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LANGUAGE ACCESS POLICY

The State of Hawaii Department of Agriculture & Biosecurity (DAB) values the diversity of the public, including residents, visitors, clients and stakeholders, and seeks to foster an inclusive environment that respects individual language preferences and provides language accessible services to LEP individuals accessing, participating or benefiting from our services, programs and activities.

In compliance with Title VI of the Civil Rights Act of 1964 and the Hawaii Revised Statutes Chapter 321C, the DAB strives to take reasonable steps to deliver meaningful access of our programs and services to those eligible or likely to be encountered who do not speak English as their primary language or have a limited ability to read, write, speak or understand English.

DAB considers the following factors to determine what reasonable steps will be taken to provide meaningful language access:

1. The number or proportion of LEP individuals eligible to be served or likely to be encountered by the program;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to LEP individuals; and
4. The resources available to the program and the costs of providing interpretation/translation services.

DAB staff who deal with members of the public are trained to assess the need for provision of language services and take reasonable steps to ensure meaningful access to DAB services, programs, and activities by LEP individuals. These language services may include oral interpretation and/or written translation services. In this regard, DAB is committed to provide reasonable service delivery options for LEP individuals.

A handwritten signature in blue ink that reads "Sharon Hurd".

Sharon Hurd
Chairperson, Board of Agriculture & Biosecurity

A handwritten date in blue ink that reads "7/7/26".

Date





STATE OF HAWAII
DEPARTMENT OF AGRICULTURE &
BIOSECURITY

LANGUAGE ACCESS PLAN FOR
PERSONS WITH LIMITED ENGLISH
PROFICIENCY (LEP)

JULY 2026



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**STATE OF HAWAII
DEPARTMENT OF AGRICULTURE & BIOSECURITY
LANGUAGE ACCESS PLAN FOR INDIVIDUALS WITH
LIMITED ENGLISH PROFICIENCY**

INTRODUCTION

Hawaii's population reflects a rich blend of peoples and cultures representing numerous languages and dialects. Language barriers often make it difficult for many residents to access important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information.

According to the 2020-2024 American Community Survey, Public Use Microdata Sample data from the Department of Business, Economic Development & Tourism, the top 14 languages spoken by at least 5% of the state population or over one thousand LEP individuals in the State of Hawaii are:

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

(Excerpt from OLA Memorandum No. 2026-001) Attachment A

PURPOSE OF PLAN

The State of Hawaii Department of Agriculture & Biosecurity (DAB) strives to take reasonable steps to deliver meaningful access of our programs and services to those eligible or likely to be encountered who do not speak English as their primary language or have a limited ability to read, write, speak or understand English in compliance with Hawaii Revised Statutes Chapter 321C and, as a recipient of Federal financial assistance, in furtherance of with Title VI of the Civil Rights Act of 1964, and related policy guidance.

For purposes of this plan, Limited English Proficiency (LEP) individuals mean an individual who, on account of national origin, does not speak English as the person's primary language and self identifies as having a limited ability to read, write, speak, or

understand the English language. Such individuals may be eligible to receive language assistance with respect to a service, program, or activity.

LEGAL AUTHORITIES AND GUIDANCE

Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d-2000d-7 (“Title VI”)

Title VI provides that no person shall “on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The 1987 Civil Rights Restoration Act broadened the coverage of Title VI protections to include all the recipient’s programs and activities, whether they are federally funded or not. Certain DAB programs receive Federal funding and, by virtue of that funding, Title VI applies to all DAB operations. See 29 CFR parts 31.1; 31.2(g); and 31.3.

The national origin protected category under Title VI gives the statutory authority for nondiscrimination in the provision of services to LEP individuals.

Presidential Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency”

E.O. 13166 was created to “. . . improve access to . . . federally assisted programs and activities for persons, who as a result of national origin, are limited in their English proficiency ” 65 Fed. Reg. 50121 (August 16, 2000). Title VI serves as the basis for Executive Order 13166.

United States Environmental Protection Agency (EPA)

EPA regulation 40 CFR Part 7 implements: Title VI of the Civil Rights Act of 1964, as amended; section 504 of the Rehabilitation Act of 1973, as amended; and section 13 of the Federal Water Pollution Control Act Amendments of 1972, Public Law 92–500, (collectively, the Acts). This part applies to all applicants for, and recipients of, EPA assistance in the operation of programs or activities receiving such assistance.

EPA Limited English Proficiency (LEP) Order 1000.32 ensures that the Agency takes reasonable steps to provide LEP individuals with meaningful access to all of its programs, activities and services.

United States Department of Agriculture & Biosecurity (USDA)

USDA regulation 7 CFR Part 15 effectuates the provisions of Title VI of the Civil Rights Act of 1964 under any program or activity of an applicant or recipient receiving Federal financial assistance from the Department of Agriculture & Biosecurity or any Agency thereof.

USDA Departmental Regulation 4330-005 establishes the policies and procedures for LEP individuals to have meaningful access to programs and activities of the USDA pursuant to E.O. 13166.

Hawaii Revised Statutes Chapter 321C

The purpose of HRS 321C “is to affirmatively address, on account of national origin, the language access needs of limited English proficient persons. It is the intent of the legislature that these services be guided E.O. No. 13166 and succeeding provisions of federal law, regulation, or guidance.”

Accordingly, guidance set forth in this LAP Plan is designed for the DAB to meet its obligations under Title VI and HRS 321C.

IDENTIFYING LEP GROUPS ELIGIBLE TO BE SERVED OR LIKELY TO BE ENCOUNTERED BY DAB

DAB’s stated mission is to support, enhance, promote, and protect Hawaii’s agriculture and aquaculture industries by creating and maximizing opportunities for exporting and facilitating the growth of existing and new agricultural commodities and by-products. In addition, the department works to prevent the introduction and establishment of plants, animals and diseases that are detrimental to the state’s agriculture industry and the environment. DAB services a diverse population of farmers, farm operators, pesticides distributors and applicators, agricultural food producers, pet owners, nursery operators, aquaculturalists, ranchers, and visitors to the state which are likely to include LEP individuals, who may be eligible to receive language assistance with respect to a particular service, benefit, or encounter. Ongoing efforts are being made by DAB programs to compile statistical data about each of its LEP encounters. This information is to be considered when DAB programs plan their language services.

NOTIFICATION OF LANGUAGE SERVICES AVAILABLE TO LEP INDIVIDUALS

DAB programs utilize Babel Posters developed by the State of Hawaii’s Office of Language Access’ (OLA) at points of contact with the public for LEP individuals to point to their primary language informing them that free interpreter services are available to them. See Attachment B. Additionally, these posters are available in an 8.5 x 11” format for employees to use when interacting with LEP individuals outside of the office. If a person self-identifies as LEP over the phone or face-to-face contact, office staff members will ask what language they speak and inform the individual that interpretation services are available free of charge. DAB programs have access to a telephonic and video remote interpreter service that can assist staff when an LEP individual’s primary language is not able to be determined through self- identification or through the babel poster.

DAB notifies the public of its language access services on its website at <http://DAB.hawaii.gov/> and is in the process of identifying outreach materials that should include the notification.

LANGUAGE SERVICES

Any DAB employee that deals with members of the public must assess the need for provision of language services and take reasonable steps to ensure meaningful access

to DAB services, programs, and activities by LEP individuals. These LEP services may include:

1. providing oral language services in a timely and competent manner; or
2. offering written translation services of vital documents into the primary language for each eligible LEP language group that constitutes five percent or includes 1,000 members, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered; or
3. written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of written materials, free of cost, if there are fewer than 50 persons in a language group that reaches the five percent trigger in (2).

PROVIDING MEANINGFUL ACCESS BASED ON THE FOUR FACTOR ANALYSIS

DAB applies Federal and State guidance on how to address the language access needs of LEP clients and stakeholders in a meaningful way and determine how oral and written language services should be provided. This flexible and fact-dependent standard balances the following four factors:

1. The number or proportion of LEP individuals eligible to be served or likely to be encountered by the program;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to LEP individuals; and
4. The resources available to the program and the costs of providing interpretation/translation services.

Based on internal data collected on the number or proportion of LEP persons served or encountered; frequency; nature and importance of the programs, activities, or services provided; and resources available, DAB has determined the provision of the language service as reasonable. DAB foresees no limitations in its resources to acquire and/or obtain the necessary language services to assist any LEP person and will assist all LEP persons in providing any oral, in-person, video remote, writing and/or telephonic language interpretation services as needed.

LANGUAGE ASSISTANCE

Oral Language Services (Interpretation Services)

LEP individuals have the right to free, competent and timely language assistance in their spoken language. It is the intent of this plan to provide DAB employees guidance

to best respond to individuals who may need language assistance to meaningfully access DAB programs, services, and activities.

Each DAB program will arrange for the provision of oral language assistance by interpreters, in response to the needs of LEP individuals, in both face-to-face and telephone encounters. Language assistance may be provided through the State Procurement Office Price List Contract No. 26-19 for On-Demand Interpretation and Translation Services, effective June 1, 2026. See attachment C. Another option is after consultation with the Department's Language Access Coordinator, additional resources such as the State of Hawaii's Judiciary's list of certified interpreters (<https://www.courts.state.hi.us/wp-content/uploads/2017/01/interpreters.pdf>) or the roster of interpreter's found on OLA's website (<http://health.hawaii.gov/ola/ola-roster/>) are available. For further guidance on handling LEP encounters, see attachment G.

In addition, in an effort to utilize language resources that may be readily available to DAB employees, DAB solicits within the department for bilingual employees willing to assist in providing interpretive services if needed and is agreeable to have their name added to the volunteer bilingual staff directory in Attachment D. DAB solicits biennially for new volunteers and updates the bilingual staff directory. Generally, the bilingual volunteer staff may be contacted to assist other DAB employees interacting with LEP individuals to facilitate informal communication between the parties until a qualified interpreter (telephonic, video remote or in-person) can be arranged.

DAB staff shall discourage the use of family members, children, friends, or other untrained volunteers to act as interpreters during these encounters as it will be difficult for staff to ensure the accuracy of information being communicated and to avoid possible conflicts between the parties.

Written (Document) Translation Services

As defined in HRS 321C-2, vital documents are "printed documents that provide important information necessary to access or participate in services, programs, and activities of a State agency or covered entity, including but not limited to applications, outreach materials, and written notices of rights, denials, losses, or decreases in benefits or services."

Document translation may be provided through the State Procurement Office Price List Contract No. 26-19 for On-Demand Interpretation and Translation Services, effective June 1, 2026. See attachment C.

To ensure the quality of written translation services, the Price List Contract requires that:

- The Contractor must provide accurate and culturally competent written translation services by maintaining original meaning, style, and tone.
- For document translation between English and the Pacific Islanders' languages such as Chuukese, Hawaiian, Kosraean, Marshallese, Samoan,

Tongan, etc., Contractor must hire experienced translators who have lived or worked in Hawaii to provide accurate and culturally competent written translation services.

- Translators are required to translate the written word accurately and in the same spirit and style as it appears in the original text. Translators must ensure accuracy of nuances, subject matter detail and retain fluency.
- Contractor must supply at least two qualified linguists for each translation project, one serving as a translator and the other as an editor.

Each DAB program determines whether a threshold of 5% or one thousand, whichever is less, of the population of individuals eligible to be served or likely to be affected or encountered by their programs is met to determine whether their vital documents are to be translated into those LEP population's native language. If there are fewer than fifty (50) persons in a LEP population that reaches the 5% or one thousand threshold as previously described, they should receive a notice in their native language of the right to receive free oral interpretation of vital documents. See Attachment E.

When a DAB program needs to translate documents, the Language Access Coordinator may be contacted to identify an appropriate translator should the State Procurement Office Price List Contract No. 26-19 not be appropriate. The timeliness and competency of the translation is dependent on the language that the document needs to be translated into and the accreditations of the agency providing the translation.

DATA COLLECTION

It is important for our programs to continually survey and assess the needs of eligible service populations in order to determine whether vital documents should be translated into other languages so as not to deny LEP communities' access to our programs.

To fulfill our commitment to data driven decision making, DAB will:

1. Emphasize to our employees the importance of language data collection;
2. Review our data collection methods and workflows;
3. Conduct ongoing data reviews;
4. Invest resources to address data quality.

In order to monitor trends and identify LEP areas of improvement, data collection may include:

1. LEP Encounter Report Form (Attachment F);
2. Frequently requested languages from in-person or telephonic encounters;
3. Feedback from our employees;
4. Customer surveys;
5. Customer complaints.

LAP/LEP TRAINING FOR DAB STAFF

DAB staff are required to know how to identify LEP individuals and the procedures for accessing language access services. All new DAB staff are given a copy of the Department's Language Access Plan shortly after hire. In addition, a training module on foundational knowledge about language access, best practices, and employee's legal obligation to provide language assistance to LEP individuals is available to current DAB staff through the Adobe Learning Management (ALM) system. New hires in DAB are required to take the training shortly after hire.

In addition, staff are informed of training opportunities offered by OLA and/or other agencies. Additional language access trainings, such as "Working with Interpreters", are coordinated by the Language Access Coordinator and OLA. Recent trainings attended by DAB staff include Language Access Law Basics delivered by OLA and "Connecting with Your Community: Strategies for Serving Hawai'i's Multilingual Population" presented by the Asian Pacific Institute on Gender-Based Violence and "Plain Language" presented by One Language.

MONITORING AND UPDATING LEP PLAN

The DAB is committed to continually review and revise the plan based on recommendations from customers, interested stakeholders, employees and the public. Through advice from OLA, compliance reviews, data collection, feedback from LEP communities and feedback from departmental programs, the Language Access Coordinator (LAC) will monitor and review the Department's LAP every two years. Any recommended revisions will be forwarded to the DAB Chairperson for approval. The LAC will ensure that any revisions to the LAP are disseminated to all DAB programs and offices. Subcontractors are notified of their legal obligations to provide language assistance to LEP individuals during the RFP process as part of the Department's Title VI obligations.

Complaints from the public regarding language access may be addressed through the Non-Employee Discrimination Complaint Procedures found at <https://DAB.hawaii.gov/>. Complaints received are continuously monitored and recorded by DAB staff. Language Access Coordinator, Claire Orodio or Non-Discrimination Coordinator, Rae Gee will respond in a timely manner.

LANGUAGE ACCESS COORDINATOR

Claire Orodio, Departmental Human Resources Officer
1428 South King Street
Honolulu, Hawaii 96814
Phone: 808-973-9480
Email: DAB.HR@hawaii.gov

CONCLUSION

Through the enactment of this plan, DAB is in compliance with the mandate of Title VI of the Civil Rights Act of 1964 and the Hawaii Revised Statutes Chapter 321C by the implementation of the necessary steps in providing reasonable and meaningful access to LEP customers that seek DAB services. All DAB programs and offices shall comply with this Language Access Plan.

LIST OF ATTACHMENTS

Attachment A – 2020-2024 American Community Survey, Public Use Microdata Sample data from the Department of Business, Economic Development & Tourism

Attachment B – Office of Language Access - “Free Interpretation Service” Poster

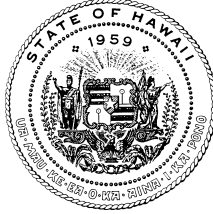
Attachment C – SPO Price List Contract No. 26-19 On-Demand Interpretation and Translation Services

Attachment D – List of DAB Volunteer Bilingual Directory for Interpretation Services

Attachment E – DAB’s “Babel” Notice

Attachment F – DAB’s LEP Encounter Report Form

Attachment G – Oral Interpretation Instructions



ATTACHMENT A

STATE OF HAWAII OFFICE OF LANGUAGE ACCESS

1177 Alakea Street, Room B-100
Honolulu, HI 96801-3378
Phone: (808) 586-8730 / Fax: (808) 586-8733
doh.ola@doh.hawaii.gov

OFFICE OF LANGUAGE ACCESS

MEMORANDUM No. 2026-001

April 21, 2026

TO: All Language Access Coordinators

FROM: May Mizuno, Executive Director
Office of Language Access

SUBJECT: The top 14 languages spoken by individuals with limited English proficiency (LEP) in the State of Hawaii

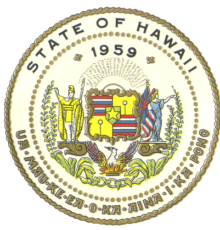
According to the 2020-2024 American Community Survey (ACS), Public Use Microdata Sample (PUMS) data from the Department of Business, Economic Development & Tourism (DBEDT), the top 14 languages spoken by individuals with limited English proficiency (LEP) in the State of Hawaii are:

1. Ilocano (31,889)
2. Japanese (17,889)
3. Tagalog (17,446)
4. Korean (9,052)
5. Vietnamese (6,760)
6. Cantonese (6,667)
7. Spanish (6,248)
8. Mandarin (5,142)
9. Chuukese (4,669)
10. Samoan (2,561)
11. Hawaiian (2,284)
12. Marshallese (2,146)
13. Cebuano (1,631)
14. Tongan (1,014)

These are the languages spoken by at least 5% of the state population or by at least 1,000 people.

Please note: According to the 2020-2024 ACS PUMS data, 11,145 survey respondents identified their language as Filipino, and 10,068 survey respondents identified their language as Chinese. Since both Filipino and Chinese are considered language groups, these two numbers are not included in the disaggregated data shown above.

Should you have any questions regarding this matter, please email our office at DOH.OLA@doh.hawaii.gov.



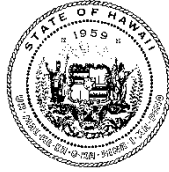
Free Interpretation Service is available from this office. To request, point to your language or tell a worker the language you speak.



<u>‘ŌLELO HAWAI‘I</u> (HAWAIIAN) Loa’a ka lawelawe unuhi ‘ōlelo manuahi mai kēia ke’ena. No ke noi ‘ana i ka unuhi ‘ōlelo, e kuhikuhi maanei a i ‘ole e ha’i i kahi limahana āu e ‘ōlelo ai “Huh-WAH-ee.”	<u>ဘားမိ(စ်)</u> (BURMESE) ဤရုံးမှ စကားပြန်ဝန်ဆောင်မှုကို အခမဲ့ ရရှိနိုင်ပါသည်။ စကားပြန်တစ်ဦး တောင်းဆိုရန် ဤနေရာကို ထောက်ပါ သို့မဟုတ် အလုပ်သမားတစ်ဦးအား ပြောပါ။ "ဘားမိ(စ်)" ဟု ပြောပါ။	<u>CHAMORRO</u> (CHAMORRO) Guaha Dibatdi na Setbision Intetpiti gi ofisina. Para man rekuesta intetpiti, tanchu’ guini pat sangani i empliao na untungo fumino’ “Cha-mo-ro.”
<u>中文-廣東話</u> (CHINESE - CANTONESE) 本辦公室提供免費口譯服務。 如需口譯服務，請指向此處，或者告知工作人員您說 “坎-通-尼-斯” 。	<u>中文-普通话</u> (CHINESE - MANDARIN) 本办公室提供免费口译服务。如需口译服务，请指向此处，或者告知工作人员您说 “曼-得-润” 。	<u>Chon Chuuk</u> (CHUUKese) Aninisin Chon Chiaku ese wor momor a kan kaworeno seni ei ofes. Ren eom kopwe tungor emon chon chiaku, itingeni ikei ika ereni emon chon angang pwe ka kan fos "Ju-kis."
<u>FRANÇAIS</u> (FRENCH) Le service d'interprétation gratuit est disponible dans ce bureau. Pour demander un interprète, veuillez indiquer votre langue ici ou informer un membre du personnel que vous parlez « french ».	<u>DEUTSCH</u> (GERMAN) Ein kostenloser Dolmetscherdienst ist in diesem Büro verfügbar. Um ihn anzufordern, zeigen Sie auf Ihre Sprache oder sagen Sie zu einem Mitarbeiter „Djermen” (German).	<u>ILOCANO</u> (ILOCANO) Adda libre a Serbisio a Panagipatarus iti daytoy nga opisina. Tapno agkiddaw iti paraipatarus, itudo ditoy wenno ibagam iti empleado nga agsaoka iti "Ee-lo-ka-no."
<u>日本語</u> (JAPANESE) この事務所では無料通訳サービスをご利用になれます。通訳者を依頼するには、ここを指すか、または「ジャパニーズ」を話すと職員に伝えてください。	<u>한국어</u> (KOREAN) 저희 사무국은 무료 통역 서비스를 제공해드립니다. 통역사를 요청하시려면, 여기를 가리키거나 담당자에게 본인은 "한국어"를 사용한다고 말해주십시오.	<u>KAS KOSRAE</u> (KOSRAEAN) Ofohs lasr u kasru ke lweng, wangin molo nusum. Kom ac fwın enenu, kom srisrngiyac kas lom ku akkalemye nusin met orekma inge la kom kas “Ko/shy/an”
<u>ພາສາລາວ</u> (LAOTIAN) ມີການບໍລິການລ່າມແປພາສາໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ ຈາກຫ້ອງການແຕ່ງານີ້. ເພື່ອຂໍລ່າມແປພາສາ, ໃຫ້ ຊີ້ໃສ່ບ່ອນນີ້ ຫຼື ບອກພະນັກງານວ່າທ່ານເວົ້າພາສາ “ລາວລຽນ”.	<u>KAJIN MAJEL</u> (MARSHALLESE) Ewör Jerbal in Jipañ ikijjeen Riukok jän opii in ejjeløk oñän. Ñan kajjitök juon riukok, jitöñe ijin ak ba ñan juon rijerbal bwe kwöj kõnono “Marshallese (Muh/jel).”	<u>TEKOI ER A BELAU</u> (PALAUAN) Tia el obis a nga er ngii a Oidel a Tekoi er ngii el Diak Locheraol. A chomousbech er a oliuid a tekoi, e mtetkii tiang me a lechub e mouchais er a chad loureor el kmo ke melekoi a “Puh-lau-ahn”.
<u>Lokaiahn Pohnpei</u> (POHNPEIAN) Ohpis wet kin sawas kihda kawehwe poan lokaiahn sahpw teikan ni sohtoa pwoaipwoai. Ma koamwi kupwur ki soun kawehwen”/pohn’peɪ.ən/”ah komw ihdi wasah de koamw wehwe ioangtoa tohn dodoak me sawas ei koamwi, mehn ia lokaia ehu wasa me koamw anahne sawas ki.	<u>PORTUGUÊS</u> (PORTUGUESE) O serviço de interpretação gratuito está disponível neste gabinete. Para solicitar um intérprete, aponte para aqui ou diga a um funcionário que você fala “português”.	<u>РУССКИЙ</u> (RUSSIAN) В этом офисе вам может быть бесплатно предоставлена услуга устного перевода. Чтобы запросить переводчика, укажите здесь или скажите сотруднику, что ваш язык — «Рашен».
<u>GAGANA SAMOA</u> (SAMOAN) E maua Auaunaga Fa’aliliu i le ofisa nei e aunoa ma se todogi. Mo le talosagaina o se fa’aliliu upu, fa’asino i’i pe ta’u atu i se tagata faigaluega e te tautala i le gagana “Sah-moh-ah.”	<u>ESPAÑOL</u> (SPANISH) Esta oficina cuenta con servicios de interpretación gratis. Apunte aquí para solicitar un intérprete, o dígame a un empleado que usted habla “espanish”.	<u>TAGALOG</u> (TAGALOG) Mayroong libreng interpretasyon mula sa tanggapang ito. Ituro dito o sabihin mo sa manggagawa na nagsasalita ka ng tagalog "/tə'gäləg."
<u>ภาษาไทย</u> (THAI) สำนักงานนี้มีบริการล่ามฟรี หากต้องการล่าม โปรดชี้ที่นี้หรือบอกพนักงานว่าคุณพูด “ไทย”.	<u>TONGAN</u> (TONGAN) Tokoni ki hono faka’uhinga’i ta’etotongi oku lava ke ma’u mei he lakanga ko ‘ení Ke kole ha taha fakatonulea, tuhu ki heni pe talaange ki ha tokotaha ngaue ‘oku ke lea faka- “Tongan”	<u>УКРАЇНСЬКА</u> (UKRANIAN) У цьому офісі доступні безкоштовні перекладацькі послуги. Щоб попросити про послуги усного перекладача, вкажіть тут або скажіть працівнику: «Юкрейнієн».
<u>TIẾNG VIỆT</u> (VIETNAMESE) Có Dịch Vụ Thông Dịch Miễn Phí tại văn phòng này. Để yêu cầu thông dịch viên, hãy chỉ vào đây hoặc nói với nhân viên rằng quý vị nói “Viet-nam-mis”.	<u>CEBUANO</u> (VISAYAN) Adunay libre nga Serbisyo sa Interpretasyon gikan niini nga opisina. Aron maka-hangyo ug interpreter, itudlo dinhi o sultihi ang trabahador nga nagasulti ka ug “Cebuano (Ce-bu-a-no).”	<u>YAPESE</u> (YAPESE) Re ofis ney e mapii e ayuw i pilyeg e sabethin ni dariy pulwon. Ra bt’uf e ayuw ni ngan pilyeg e sabethin, mag likiy buguli pa’am array ara moeg ngak rebi gathon e murwel ni gama non nu “Ya-pis”

For more information about this office, please contact: _____

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA



ATTACHMENT C

BONNIE KAHAKUI
ADMINISTRATOR

DAYNA OMIYA
ASSISTANT ADMINISTRATOR

STATE OF HAWAII | KA MOKU'ĀINA O 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>

June 1, 2026

TO: Executive Departments/Agencies
Department of Education
School Facilities Authority
Hawaii Health Systems Corporation
Office of Hawaiian Affairs
University of Hawaii
Public Charter School Commission and Schools
House of Representatives
Senate
Judiciary

City and County of Honolulu
Honolulu City Council
Honolulu Board of Water Supply
Honolulu Authority for Rapid Transportation
County of Hawaii
Hawaii County Council
County of Hawaii-Department of Water Supply
County of Maui
Maui County Council
County of Maui-Department of Water Supply
County of Kauai
Kauai County Council
County of Kauai – Department of Water

FROM: Bonnie Kahakui, Administrator

A handwritten signature in blue ink, reading "Bonnie Kahakui".

SUBJECT: **NEW PRICE LIST CONTRACT**
SPO Price List Contract No. 26-19
On-Demand Interpretation and Translation Services - Statewide
RFP No. 26002
Expires: May 31, 2027

This new State Procurement Office (SPO) Price List Contract No. 26-19 for On-Demand Interpretation and Translation Services is effective June 1, 2026.

The authorized Contractors are Bromberg & Associates, L.L.C., Effectiff LLC, Hanna Interpreting Services LLC, and Visual Language Professionals LLC.

The contract list 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 Stacey Kauleinamoku-Murakami at (808) 586-0571 or stacey.l.kauleinamoku@hawaii.gov.

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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Price List Contract No. 26-19
Effective: 06/01/2026

THIS SPO PRICE LIST CONTRACT IS FOR AUTHORIZED BUSINESS USE ONLY.

On-Demand Interpretation and Translation Services - Statewide
(RFP No. 26002)
June 1, 2026 to May 31, 2027

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

Executive Departments/Agencies	City and County of Honolulu
Department of Education	Honolulu City Council
School Facilities Authority	Honolulu Board of Water Supply
Hawaii Health Systems Corporation	Honolulu Authority for Rapid Transportation
Office of Hawaiian Affairs	County of Hawaii
University of Hawaii	Hawaii County Council
Public Charter School Commission 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

The participating jurisdictions are not required but may purchase from this price and vendor list contract, and requests for exception 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	Stacey Kauleinamoku-Murakami	(808)586-0571	(808)586-0570	stacey.l.kauleinamoku@hawaii.gov
DOE	Procurement Staff	(808)675-0130	(808)675-0133	G-OFS-DOE-Procurement@k12.hi.us
SFA	Gaudencia "Cindy" Watarida	(808)430-5531	N/A	Cindy.watarida@k12.hi.us
Public Charter School Commission and Schools	Danny Vasconcellos	(808)586-3775	(808)586-3776	danny.vasconcellos@spcsc.hawaii.gov
HHSC	Nancy Delima	(808)359-0994	N/A	ndelima@hhsc.org
OHA	Christopher Stanley	(808)594-1833	(808)594-1865	travelservices@oha.org
OHA	Gary Garo	(808)582-0526	(808)594-1865	psp@oha.org
UH	Karlee Hisashima	(808)956-8687	N/A	opm@hawaii.edu
House	Brian Takeshita	(808)586-6423	(808)586-6401	takeshita@capitol.hawaii.gov
Senate	Carol Taniguchi	(808)586-6720	(808)586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Tritia Cruz	(808)538-5805	(808)538-5802	tritia.l.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	(808)768-5535	(808)768-3299	bfspurchasing@honolulu.gov
Honolulu City Council	Kendall Amazaki, Jr.	(808)768-5084	(808)768-5011	kamazaki@honolulu.gov
Honolulu City Council	Nanette Saito	(808)768-5085	(808)768-5011	nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	(808)748-5071	N/A	fn_procurement@hbws.org
HART	Dean Matro	(808)768-6246	N/A	dean.matro@honolulu.gov
County of Hawaii	Diane Nakagawa	(808)961-8440	N/A	diane.nakagawa@hawaiiicounty.gov
Hawaii County Council	Diane Nakagawa	(808)961-8440	N/A	diane.nakagawa@hawaiiicounty.gov
County of Hawaii- Department of Water Supply	Ka'iulani Matsumoto	(808)961-8050 ext. 224	(808)961-8657	kmatsumoto@hawaiidws.org
County of Maui	Jared Masuda	(808)463-3816	N/A	jared.masuda@co.maui.hi.us
Maui County Council	Marlene Rebugio	(808)270-7838	N/A	marlene.rebugio@mauicounty.us
County of Maui- Department of Water Supply	Ashley Decastro	(808)270-7838	N/A	ashley.decastro@co.maui.hi.us
County of Kauai	Ernest Barreira	(808)241-4295	(808)241-6297	ebarreira@kauai.gov
Kauai County Council	Codie Tabalba	(808)241-4193	(808)241-6349	ctabalba@kauai.gov
County of Kauai- Department of Water	Christine Erorita	(808)245-5409	(808)245-5813	cerorita@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 or vendor list Contractor(s).

AUTHORIZED CONTRACTORS. The following Contractors are authorized to provide On-Demand Interpretation and Translation Services to the State of Hawaii under SPO PL Contract No. 26-19.

Bromberg & Associates, L.L.C.
Effectiff, LLC
Hanna Interpreting Services, LLC
Visual Language Professionals, 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. 26-19. 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, SFA, 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.

Note: Vendors may impose a transaction fee, not to exceed 4%, for pCard transactions.

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 charge its customers a transaction fee for the usage.

SPO PRICE LIST CONTRACT NO. 26-19 shall be typed on purchase orders and pCard transaction document, as applicable.

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

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

COUNTY	COUNTY SURCHARGE TAX RATE	STATE GET	MAX PASS-ON TAX RATE	EXPIRATION DATE 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 and Lanai)	0.50%	4.0%	4.7120%	12/31/2030
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 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>.

COMPLIANCE PURSUANT TO HRS §103-53. All state and county contracting officers or agents shall withhold final payment of a contract until the receipt of tax clearances from the director of taxation and the Internal Revenue Service. This section does not apply to contracts of less than \$25,000.

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

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

CONTRACT INFORMATION

Contractors shall provide 1) statewide onsite in-person interpreting service 365-days a year/7-days a week; 2) 365-days a year/7-days a week/24-hours a day On-Demand Remote Interpreting (OPI and VRI), **and/or** Document Translation services on an “as needed” basis for Limited English Proficient (LEP) clients needing immediate interpreter or translation assistance. The top fourteen (14) languages spoken by individuals with LEP in the State of Hawaii are Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.

The below are interpreter and translator 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.
8. The translator shall provide accurate (reflect the meaning correctly), effective (provide the intended effect on the reader), and culturally competent written translation services.
9. The written translation will maintain the meaning, style, and tone of the source document.
10. The translator will use Desktop Publishing to reproduce the formatting and layout of the original document into the target language.
11. The translator will provide written translations with proper spelling, grammar, word choice (such as industry-specific terminologies), and language structure.
12. The translator will ensure graphic, titles, headers, images, and fonts meet project requirements, if applicable.
13. The translator will proofread already-translated documents for accuracy, quality, consistency, tone, and style.

The contractor must provide toll-free access to interpreter services from Hawaii, 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.

For remote interpreter service, 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.

For translation service, the contractor must only invoice for the time that the translation service is provided. The time required for establishing the language service needed and/or connection time to the appropriate translator will not be chargeable. Document translation turn-around time begins upon the contractor's electronic confirmation of document receipt and ends when the completed document(s) is returned to the Purchasing Entity.

For onsite in-person interpreter service, the contractor must only invoice for the time that interpreter service is provided and is based on the actual duration of the interpreting assignment versus the minimum booking hours based on the assignment's location.

COMMONLY INTERPRETED AND TRANSLATED LANGUAGES

Below is a list of commonly interpreted and translated languages (other than the top fourteen (14) languages: Ilocano, Japanese, Tagalog, Korean, Chinese (Mandarin & Cantonese), Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai).

- | | | |
|---|--------------------|-------------------------|
| ○ Toishanese (Toishan, Toisanese) (Yue) | ○ Danish | ○ Kunama |
| ○ Fuzhou (Min) | ○ Dari | ○ Kurdish |
| ○ Shanghainese (Wu) | ○ Dinka | ○ Laotian |
| ○ Hunanese | ○ Dutch | ○ Liberian |
| ○ Foochow (Min) | ○ Edo | ○ Lingala |
| ○ Abron | ○ Ethiopian | ○ Lithuanian |
| ○ Acholi | ○ Ewe | ○ Luganda |
| ○ Afghan | ○ Fanti | ○ Luo (Dhuluo) |
| ○ Afrikaans | ○ Fijian | ○ Maay Somali |
| ○ Akan | ○ Finnish | ○ Maaymaay |
| ○ Akateco/Akateko | ○ Fon | ○ Macedonian |
| ○ Albanian | ○ French | ○ Indonesian (Malay) |
| ○ Amharic | ○ French Creole | ○ Malay (Bahasa Melayu) |
| ○ Armenian | ○ French-Canadian | ○ Malayalam |
| ○ Ashanti | ○ Fukienese | ○ Malinke |
| ○ Assyrian | ○ Fulani (Fula) | ○ Mam |
| ○ Azerbaijani | ○ Ga | ○ Mandinka (Mandingo) |
| ○ Bahasa/Brunei | ○ Ganda | ○ Marathi |
| ○ Bambara | ○ Georgian | ○ Mien |
| ○ Bari | ○ German | ○ Mixteco |
| ○ Basaa (Bantu Language) | ○ Greek | ○ Moldavian |
| ○ Belorussian | ○ Gujarati | ○ Mongolian |
| ○ Bengali | ○ Haitian Creole | ○ Montenegrin |
| ○ Bhutanese/Dzongkha | ○ Hausa | ○ Moroccan |
| ○ Bosnian | ○ Hebrew | ○ Navajo |
| ○ Bulgarian | ○ Hindi | ○ Neapolitan |
| ○ Burmese | ○ Hindustani | ○ Nepali |
| ○ Cambodian | ○ Hmong | ○ Newari |
| ○ Canjobal | ○ Hungarian | ○ Nigerian Pidgin |
| ○ Cape Verde Creole | ○ Ibo (Igbo) | ○ Norwegian |
| ○ Catalan | ○ Italian | ○ Nuer |
| ○ Chaldean | ○ Jakartanese | ○ Oromo (Oromifa) |
| ○ Cham | ○ Javanese (Ngoko) | ○ Palauan |
| ○ Chamorro | ○ Julia | ○ Pashto |
| ○ Hahka/Hakha (Chin) | ○ Kachin | ○ Pohnpei |
| ○ Chin-Zo | ○ Kanjobal | ○ Polish |
| ○ Chin-Mizo | ○ Kannada | ○ Portuguese |
| ○ Chin-Tedim | ○ Kaqchikel | ○ Portuguese Creole |
| ○ Falam Chin | ○ Karen | ○ Portuguese Brazilian |
| ○ Chin | ○ Karenni | ○ Pulaar |
| ○ Chin-Zomi | ○ Khmer | ○ Punjabi |
| ○ Hakka Chin | ○ Kikuyu (Gikuyu) | ○ Q'anjob'al |
| ○ Chin-Zophei | ○ Kinyamulenge | ○ Quechua |
| ○ Chukchi | ○ Kinyarwanda | ○ Quiche |
| ○ Cora | ○ Kirundi (Rundi) | ○ Rohingya/Rohinya |
| ○ Creole | ○ Kiswahili | ○ Romanian |
| ○ Croatian | ○ Kongo | ○ Rwanda |
| ○ Czech | ○ Kosraean | ○ Sango |
| | ○ Krahn | |
| | ○ Krio | |

- Serbian
- Serbo-Croatian
- Sicilian
- Sindhi
- Sinhalese
- Slovak
- Slovenian
- Soninke
- Soninke (Maraka)
- Soninke (Sarahuleh)
- Soninke (Sarakole)
- Sudanese
- Sundanese
- Susu

- Swedish
- Sylheti
- Tadjik
- Taishanese
- Taiwanese
- Tajik
- Tajiki
- Tamil
- Telugu
- Teochew
- Thonga
- Tibetan
- Tigre
- Tojolabal

- Tongan
- Toucouleur
- Triqui
- Turkish
- TWI
- Ukrainian/Ukrainian
- Urdu
- Uzbek
- Wolof
- Yoruba
- Yugoslavian
- Zarma

AGENCY INSTRUCTIONS

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	Category 1: Over the Phone Interpreting (OPI)	Category 2: Video Remote Interpreting (VRI)	Category 3: Document Translation for Non- Pacific Islanders' Languages	Category 4: Document Translation for Pacific Islanders' Languages	Category 5: Combined Telephone & Video	Category 6: Onsite In- Person Interpreting
Bromberg & Associates, L.L.C	✓	✓	✓	✓	✓	
Effectiff LLC	✓	✓	✓	✓	✓	✓
Hanna Interpreting Services LLC	✓	✓	✓	✓	✓	✓
Visual Language Professionals LLC	✓	✓			✓	

Category 1: OVER THE PHONE INTERPRETING (OPI)

Over the Phone Interpreting (OPI) means off-site interpreting services provided via telephone. 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 fourteen frequently used languages by the LEP population of the State of Hawaii.

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 Hawaii 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. In the event interpretation service for Cantonese, Mandarin, Ilocano, Tagalog, Japanese, Korean Spanish, or Vietnamese does not begin within 60 seconds of the client's language being 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 Cantonese, Mandarin, Ilocano, Tagalog, Japanese, Korean Spanish, or Vietnamese 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.

Category 2: VIDEO REMOTE INTERPRETING (VRI)

Video Remote Interpreting (VRI) means off-site interpreting services provided through videoconferencing technology equipment and a high-speed internet connection with sufficient bandwidth. 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. 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. In the event interpretation service for Cantonese, Mandarin, Ilocano, Tagalog, Japanese, Korean Spanish, or Vietnamese does not begin within 60 seconds of the client's language being 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 Cantonese, Mandarin, Ilocano, Tagalog, Japanese, Korean Spanish, or Vietnamese 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.

B. 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.
4. Adequate training to users of the technology and other involved individuals so that they may quickly and efficiently set up and operate the VRI.

Categories 3 and 4: DOCUMENT TRANSLATION

Document Translation means rendering a written communication from one language to another for any known language. Contractor must provide accurate and culturally competent written translation services by maintaining original meaning, style, and tone. Use Desktop Publishing to reproduce the formatting and layout of the original document into the target language. languages. Provide written translations with proper spelling, grammar, word choice, and language structure. Proofread already-translated documents for accuracy, quality, consistency, tone, and style.

For document translation between English and the Pacific Islanders’ languages such as Chuukese, Hawaiian, Kosraean, Marshallese, Samoan, Tongan, and the etc.), Contractor must hire experienced translators who have lived or worked in Hawaii to provide accurate and culturally competent written translation services.

Contractor must manage document translations electronically and must receive source language documents by e-mail or other electronic means (i.e. PDF or flat files, standard word processing languages, etc.), U.S. postal service or courier delivery. The typical delivery is expected to be by e-mail or other electronic means. Contractor shall provide electronic confirmation upon document receipt within one business day.

Completed orders must be returned electronically, preferably by email, to the address specified in the request. If the resulting document is too large to be transmitted via email or in a compressed format and the Purchasing Entity does not want the file broken up and sent via multiple emails, documents will be accepted on a Read/Write CD or DVD, or a flash drive. Rarely, a printed copy may be requested by mail or overnight courier. Overnight courier charges will be reimbursed by Purchasing Entity only when preapproved and as a result of the request.

Translators must translate the written word accurately and in the same spirit and style as it appears in the original text. Translators must ensure accuracy of nuances, subject matter detail and retain fluency.

Contractor must supply at least two qualified linguists for each translation project, one serving as a translator and the other as an editor.

Category 3: Document Translation for Non-Pacific Islanders' Languages (such as Ilocano, Japanese, Tagalog, Korean, Chinese, Spanish, Vietnamese, Cebuano, Thai and other frequently used languages as identified in the specification)

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

Category 4: Document Translation for Pacific Islanders' Languages (such as Chuukese, Hawaiian, Kosraean, Marshallese, Samoan, Tongan, and the etc.)

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	7 days
1,001-2,500 Words	14 days
2,501- 7,500 Words	21 days
More than 7,500 Words	21 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	4 days
1,001-2,500 Words	10 days
2,501- 7,500 Words	14 days
More than 7,500 Words	14 days plus 2 additional days for each additional 1,000 words

Category 5: Combined OPI and VRI Combined OPI and VRI services provide on-demand, remote language translation. The on-demand, remote interpreting service does not require pre-scheduling. The Connection and Equipment requirements are the same as Categories 1 and 2 above.

Category 6: ONSITE IN-PERSON INTERPRETING

Onsite in-person interpreting means a professional interpreter is physically in the same room with the participants to translate spoken words in real time. The clients shall schedule the interpreting service ahead of time, and provide information such as time, location, duration, language, mode of interpreting, topic of the meeting and other logistic information.

A. Travel

1. Contractor may be required to travel to neighbor islands in performance of assignments issued under this contract.
2. Contractor shall be reimbursed actual cost of all travel conducted while providing the services in accordance with this RFP and respective Purchasing Entities' regulations. Allowable travel and State per diem charges will be agreed upon at the time work is requested. Thus, all travel shall be pre-approved. The Contractor shall provide the Purchasing Entities with all necessary paperwork for reimbursement such as but not limited to travel receipts, airline itinerary, etc.
3. The Contractor shall perform all travel necessary to accomplish the services in accordance with this RFP. All travel requirements shall be approved in advance by the Purchasing Entity. The Contractor shall be responsible for making all travel arrangements.
4. Costs for transportation may be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs shall be considered reasonable and allowable only to the extent they do not exceed, on a daily basis, the maximum State per diem rates in effect at the time of the travel.
5. If the additional expenses are not justified and approved by the Participating Agency, Contractor will be responsible for paying the difference.



BROMBERG & ASSOCIATES, L.L.C.

Contractor: Bromberg & Associates L.L.C.
Point of Contact: Jessica Yaacoub, Director of Operations and Development
Phone: (313) 831-7651
Fax: (888) 225-1912
E-mail: Jessica@BrombergTranslations.com
Website: <https://www.brombergtranslations.com/>
Remittance Address: 32910 W. Thirteen Mile Road. Suite E-504, Farmington Hills, MI 48334
***Vendor Code:** 377700-00

1) Over-the-Phone Interpretation

Category No.	Description	Unit Price	Rate Unit
1a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.95	Per min.
1b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.15	Per min.

2) Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
2a.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.95	Per min.
2b.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$2.35	Per min.

3) Document Translation Services for Non-Pacific Islander' Languages

Category No.	Description	Unit Price	Rate Unit
3a.	Standard Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.29	Per word
3b.	Expedited Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.33	Per word
3c.	Desktop Publishing (DTP)	\$45.00	Per hour
3d.	Minimum Charge	\$55.00	Flat rate

4) Document Translation Services for Pacific Islanders' Languages

Category No.	Description	Unit Price	Rate Unit
4a.	Standard Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.21	Per word
4b.	Expedited Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.24	Per word
4c.	Desktop Publishing (DTP)	\$45.00	Per hour
4d.	Minimum Charge	\$55.00	Flat rate

5) Combined Services for Over-the Phone and Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
5a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.95	Per min.
5b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.15	Per min.
5c.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.95	Per min.
5d.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$2.35	Per min.

6) Optional Pricing Model

Item No.	Description	Tiered Pricing	Discount
6a.	Tiered Volume for Spanish		
	Over 75,000 words per project	Translation	\$0.12 per word
	Over 12,000 minutes per month	VRI	\$0.95 per minute

*Executive Branch Jurisdiction Vendor Code. For other jurisdictions, see Vendor Codes section above.



EFFECTIFF LLC

Contractor: Effectiff LLC
Contact Information: Norihi Fawzy, Client Account Manager
Phone: 925-940-4116
Fax: N/A
E-mail: norihi.fawzy@effectiff.com
Website: https://effectiff.com/
Correspondence & Remittance Address: 1212 Broadway Plaza, Suite 2100 Walnut Creek, CA, 94596
*Vendor Code: 377701-00

1) Over-the-Phone Interpretation

Category No.	Description	Unit Price	Rate Unit
1a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.60	Per min.
1b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.65	Per min.

2) Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
2a.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.71	Per min.
2b.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.74	Per min.

3) Document Translation Services for Non-Pacific Islanders' Languages

Category No.	Description	Unit Price	Rate Unit
3a.	Standard Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.18	Per word
3b.	Expedited Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.18	Per word
3c.	Desktop Publishing (DTP)	\$35.00	Per hour
3d.	Minimum Charge	\$55.00	≤150 words

4) Document Translation Services for Pacific Islanders' Languages

Category No.	Description	Unit Price	Rate Unit
4a.	Standard Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.13	Per word
4b.	Expedited Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.15	Per word
4c.	Desktop Publishing (DTP)	\$35.00	Per hour
4d.	Minimum Charge	\$55.00	≤150 words

5) Combined Services for Over-the Phone and Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
5a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.61	Per min.
5b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.65	Per min.
5c.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.71	Per min.
5d.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.74	Per min.

6) Onsite In-Person Interpretation Services

Category No.	Description	Unit Price	Rate Unit
6a.	Onsite In-Person Interpretation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$100.00	Per hour
6b.	Onsite In-Person Interpretation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$120.00	Per hour

7) Optional Pricing Model

Item No.	Optional Pricing Models	Tiered Pricing	Discount
7a.	Tiered Volume for Spanish		
	Remote Interpretation: 40,000 minutes or more	Per Month	-5%
	Translation: 55,000 words or more per project	Per Project	-5%
7b.	Tiered Volume for All Other Languages		
	Remote Interpretation: 40,000 minutes or more	Per Month	-5%
	Translation: 55,000 words or more per project	Per Project	-5%

8) Optional Pricing Model Equipment

Item No.	Optional Pricing Models	Equipment Available	Discount
8.	Dual Handset Phones	40 Items	\$20.00 Per month per item
	Simultaneous Interpreting Spanish		\$135.00 Per hour
	Simultaneous Interpreting Other Languages		\$155.00 Per hour
	Simultaneous Equipment	300 Items	\$15.00 Per item per day
	Simultaneous Interpreting Spanish		\$135.00 Per hour

*Executive Branch Jurisdiction Vendor Code. For other jurisdictions, see Vendor Codes section above.



HANNA INTERPRETING SERVICES LLC

Contractor: Hanna Interpreting Services LLC
Contact Information: Tom Hanna, President
Phone: 855-777-8007
Fax: 619-741-0017
E-mail: info@hannais.com
Website: www.hannais.com
Correspondence Address: 3322 Sweetwater Springs Blvd., Ste. 204, Spring Valley, CA 91977
Remittance Address: P.O. Box 51604, Los Angeles, CA 90051
 *Vendor Code: 377702-00

1) Over-the-Phone Interpretation

Category No.	Description	Unit Price	Rate Unit
1a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.79	Per min
1b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.79	Per min

2) Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
2a.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.79	Per min.
2b.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.79	Per min.

3) Document Translation Services for Non-Pacific Islanders' Languages

Category No.	Description	Unit Price	Rate Unit
3a.	Standard Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.19	Per word
3b.	Expedited Document Translation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.19	Per word
3c.	Desktop Publishing (DTP)	\$40.00	Per hour
3d.	Minimum Charge	\$150.00	

4) Document Translation Services for Pacific Islanders' Languages

Category No.	Description	Unit Price	Rate Unit
4a.	Standard Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.19	Per word
4b.	Expedited Document Translation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Simplified Chinese, Traditional Chinese, Spanish, Vietnamese, Chuukese, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.19	Per word
4c.	Desktop Publishing (DTP)	\$40.00	Per hour
4d.	Minimum Charge	\$150.00	

5) Combined Services for Over-the Phone and Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
5a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$0.79	Per min.
5b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.79	Per min.
5c.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.79	Per min.
5d.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.79	Per min.

6) Onsite In-Person Interpretation Services

Category No.	Description	Unit Price	Rate Unit
6a.	Onsite In-Person Interpretation Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$150.00	Per hour
6b.	Onsite In-Person Interpretation Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$150.00	Per hour

7) Optional Pricing Model

Item No.	Optional Pricing Models	Tiered Pricing	Discount
7a.	Tiered Volume for Spanish		
	Onsite hourly rate reduced to \$100/hour if billed in two-hour minimum (billed in 15-minute increments thereafter)	\$150.00 Per hour	\$100.00 Per hour
7b.	Tiered Volume for All Other Languages		
	Onsite hourly rate reduced to \$100/hour if billed in two-hour minimum (billed in 15-minute increments thereafter)	\$150.00 Per hour	\$100.00 Per hour

	increments thereafter)		
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8) Optional Pricing Model Equipment

Item No.	Optional Pricing Models	Equipment Available	Discount
8.	Dual Handset Phones	40 Items	\$20.00 Per month per item
	Transmitter		\$150.00
	Headset		\$10.00

*Executive Branch Jurisdiction Vendor Code. For other jurisdictions, see Vendor Codes section above.



VISUAL LANGUAGE PROFESSIONALS LLC

Contractor: Visual Language Professionals LLC
Contact Information: Bayleigh Leverenz, Manager – Strategic Partnerships
Phone: 816-477-3290
Fax: 877-880-5559
E-mail: partners@visuallanguagepro.com
Website: www.visuallanguagepro.com
Correspondence & Remittance Address: 957 Nasa Parkway #914 Houston, TX 7705
 *Vendor Code: 377703-00

1) Over-the-Phone Interpretation

Category No.	Description	Unit Price	Rate Unit
1a.	Over-the-Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.05	Per min.
1b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.05	Per min.

2) Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
2a.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.05	Per min.
2b.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.05	Per min.

3) Combined Services for Over-the Phone and Video Remote Interpretation

Category No.	Description	Unit Price	Rate Unit
5a.	Over-the Phone Interpretation (OPI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.05	Per min.
5b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.05	Per min
5c.	Video Remote Interpretation (VRI) Services for the fourteen most requested languages: Ilocano, Japanese, Tagalog, Korean, Cantonese, Spanish, Vietnamese, Chuukese, Mandarin, Samoan, Hawaiian, Marshallese, Cebuano, and Thai.	\$1.05	Per min
5d.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B, <i>Technical Requirements</i> , as well as for all unlisted languages that may be provided through the resultant Contract.	\$1.05	Per min

*Executive Branch Jurisdiction Vendor Code. For other jurisdictions, see Vendor Codes section above.

DAB Volunteer Multilingual Staff for Interpretation Services - Updated June 2026
(NOTE: Interpretation services provided by DAB staff does not include translation services.)

OAHU

ATTACHMENT D

1428 S King Street, Honolulu, HI 96814

Language	Name	Address	Island	Proficiency	Phone
German		1428 S King St	Oahu	Fluent	973-9402
Filipino (Kapangpangan)		1428 S King St	Oahu	Fluent	973-9520
Portuguese		1428 S King St	Oahu	Fluent	973-9498
Spanish		1428 S King St	Oahu	Conversational	973-9481
Filipino (Tagalog)		1428 S King St	Oahu	Fluent	973-9520

1849 Auiki Street, Honolulu, HI 96819

Language	Name	Address	Island	Proficiency	Phone #
Chinese (Cantonese)		1849 Auiki Street	Oahu	Fluent	832-0570
Chinese (Mandarin)		1849 Auiki Street	Oahu	Fluent	832-0570

1851 Auiki Street, Honolulu, HI 96819

Language	Name	Address	Island	Proficiency	Phone #
French		1851 Auiki Street	Oahu	Fluent	832-0696
Filipino (Ilocano)		1851 Auiki Street	Oahu	Fluent	973-9544
Filipino (Kapangpangan)		1851 Auiki Street	Oahu	Fluent	973-9544
Filipino (Pangasinense)		1851 Auiki Street	Oahu	Fluent	973-9544
Filipino (Tagalog)		1851 Auiki Street	Oahu	Fluent	973-9544

KAUAI

4398A Pua Loke Street, Lihue, HI 96766

Language	Name	Address	Island	Proficiency	Phone #
Arabic		4398A Pua Loke Street	Kauai	Fluent	850-6209

MAUI

635 Mua Street, Kahului, HI 96732

Language	Name	Address	Island	Proficiency	Phone #
French		635 Mua Street, Kahului, HI 96732	Maui	Fluent	260-0536
Spanish		635 Mua Street, Kahului, HI 96732	Maui	Conversational	260-0536

ATTACHMENT E

Do you need help in another language? We will get you a free interpreter. Call (808) 973-9496 to tell us which language you speak. (TTY: 711 or (808) 483-7100).	English 
您需要其它語言嗎？如有需要，請致電 (808) 973-9496，我們會提供免費翻譯服務 (TTY: 711 或(808) 973-9496)。	Cantonese 
En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori (808) 973-9496 omw kopwe ureni kich meni kapas ka ani. (TTY: 711 ika (808) 973-9496).	Chuukese 
Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le (808) 973-9496 pour nous indiquer quelle langue vous parlez. (TTY: 711 ou (808) 973-9496).	French 
Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter (808) 973-9496 und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: 711 oder (808) 973-9496).	German 
Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona (808) 973-9496 `oe ia la kaua a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: 711 a (808) 973-9496).	Hawaiian 
Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti (808) 973-9496 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 711 wenno (808) 973-9496).	Ilokano 
貴方は、他の言語に、助けを必要としていますか？私たちは、貴方のために、無料で 通訳を用意できます。電話番号の (808) 973-9496 に、電話して、私たちに貴方の話されている言語を申し出てください。(TTY: 711 または(808)973-9496)。	Japanese 
다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. (808) 973-9496 로 전화해서 사용하는 언어를 알려주십시오 (TTY: 711 또는(808) 973-9496).	Korean 
您需要其它语言吗？如有需要, 请致电 (808) 973-9496，我们会提供免费翻译服务 (TTY: 711 或(808) 973-9496)。	Mandarin 
Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok 973-9496 im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: 711 ak (808)973-9496).	Marshallese 
E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea (808) 973-9496 pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: 711 po o le (808) 973-9496).	Samoan  
¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al (808)973-9496 y diganos que idioma habla. (TTY: 711 o (808)973-9496).	Spanish 
Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa (808)973-9496 para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: 711 o (808)973-9496).	Tagalog 
'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he (808)973-9496'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: 711 pe (808)973-9496).	Tongan 
Bạn có cần giúp đỡ bằng ngôn ngữ khác không ? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi (808)973-9496nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 711 hoặc (808)973-9496).	Vietnamese Việt Nam
Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa (808)973-9496 aron magpahibalo kung unsa ang imong sinulti-han. (TTY: 711 o (808)973-9496).	Visayan (Cebuano) 

DAB Limited English Proficient (LEP) Encounter Report

Submit completed form to the HR Office or
complete the online version: <https://forms.gle/AC5Cgv8mJN3Lwr9PA>

ATTACHMENT F

Division/Branch/Section: _____

Date & Time of Encounter: _____

Language Encountered: _____

If only written language service was provided, skip to 2.

1. Was an interpreter provided by DAB? If No, skip to 1.C.

A. What type of interpreter?

- ☐ Bilingual DAB employee
- ☐ Telephonic interpreter
- ☐ Contracted in-person interpreter
- ☐ Community volunteer
- ☐ Other: _____

B. If a document was orally translated (sight translation), identify the document & language involved, i.e. Plant Declaration Form from Korean to English:

C. If DAB did not provide an interpreter, how was the encounter managed?

- ☐ LEP individual provided own interpreter
- ☐ LEP individual declined notice for an interpreter
- ☐ Other: _____

2. Written language service provided by:

- ☐ Bilingual DAB employee
- ☐ Contracted translator
- ☐ Community volunteer
- ☐ Other: _____

Document: _____

**STATE OF HAWAII
DEPARTMENT OF AGRICULTURE AND BIOSECURITY**

**Instructions for Oral Language Services (Interpretation)
(Revised 6/2026)**

LEP individuals have the right to free, competent and timely language assistance in their spoken language. If an LEP individual in-person or over the phone appears to have difficulty communicating what they need, Department of Agriculture and Biosecurity (DAB) employees shall take reasonable steps to provide meaning language assistance.

Identifying the Language in Which Interpretive Services are Needed

At the point of first contact with an LEP individual, DAB employees shall make an initial assessment of the need for language assistance services:

Staff may rely on one or more of the following:

- Self-identification by the LEP individual or companion;
 - During telephone or in-person individual contact, if relatives, friends, acquaintances, neighbors, or children are present with the individual, employee may rely on these individuals to conduct a first inquiry as to the primary language of the LEP individual. However, employees generally should not rely on these individuals to provide interpretation services because this could result in a breach of confidentiality, a conflict of interest, or inadequate interpretation.
- Verification by a bilingual staff member;
- Through use of the Hawaii Office of Language Access' (OLA) "Free Interpretation Service is available" poster which list twenty-seven (27) languages that are likely to be the primary language spoken by LEP individuals in Hawaii. See attachment B; and/or
- Telephonic or video remote interpretation services
 - Various vendors are contracted through the SPO Price List Contract No. 26-19 On-Demand Interpretation and Translation Services (as of June 2026) for interpretation services and are available to all DAB employees. The various vendors will be able to assist in identifying a spoken language if an employee is unable to determine the language through self-identification or Babel notice.

Oral Interpretation Services

Generally, the bilingual volunteer staff may be contacted to assist other DAB employees interacting with LEP individuals to facilitate communication between the parties until a qualified interpreter (telephonic, video remote or in-person) can be arranged.

When the language in need of interpretative services has been identified, DAB employees shall contact a vendor listed on the SPO Price List Contract No. 26-19 On-Demand Interpretation and Translation Services for interpretative services. Contractors must provide toll-free access to interpreter services from Hawaii, 365-days a year, 7-days a week, 24-hours a day.

Additional Resources

DAB employees needing more guidance regarding LEP individuals, should contact their supervisor, manager, administrator, or the Language Access Coordinator (dab.hr@hawaii.gov or 973-9496).

Record the Encounter

Employees shall record the encounter on a prescribed form and submit it to the Language Access Coordinator on a monthly basis. See attachment F for the form.