrogation shall apply to the General Liability, Automobile Liability and Worker's Compensation insurance policies and shall be in favor of the State of Hawaii.

The Contractor agrees to deposit with the State of Hawaii Certificate(s) of Insurance necessary to satisfy the State the insurance provisions of this Addendum and have been complied with and to keep such insurance in effect and the certificate(s) therefore on deposit with the State during the entire term of the price/vendor list and price/vendor list extensions, if any, including those of its Subcontractor(s), where appropriate. Upon request by the State, Contractor shall be responsible for furnishing a copy of the policy or policies.

Failure of the Contractor to provide and keep in force such insurance shall be regarded as material default, entitling the State to exercise any or all of the remedies provided in the contract and this RFP for a default by the Contractor.

The procuring of such required insurance shall not be construed to limit the Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this RFP. Notwithstanding said policy or policies of insurance, the Contractor shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this price list.

5. Lease Agreements: Leasing is not authorized by this Addendum.
6. Subcontractors: All contactors, dealers, and resellers authorized in the State of New Mexico as shown on the dedicated Contractor (cooperative contract) website, are approved to provide sales and service support to participants in the NASPO ValuePoint Master Agreement. The contractor's dealer participation will be in accordance with the terms and conditions set forth in the aforementioned Master Agreement. Subcontractors are allowed under this Addendum.
7. Orders: Any order placed by a Participating Entity or Purchasing Entity for a product and/or service available from this Master Agreement shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement unless the parties to the order agree in writing that another contract or agreement applies to such order.
8. Freight Charges (unless otherwise stated in the master contract):

Prices proposed will be the delivered price to any state agency or political subdivision. All deliveries will be F.O.B. destination with all transportation and handling charges paid by the Contractor. Responsibility and liability for loss or damage will remain with Contractor until final inspection and acceptance when responsibility will pass to the Buyer except as



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to latent defects, fraud, and Contractor's warranty obligations. Any portion of a full order originally shipped without transportation charges (that failed to ship with the original order, thereby becoming back-ordered) will also be shipped without transportation charges.

9. Purchase Order and Payment Instructions:

All purchase orders issued by Participating Entities under this Addendum shall include the Participating State contract number: SPO Price List Contract No. 20-17 and the NASPO ValuePoint Master Agreement Number 90-000-18-00003AG.

Purchase Orders and Payments shall be made to Voiance Language Services, LLC or authorized subcontractors, if any.

Invoices and Payment Instructions:

Contractor(s) shall forward original invoice(s), directly to the ordering agency. The GET or Use Tax and County Surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County Surcharges on State General Excise (GE) Tax or Use Tax may be visibly passed on but is not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation's website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

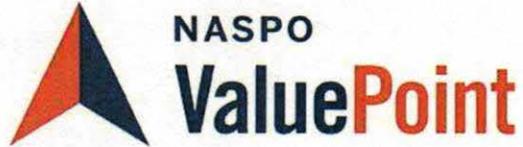
Pursuant to HRS § 103-10, Participating State and any agency of the Participating State or any county, shall have thirty (30) calendar days after receipt of invoice or satisfactory delivery of goods to make payment. Any interest for delinquent payment shall be as allowed by HRS § 103-10.

10. Participating Entity as Individual Customer:

Each Participating Entity shall be treated as an individual customer. Except to the extent modified by this Addendum, each Participating Entity will be responsible to follow the terms and conditions of the Master Agreement; and will have the same rights and responsibilities for their purchases as the Lead State has in the Master Agreement. Each Participating Entity will be responsible for its own charges, fees, and liabilities. Each Participating Entity will have the same rights to any indemnity or to recover any costs allowed in the Master Agreement for their purchases. The Contractor will apply the charges to each Participating Entity individually.

11. Entire Contract:

This Addendum, the Master Agreement, and the Attorney General's General Conditions, set forth the entire agreement, and all the conditions, understandings, promises, warranties and representations among the parties with respect to this Addendum and the



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Master Agreement, and supersedes any prior communications, representations or agreements whether, oral or written, with respect to the subject matter hereof.

Terms and conditions inconsistent with, contrary or in addition to the terms and conditions of this Addendum, the Master Agreement, and the Attorney General's General Conditions that are included in any purchase order or other document shall be void. The terms and conditions of this Addendum, the Master Agreement, and the Attorney General's General Conditions, shall govern in the case of any such inconsistent, contrary, or additional terms.

IN WITNESS WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

Participating State: STATE OF HAWAII	Contractor: Voiance Language Services, LLC
Signature: <i>Stella</i>	Signature: <i>[Handwritten Signature]</i>
Name: SARAH ALLEN	Name: <i>Best Ihegborow</i>
Title: Administrator, SPO	Title: <i>VP Contact Center Operation</i>
Date: May 6, 2020	Date: <i>3/12/2020</i>

APPROVED AS TO FORM:

/Stella M.L. Kam/

Deputy Attorney General



**ON-DEMAND REMOTE INTERPRETING
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For questions on executing a participating addendum, please contact:

NASPO ValuePoint

Cooperative Development Coordinator:	Tara Larwick
Telephone:	720-551-9530
Email:	tlarwick@naspovaluepoint.org

[Please email fully executed PDF copy of this document to

PA@naspovaluepoint.org

to support documentation of participation and posting in appropriate data bases.]

DAVID Y. IGE
GOVERNOR



BONNIE KAHAKUI
ACTING ADMINISTRATOR

STATE OF HAWAII
STATE PROCUREMENT OFFICE

P.O. Box 119
Honolulu, Hawaii 96810-0119
Tel: (808) 586-0554
email: state.procurement.office@hawaii.gov
<http://spo.hawaii.gov>
Twitter: [@hawaiispo](https://twitter.com/hawaiispo)

October 21, 2021

TO: Executive Departments/Agencies City and County of Honolulu
Department of Education Honolulu City Council
Hawaii Health Systems Corporation Honolulu Board of Water Supply
Office of Hawaiian Affairs Honolulu Authority for Rapid Transportation
University of Hawaii County of Hawaii
Public Charter School Commission Hawaii County Council
and Schools County of Hawaii-Department of Water Supply
House of Representatives County of Maui
Senate Maui County Council
Judiciary County of Maui-Department of Water Supply
County of Kauai
Kauai County Council
County of Kauai – Department of Water

FROM: Bonnie Kahakui, Acting Administrator *Bonnie A. Kahakui*

SUBJECT: **Change No. 4**
SPO Price List Contract No. 20-17
**NASPO VALUEPOINT ON-DEMAND REMOTE INTERPRETING (OPI AND VRI) AND
DOCUMENT TRANSLATION - STATEWIDE**
90-000-18-00003
Expires: November 3, 2022

The following changes are made to this Price List Contract:

1. The information for pricing is updated on each vendor's information page.
2. Linguistica International Inc is removed from the price list contract. Linguistica International Inc will be reinstated when returning to compliant status.

The current price list contract incorporating Change No. 4 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor Lists Contracts* at the home page.

If you have any questions, please contact Matthew Chow at (808) 586-0577 or matthew.m.chow@hawaii.gov.

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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

**SPO Price List Contract No. 20-17
Replaces SPO Price List Contract 16-05
Includes Change No. 4
Effective: 10/21/2021**

THIS SPO PRICE LIST CONTRACT IS FOR AUTHORIZED BUSINESS USE ONLY

**NASPO VALUEPOINT
ON-DEMAND REMOTE INTERPRETING (OPI AND VRI)
AND
DOCUMENT TRANSLATION**

(NASPO ValuePoint Contract No. 90-000-18-00003)
May 1, 2020 to November 3, 2022

INFORMATION ON NASPO VALUEPOINT

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. The NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of New Mexico is the current lead agency and contract administrator for the NASPO Transcription Services contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization, LLC, and contracts were awarded to seven (7) qualified vendors. The State of Hawaii has signed a Participating Addendum with three (3) Contractors.

The purpose of this contract is to provide On-Demand Over the Phone Interpreting (OPI) and Video Remote Interpreting (VRI) language interpreter services and Document Translation for agencies and their clients who need immediate interpreter assistance. These services are required to assist Limited English Proficiency (LEP) clients uncomfortable speaking English, or whose English is not clearly understood. Immediate Telephone Based Interpreter Services will facilitate communication between clients and customers at a service provider facility when an on-site interpreter is not available

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/>.



PARTICIPATING JURISDICTIONS listed below have signed a cooperative agreement and/or a memorandum of agreement with the SPO and are authorized to utilize this vendor list contract.

Executive Departments/Agencies	City and County of Honolulu
Department of Education	Honolulu City Council
Hawaii Health Systems Corporation	Honolulu Board of Water Supply
Office of Hawaiian Affairs	Honolulu Authority for Rapid Transportation
University of Hawaii	County of Hawaii
Public Charter School Commission and Schools	Hawaii County Council
House of Representatives	County of Hawaii – Department of Water Supply
Senate	County of Maui
Judiciary	Maui County Council
	County of Maui – Department of Water Supply
	County of Kauai
	Kauai County Council
	County of Kauai – Department of Water

The participating jurisdictions are not required but may purchase from this vendor list contract, and requests for exceptions from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors, however, HRS chapter 103D and the procurement rules apply to purchases using the applicable procurement method and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the participating jurisdiction.

POINTS OF CONTACT. Questions regarding the products listed, ordering, pricing, and status should be directed to the contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	Fax	E-mail
Executive	Matthew Chow	586-0577	586-0570	matthew.m.chow@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	G-OFS-DOE-Procurement@k12.hi.us
HHSC	Nancy Delima	359-0994		ndelima@hhsc.org
OHA	Christopher Stanley	594-1833	594-1865	chriss@oha.org
UH	Karlee Hisashima	956-8687	956-2093	karlee@hawaii.edu
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	danny.vasconcellos@spcsc.hawaii.gov
House	Brian Takeshita	586-6423	586-6401	takeshita@capitol.hawaii.gov
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov

Jurisdiction	Name	Phone	Fax	E-mail
Judiciary	Tritia Cruz	538-5805	538-5802	tritia.l.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfspurchasing@honolulu.gov
Honolulu City Council	Kendall Amazaki, Jr. Nanette Saito	768-5084		kamazaki@honolulu.gov nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	748-5074		fnprocurement@hbws.org
HART	Dean Matro	768-6246		dean.matro@honolulu.gov
County of Hawaii	Diane Nakagawa	961-8440		diane.nakagawa@hawaiicounty.gov
County of Hawaii	Diane Nakagawa	961-8440		diane.nakagawa@hawaiicounty.gov
County of Hawaii – Department of Water Supply	Ka'iulani Matsumoto	961-8050 ext. 224	961-8657	kmatsumoto@hawaiidws.org
County of Maui	Jared Masuda	463-3816		jared.masuda@co.maui.hi.us
Maui County Council	Marlene Rebugio	270-7838		marlene.rebugio@mauicounty.us
County of Maui – Department of Water Supply	Kenneth L. Bissen Holly Perdido	270-7684 270-7684	270-7136 270-7136	ken.bissen@co.maui.hi.us holly.perdido@co.maui.hi.us
County of Kauai	Ernest Barreira	241-4295	241-6297	ebarreira@kauai.gov
Kauai County Council	Codie Tabalba Scott Sato	241-4193 241-4810	241-6349 241-6349	ctabalba@kauai.gov ssato@kauai.gov
County of Kauai – Department of Water	Marcelino Soliz	245-5470	245-5813	msoliz@kauaiwater.org

USE OF THIS LIST CONTRACT BY NONPROFIT ORGANIZATIONS. Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price and vendor list contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wish to purchase from an SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor (participation must be mutually agreed upon, for example). A Contractor may choose to deny participation by a nonprofit. However, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than an SPO price list contract vendor(s).

AUTHORIZED CONTRACTORS. The authorized vendors are listed below. They have signed a Master Agreement with the State of New Mexico and a Participating Addendum with the Hawaii State Procurement Office.

Corporate Translations Services, Inc. dba Language Link

Voiance Language Services, LLC

VENDOR CODES for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

COMPLIANCE PURSUANT TO HRS §103D-310(c). Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Price List Contract No. 20-17. *No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.*

PURCHASING CARD (pCard). The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive department/agencies, excluding the DOE, HHSC, OHA, and UH, for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

PURCHASE ORDERS may be issued for purchases of \$2,500 or more and for vendors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or who charge its customers a transaction fee for the usage.

SPO PRICE LIST CONTRACT NO. 20-17 AND NASPO VALUEPOINT MASTER AGREEMENT NO.'S shall be typed on purchase orders and pCard purchases issued against this price list contract. Please input the following Master Agreement Numbers for the following Contractors:

90-000-18-00003AB – Corporate Translation Services, Inc. dba Language Link
90-000-18-00003AG – Voiance Language Services, LLC

STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE shall not exceed the following rates if the seller elects to pass on the charges to its customers. The GET is not applied to shipping or delivery charges.

County	County Surcharge Tax Rate	State GET	Max Pass-On Tax Rate	Expiration of Surcharge Tax Rate
C&C of Honolulu	0.50%	4.0%	4.7120%	12/31/2030
Hawaii	0.50%	4.0%	4.7120%	12/31/2030
County of Maui (including Molokai & Lanai)	0.0%	4.0%	4.1666%	No county surcharge
Kauai	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on State General Excise (GE) tax or Use Tax may be visibly passed on but are not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation's website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

PAYMENTS are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of the contract to make payment. Payments may also be made via pCard.

VENDOR AND PRODUCT EVALUATION. Form SPO-012, Evaluation: Vendor or Product, to address concerns on this vendor list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

General Information

Contractors shall provide 365-days a year, 7-days a week, 24-hours a day On-Demand Over the Phone Interpreting (OPI), Video Remote Interpreting (VRI), and Document Translation services on an “as needed” basis for Limited English Proficient (LEP) clients needing an immediate interpreter or translation assistance.

The below are interpreter operational requirements:

1. The interpreter shall remain neutral in the conversation unless prompted by the customer with additional instructions.
2. The interpreter shall speak in the first (1st) person.
3. The interpreter shall use the utmost courtesy when conversing with the customer and/or the client.
4. The interpreter shall respect the cultural differences of the client.
5. The interpreter shall refrain from entering into a disagreement with the customer and/or the client.
6. The interpreter shall accurately interpret the client’s statements and relay the message in its entirety with the meaning preserved throughout the conversation. Information will not be edited or deleted which may erroneously change the meaning of the client’s statements.
7. All conversations, interpretations, or translations will remain confidential and shall not be shared with individuals unrelated to the call or translation. Calls must only be recorded for Quality Assurance and training purposes. Call recording may be further restricted in other state’s Participating Addendums.
8. The translator shall provide accurate (reflect the meaning correctly), effective (provide the intended effect on the reader), and impartial (unbiased) services.

The contractor must provide toll-free access to interpreter services from anywhere in the United States, 365-days a year, 7-days a week, 24-hours a day. The contractor must have all the necessary equipment, installed and functioning, to provide the services required in the contract.

The interpreters must have a telephone terminal equipment with expansion capabilities to accommodate an increase in call volume, as needed.

The contractor must only invoice for the time that interpreter service is provided. The time required for establishing the language service needed and/or connection time to the appropriate interpreter will not be chargeable. Billing of the interpretation period starts when the interpreter answers and begins interpreting. The interpretation period is ended when the interpreter has been disconnected from both the customer and the client.

Commonly Interpreted and Translated Languages

Below is a list of commonly interpreted and translated languages other than the top ten languages: Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, Korean, or Farsi.

Cantonese (Yue)	Bhutanese/Dzongkha	Croatian	Hausa
Toishanese (Toishan, Toisanese) (Yue)	Bosnian	Czech	Hebrew
Fuzhou (Min)	Bulgarian	Danish	Hindi
Shanghainese (Wu)	Burmese	Dari	Hindustani
Hunanese	Cambodian	Dinka	Hmong
Foochow (Min)	Canjobal	Dutch	Hungarian
Abron	Cape Verde Creole	Edo	Ibo (Igbo)
Acholi	Catalan	Ethiopian	Ilocano
Afghan	Cebuano	Ewe	Italian
Afrikaans	Chaldean	Fanti	Jakartanese
Akan	Cham	Fijian	Japanese
Akateco/Akateko	Chamorro	Finnish	Javanese (Ngoko)
Albanian	Hahka/Hakha (Chin)	Fon	Jula
American Sign Language (ASL) via VRI only	Chin-Zo	French	Kachin
Amharic	Chin-Mizo	French Creole	Kanjobal
Armenian	Chin-Tedim	French-Canadian	Kannada
Ashanti	Falam Chin	Fukienese	Kaqchikel
Assyrian	Chin	Fulani (Fula)	Karen
Azerbaijani	Chin-Zomi	Ga	Karenni
Bahasa/Brunei	Hakka Chin	Ganda	Khmer
Bambara	Chin-Zophei	Georgian	Kikuyu (Gikuyu)
Bari	Chukchi	German	Kinyamulenge
Basaa (Bantu Language)	Chuukese (Trukese)	Greek	Kinyarwanda
Belorussian	Cora	Gujarati	Kirundi (Rundi)
Bengali	Creole	Haitian Creole	Kiswahili
Kongo	Moldavian	Romanian	Tajiki
Kosraean	Mongolian	Rwanda	Tamil
Krahn	Montenegrin	Samoan	Telugu

Krio	Moroccan	Sango	Teochew
Kunama	Navajo	Serbian	Thai
Kurdish	Neapolitan	Serbo-Croatian	Thonga
Laotian	Nepali	Sicilian	Tibetan
Liberian	Newari	Sindhi	Tigre
Lingala	Nigerian Pidgin	Sinhalese	Tojolabal
Lithuanian	Norwegian	Slovak	Tongan
Luganda	Nuer	Slovenian	Toucouleur
Luo (Dhuluo)	Oromo (Oromifa)	Soninke	Triqui
Maay Somali	Palauan	Soninke (Maraka)	Turkish
Maaymaay	Pashto	Soninke (Sarahuleh)	TWI
Macedonian	Pohnpei	Soninke (Sarakole)	Ukrainian/Ukranian
Indonesian (Malay)	Polish	Sudanese	Urdu
Malay (Bahasa Melayu)	Portuguese	Sundanese	Uzbek
Malayalam	Portuguese Creole	Susu	Wolof
Malinke	Portuguese-Brazilian	Swedish	Yoruba
Mam	Pulaar	Sylheti	Yugoslavian
Mandinka (Mandingo)	Punjabi	Tadzhik	Zarma
Marathi	Q'anjob'al	Tagalog/Filipino	
Marshallese	Quechua	Taishanese	
Mien	Quiche	Taiwanese	
Mixteco	Rohingya/Rohinya	Tajik	

How To Use This Price List Contract

Contact a Contractor for a quote and chose the option that works best for your agency's situation. All quotes shall be kept in the procurement file.

The table below indicates the service each Contractor provides.

Contractor	Over the Phone Interpreting	Video Remote Interpreting	Document Translation
Corporate Translation, Inc. dba Language Link	✓	✓	✓
Voiance Language Services, LLC	✓	✓	✓

On-Demand Remote Over the Phone Interpreting (OPI)

Interpreter services for the most frequently* used languages must be performed within the United States from a professional facility and not a home-based office. Interpreter services for the least frequently used languages may be performed outside of the United States and/or from a home-based office.

**Most frequently used languages" means the top ten frequently used languages.*

A. Prohibition of Interpretation on a Wireless Device in a Moving Vehicle and Noisy Areas

1. The contractor agrees no interpretation work by wireless communication device shall take place in a moving vehicle if the interpreter is the driver. This strict prohibition is intended to avoid driver distractions, accidents, risks to others, and lack of interpreter focus on the interpretation work itself.
2. Background noise such as traffic, barking dogs, crying babies, wind, and other people carrying on nearby conversations is a distraction to others on the phone and interpretation work should not proceed when any participant cannot hear due to the background noise and requests the interpreter to relocate to a quiet area.
3. Any interpretation conducted on a wireless device, whether texting or oral, is **prohibited** under this contract if conducted in a moving vehicle when the interpreter is the driver. To be clear, this prohibition shall also apply in states with laws addressing cell phone use and/or texting while driving and applies to all drivers involved with manually or orally typing; or entering multiple letters, numbers, symbols or other text in a wireless communication device; or sending or reading data in the device, for the purpose of oral or non-voice interpersonal communication, including texting, emailing, and instant messaging. Vehicles equipped with Bluetooth devices and dash-mounted phones are not an exception to this prohibition. Interpreters must not be driving in a moving vehicle when conducting interpretations.

B. Connection

1. On average per month, the Contractor must answer at least 95% of all incoming calls within five (5) seconds of the call starting to ring at the Contractor's facility. The call may be answered by an automated attendant but the customer must be given an option, either by voice prompt or keypad selection, to speak with a live operator/customer service representative. If the customer opts for a live operator/customer service representative, the connection must occur within ten seconds of the customer's selection.
2. On average per month, the Contractor must respond to calls at a rate of 95% or greater within 30 seconds of the client's language being identified. Once interpretation begins, the call cannot be placed on hold or put into a queue of any kind.
3. If in a given month the language mix of Spanish to all other languages is below 75%, the percentage of calls that must meet the 30 second response time will be adjusted as follows:

If the percentage of Spanish is:	Connective time will be:
Less than 60%	80% of all calls will be responded to within 30 seconds, after the client's language being identified
60-70%	85% of all calls will be responded to within 30 seconds, after the client's language being identified
70-80%	90% of all calls will be responded to within 30 seconds, after the client's language being identified

4. In the event interpretation service for Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, Korean or Farsi does not begin within 60 seconds of the client's language is identified, the customer shall not be charged for any interpretation services provided for the duration of the call.

In the event, any interpretation service request for Arabic, Chinese, Spanish, Russian, Somali, Vietnamese, Swahili, Tigrinya, Korean or Farsi results in a customer being told "no interpreter is available," the Contractor will be subject to a self-assessed penalty equal to the cost of the customer's average interpreter call for the month in which the "no interpreter available" event occurs.

The above penalties will be assessed monthly by the Contractor and must be itemized and deducted from the appropriate monthly invoice total.

On-Demand Video Remote Interpreting (VRI)

VRI must provide real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication.

VRI must be a sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of body position. [VRI must also provide] a clear, audible transmission of voices.

A. Equipment

1. Real-time, full-motion video, and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular pauses in communication.
2. A sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of his or her body position.
3. Clear, audible transmission of voices.

Document Translation

For all source documents requiring translation from one language to another, standard document translations shall be completed within the following turnaround time set in business days:

Standard Translation	Turnaround Time (Business Days)
Fewer than 1,000 Words	2 days
1,001 - 2,500 Words	5 days
2,501 - 7,500 Words	7 days
More than 7,500 Words	7 days plus 1 additional day for each additional 500 words

If a contractor offers expedited services, the translation shall be completed within the following turnaround time set in business days

Expedited Translation	Turnaround Time (Business Days)
Fewer than 1,000 Words	1 day
1,001 - 2,500 Words	2 days
2,501 - 7,500 Words	4 days
More than 7,500 Words	4 days plus 1 additional day for each additional 1,000 words

CONTRACTOR INFORMATION



Contractor:	Corporate Translation Services, Inc. dba Language Link		
Contact Information:	Name:	George Schoeck, Government Account Executive	
	Phone:	360-433-0401	
	Fax:	360-433-0401	
	E-mail:	naspo@language.link	
Website:	www.language.link/naspo-valuepoint		
Correspondence & Remittance Address:	701 NE 136 th Ave., Suite 200 Vancouver, WA 98684		

For Pricing, please go to <https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/corporate-translation-services-dba-language-link/>



Contractor:	Voiance Language Services, LLC		
Contact Information:	Name:	Bill Martin	
	Phone:	520-573-2367	
	E-mail:	bmartin@voiance.com	
Website:	www.voiance.com		
Correspondence & Remittance Address:	2650 E Elvira Road, Suite 132 Tucson, AZ 85756		

For Pricing, please go to <https://www.naspovaluepoint.org/portfolio/on-demand-remote-interpreting-opi-and-vri-and-document-translation/voiance-language-services/>

Attachment C: Cost

All pricing includes the cost of Offer preparation, servicing of accounts, and complying with all contractual requirements. Unit Price is calculated on a *per minute/per word* basis for all languages specified in Attachment A and Attachment B, **as well as for all unlisted languages that may be provided through the resultant Contract.**

Net 30

Item No.	Description	Unit Price		
Over-the-Phone Interpretation				
1a.	Over-the-Phone Interpretation (OPI) Services for the most requested language: Spanish	\$.57	/min
1b.	Over-the-Phone Interpretation (OPI) Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$.57	/min.
1c.	Over-the-Phone Interpretation (OPI) Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$.57	/min
1d.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$.57	/min.
Video Remote Interpretation				
2a.	Video Remote Interpretation (VRI) Services for the top VRI language: American Sign Language (ASL) if other than proposed for 2b.	\$	1.99	/min.
2b.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$.89	/min.
2c.	Video Remote Interpretation (VRI) Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$.89	/min
Document Translation Services				
3a.	Standard Document Translation Services for the most requested language: Spanish	\$	0.10	/word
3b.	Standard Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	0.15	/word
3c.	Standard Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek,	\$	0.16	/word

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	Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian			
3d.	Standard Document Translation Services for all other languages specified in specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$	0.17	/word
3e.	Expedited Document Translation Services for the most requested language: Spanish	\$	0.13	/word
3f.	Expedited Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian		0.21	/word
3g.	Expedited Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	0.195	/word
3h.	Expedited Document Translation Services for all other languages specified in specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$	0.22	/word
3i.	Desktop Publishing (DTP)	\$	39.50	/hour
3j.	Minimum Charge	\$	75.00	
Combined Services for Over-the Phone and Video Remote Interpretation				
4a.	Over-the Phone Interpretation (OPI) Services for twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$.85	/min.
4b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$.85	/min.
4c.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$.85	/min.
4d.	Video Remote Interpretation (VRI) Services for all other languages specified in specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$.85	/min.
4e.	Video Remote Interpretation (VRI) Services for American Sign Language (ASL) if other than proposed for 4b.	\$	1.99	/min.

During Contract period, pricing shall remain firm and fixed for the initial two year-term of the Contract.

Item No.	Optional Pricing Models	Equipment Available	Cost or % Discount off MSRP
6.	Contractors should submit any associated equipment available for use under the resultant contract.		
	Dual Handset Phones (Analog & Digital versions available)	Yes	\$150
	Analog	Yes	\$150
	Digital Adapters	Yes	\$150
	Y-Cable and additional headset	Yes	\$35
Item No.	Optional Pricing Models	Equipment Available	Cost or % Discount off MSRP
	Language Link’s VRI software is available for download free of charge. Client should please supply computer, microphone, headset and high-speed internet connection.	Yes	No charge

VOIANCE LANGUAGE SERVICES, LLC

Attachment C: Cost

All pricing includes the cost of Offer preparation, servicing of accounts, and complying with all contractual requirements. Unit Price is calculated on a *per minute/per word* basis for all languages specified in Attachment A and Attachment B, **as well as for all unlisted languages that may be provided through the resultant Contract.**
Net 30 days

Item No.	Description	Unit Price		
Over-the-Phone Interpretation				
1a.	Over-the-Phone Interpretation (OPI) Services for the most requested language: Spanish	\$	0.61	/min
1b.	Over-the-Phone Interpretation (OPI) Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	0.61	/min.
1c.	Over-the-Phone Interpretation (OPI) Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$	0.61	/min
1d.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$	0.61	/min.
Video Remote Interpretation				
2a.	Video Remote Interpretation (VRI) Services for the top VRI language: American Sign Language (ASL) if other than proposed for 2b.	\$	0.95	/min.
2b.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	0.61	/min.
2c.	Video Remote Interpretation (VRI) Services for all other languages specified Attachment B as well as for all unlisted languages that may be provided through the resultant Contract.	\$	0.61	/min
Document Translation Services				
3a.	Standard Document Translation Services for the most requested language: Spanish	\$	0.12	/word
3b.	Standard Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	0.21	/word

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3c.	Standard Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$	0.18	/word
3d.	Standard Document Translation Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$	0.26	/word
3e.	Expedited Document Translation Services for the most requested language: Spanish	\$	0.15	/word
3f.	Expedited Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$	0.23	/word
3g.	Expedited Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	0.26	/word
3h.	Expedited Document Translation Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$	0.32	/word
3i.	Desktop Publishing (DTP)	\$	65.00	/hour
3j.	Minimum Charge	\$	90.00	project
Combined Services for Over-the Phone and Video Remote Interpretation				
4a.	Over-the-Phone Interpretation (OPI) Services for twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	0.61	/min.
4b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$	0.61	/min.
4c.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	0.61	/min.
4d.	Video Remote Interpretation (VRI) Services for all other languages specified in <i>Attachment B</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$	0.61	/min.
4e.	Video Remote Interpretation (VRI) Services for American Sign Language (ASL) if other than proposed for 4b.	\$	0.95	/min.

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Item No.	Optional Pricing Models (optional – not included in cost evaluation)	Equipment Available	Cost or % Discount off MSRP
6.	Offerors should submit any associated equipment available for use under the resultant contract. (Include additional rows/columns as necessary to include all available options)		
	Analog	See below	
	Digital		

Item No.	Optional Pricing Models	Equipment Available	Cost or % Discount off MSRP
	Dual Handset Phones (corded)	Waived	100%
	Dual Cordless Phones, optional	\$5.95/month	N/A
	Lost or Damaged Phone Replacement	\$50.00 each	N/A
	Splitters for facility phones	\$8.00 each	N/A
	Tablet Mobile Unit (TMU) w/iPad – Lease 12 Month Minimum	\$69.95/month plus tax, if applicable, for no less than 12 months	N/A
	Tablet Mobile Unit (TMU) w/iPad – Lease 12 Month Minimum	\$1,395.00 plus tax, if applicable	N/A
	Flex Elite Stand/Cart w/iPad Pro – Lease 12 Month Minimum	\$99.95/ month plus tax, if applicable, for no less than 12 months	N/A
	Flex Elite Stand/Cart w/iPad Pro – Purchase	\$1,895.00 plus tax, if applicable	N/A
	Flex Elite Stand/Cart Only w/Bracket	\$1,069.00 plus tax, if applicable	N/A

ATTACHMENT F

