



**Master Blanket Purchase Order ADSP013-051003**

**Header Information**

<b>Purchase Order Number:</b>	ADSP013-051003	<b>Release Number:</b>	0	<b>Short Description:</b>	Statewide Foreign Language Interpretation and Translation Services
<b>Status:</b>	3PS - Sent	<b>Purchaser:</b>	David Gonzales	<b>Receipt Method:</b>	Quantity
<b>Fiscal Year:</b>	2013	<b>PO Type:</b>	Blanket	<b>Minor Status:</b>	
<b>Organization:</b>	State of Arizona	<b>Location:</b>	STRGC - SPO Strategic	<b>Type Code:</b>	Statewide
<b>Department:</b>	ADSP0 - State Procurement Office	<b>Entered Date:</b>	07/03/2013 12:48:03 PM	<b>Control Code:</b>	
<b>Alternate ID:</b>		<b>Retainage %:</b>	0.00%	<b>Discount %:</b>	0.00%
<b>Print Dest Detail:</b>	If Different	<b>Release Type:</b>	Direct Release	<b>Pcard Enabled:</b>	Yes
<b>Catalog ID:</b>		<b>Tax Rate:</b>		<b>Actual Cost:</b>	\$0.00
<b>Contact Instructions:</b>	David Gonzales, 602-542-9139, David.Gonzales@azdoa.gov				
<b>Master Blanket/Contract End Date (Maximum):</b>	07/02/2018 11:59:59 PM				
<b>Project No.:</b>					
<b>Building Code:</b>					
<b>Cost Code:</b>					
<b>Special Purchase Types:</b>					
<b>PIJ NUMBER:</b>					
<b>Coop Spend To Date:</b>					
<b>Attachments:</b>	<a href="#">PO Terms &amp; Conditions, Solicitation File - ADSP013-00002842~1.zip</a> , <a href="#">ADSP013-051003 Consolidated Contract.pdf</a> , <a href="#">Offer - Voiance.zip</a> , <a href="#">Insurance - Voiance.zip</a> , <a href="#">a1~26.pdf</a> , <a href="#">COI</a> , <a href="#">Contract Amendment, COI</a>				

**Primary Vendor Information & PO Terms**

<b>Vendor:</b>	000006143 - Voiance Language Services LLC Todd Torman 5780 N Swan Road Tucson, AZ 85718 US Email: marketing@voiance.com Phone: (866)742-9080	<b>Payment Terms:</b>	Net 30	<b>Shipping Method:</b>	
<b>PO Acknowledgements:</b>	FAX: (520)745-9022	<b>Shipping Terms:</b>		<b>Freight Terms:</b>	
		<b>Notifications</b>		<b>Acknowledged Date/Time</b>	

Purchase Order Emailed to marketing@voiance.com at 07/15/2013 11:30:54 AM  
 Purchase Order Emailed to marketing@voiance.com at 02/25/2014 11:08:04 AM 02/25/2014 11:14:01 AM  
 Purchase Order Emailed to marketing@voiance.com at 06/10/2015 03:40:18 PM

**Master Blanket/Contract Vendor Distributor List**

Vendor ID	Alternative ID	Vendor Name	Preferred Delivery Method	Vendor Distributor Status
000006143	13715712670	Voiance Language Services LLC	Email	Active

**Master Blanket/Contract Controls**

**Master Blanket/Contract Begin Date:** 07/03/2013 **Master Blanket/Contract End Date:** 07/02/2016  
**Cooperative Purchasing Allowed:** Yes

Organization	Department	Dollar Limit	Dollars Spent to Date	Minimum Order Amount
ALL ORG - Organization Umbrella Master Control	AGY - Agency Umbrella Master Control	\$0.00	\$1,189.82	\$0.00

**Item Information**

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 1 2

**Print Sequence # 11.0, Item # 7:** Remote Video Interpretation Rate  $\hat{\Delta}$  Advance Notice (Spanish Interpretation) (Optional). 3PS - Sent  
 The per-minute rate charged for services arranged in advance, by appointment with at least 48 hours  $\hat{\Delta}$  notice.

NIGP Code: 961-46  
 Interpreter Services (Foreign Language, Hearing Impaired, etc.) (See Item 17 for Interpreter Services - Electronically Assisted)

Bid # / Bid Item #: ADSP013-00002842 / 17 Quote # / Quote Item #: 000019689 / 17

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$1.50	MNT - Minute	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: Brand: Model:

Make: Packaging:

Project No.:

Building Code:

Cost Code:

**Print Sequence # 12.0, Item # 8:** Remote Video Interpretation Rate  $\hat{\Delta}$  Advance Notice (Other Listed Languages) (Optional). 3PS - Sent  
 The per-minute rate charged for services arranged in advance, by appointment with at least 48 hours  $\hat{\Delta}$  notice.

NIGP Code: 961-46  
 Interpreter Services (Foreign Language, Hearing Impaired, etc.) (See Item 17 for Interpreter Services - Electronically Assisted)

Bid # / Bid Item #: ADSP013-00002842 / 18 Quote # / Quote Item #: 000019689 / 18

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$1.50	MNT - Minute	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: Brand: Model:

Make: Packaging:  
 Project No.:  
 Building Code:  
 Cost Code:

**Print Sequence # 13.0, Item # 9:** Remote Video Interpretation Rate  $\hat{\Delta}$  On-Demand (Spanish Interpretation) (Optional). The 3PS - per-minute rate charged for services requested on-demand, 24 hours a day, seven days per week where interpreters shall be available within 30 minutes of the initial contact. Sent

NIGP Code: 961-46  
 Interpreter Services (Foreign Language, Hearing Impaired, etc.) (See Item 17 for Interpreter Services - Electronically Assisted)

Bid # / Bid Item #: ADSP013-00002842 / 19 Quote # / Quote Item #: 000019689 / 19

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$1.50	MNT - Minute	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: Brand: Model:  
 Make: Packaging:  
 Project No.:  
 Building Code:  
 Cost Code:

**Print Sequence # 14.0, Item # 10:** Remote Video Interpretation Rate  $\hat{\Delta}$  On-Demand (Other Listed Languages) (Optional). 3PS - The per-minute rate charged for services requested on-demand, 24 hours a day, seven days per week where interpreters shall be available within 30 minutes of the initial contact. Sent

NIGP Code: 961-46  
 Interpreter Services (Foreign Language, Hearing Impaired, etc.) (See Item 17 for Interpreter Services - Electronically Assisted)

Bid # / Bid Item #: ADSP013-00002842 / 20 Quote # / Quote Item #: 000019689 / 20

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$1.50	MNT - Minute	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: Brand: Model:  
 Make: Packaging:  
 Project No.:  
 Building Code:  
 Cost Code:

**Print Sequence # 16.0, Item # 5:** Over-the-Phone Interpreter Rate (Spanish Interpretation) - The per-minute rate charged per assigned interpreter for services performed during Monday through Friday between the hours of 7:00 AM  $\hat{\Delta}$  5:00 PM. 3PS - Sent

NIGP Code: 961-46  
 Interpreter Services (Foreign Language, Hearing Impaired, etc.) (See Item 17 for Interpreter Services - Electronically Assisted)

Bid # / Bid Item #: ADSP013-00002842 / 7 Quote # / Quote Item #: 000019689 / 7

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$0.59	MNT - Minute	0.00	\$0.00		\$0.00	\$0.00

Manufacturer:

Brand:

Model:

Make:

Packaging:

Project No.:

Building Code:

Cost Code:

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1 2

Exit

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**Master Blanket Purchase Order ADSP013-051003**

**Header Information**

<b>Purchase Order Number:</b> ADSP013-051003	<b>Release Number:</b> 0	<b>Short Description:</b> Statewide Foreign Language Interpretation and Translation Services
<b>Status:</b> 3PS - Sent	<b>Purchaser:</b> David Gonzales	<b>Receipt Method:</b> Quantity
<b>Fiscal Year:</b> 2013	<b>PO Type:</b> Blanket	<b>Minor Status:</b>
<b>Organization:</b> State of Arizona	<b>Location:</b> STRGC - SPO Strategic	<b>Type Code:</b> Statewide
<b>Department:</b> ADSPO - State Procurement Office	<b>Entered Date:</b> 07/03/2013 12:48:03 PM	<b>Control Code:</b>
<b>Alternate ID:</b>	<b>Retainage %:</b> 0.00%	<b>Discount %:</b> 0.00%
<b>Print Dest Detail:</b> If Different	<b>Release Type:</b> Direct Release	<b>Pcard Enabled:</b> Yes
<b>Catalog ID:</b>	<b>Tax Rate:</b>	<b>Actual Cost:</b> \$0.00

**Master Blanket/Contract End Date (Maximum):** 07/02/2018 11:59:59 PM

**Project No.:**  
**Building Code:**  
**Cost Code:**  
**Special Purchase Types:**  
**PIJ NUMBER:**  
**Coop Spend To Date:**

**Attachments:** [PO Terms & Conditions, Solicitation File - ADSP013-00002842~1.zip](#), [ADSP013-051003 Consolidated Contract.pdf](#), [Offer - Voiance.zip](#), [Insurance - Voiance.zip](#), [a1~26.pdf](#), [COI](#), [Contract Amendment](#), [COI](#)

**Primary Vendor Information & PO Terms**

<b>Vendor:</b> 000006143 - Voiance Language Services LLC Todd Torman 5780 N Swan Road Tucson, AZ 85718 US Email: marketing@voiance.com Phone: (866)742-9080	<b>Payment Terms:</b> Net 30	<b>Shipping Method:</b>
	<b>Shipping Terms:</b>	<b>Freight Terms:</b>

**PO Acknowledgements:** [Document](#) Notifications Acknowledged Date/Time

Purchase Order Emailed to marketing@voiance.com at 07/15/2013 11:30:54 AM  
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**Master Blanket/Contract Controls**

**Master Blanket/Contract Begin Date:** 07/03/2013 **Master Blanket/Contract End Date:** 07/02/2016  
**Cooperative Purchasing Allowed:** Yes

Organization	Department	Dollar Limit	Dollars Spent to Date	Minimum Order Amount
ALL ORG - Organization Umbrella Master Control	AGY - Agency Umbrella Master Control	\$0.00	\$1,189.82	\$0.00

**Item Information**

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 1 2

**Print Sequence # 17.0, Item # 11:** Over-the-Phone Interpreter Rate (Other Listed Languages) - The per-minute rate charged per assigned interpreter for services performed during Monday through Friday between the hours of 7:00 AM & 5:00 PM. 3PS - Sent

NIGP Code: 961-46  
 Interpreter Services (Foreign Language, Hearing Impaired, etc.) (See Item 17 for Interpreter Services - Electronically Assisted)

Bid # / Bid Item #: ADSP013-00002842 / 21 Quote # / Quote Item #: 000019689 / 21

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$0.65	MNT - Minute	0.00	\$0.00		\$0.00	\$0.00

Manufacturer: Brand: Model:

Make: Packaging:

Project No.:

Building Code:

Cost Code:

**Print Sequence # 18.0, Item # 6:** Over-the-Phone Interpreter After-hour, Weekend and Holiday Percentage Base Rate Increase - The percentage increase (applied to the rates given for the above Over-the-Phone Interpretation services) for services performed after normal business hours, on weekends or State holidays. The base rate increase applies to all line items offered for Over-the-Phone Interpretation Services. 3PS - Sent

NIGP Code: 961-46  
 Interpreter Services (Foreign Language, Hearing Impaired, etc.) (See Item 17 for Interpreter Services - Electronically Assisted)

Bid # / Bid Item #: ADSP013-00002842 / 8 Quote # / Quote Item #: 000019689 / 8

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	0.0	\$0.00	PCNT - Percent	0.00	\$0.00		\$0.00	\$0.00

Manufacturer:

Brand:

Model:

Make:

Packaging:

Project No.:

Building Code:

Cost Code:

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Exit

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### *Interpreters as Cultural Brokers*

Training our interpreters to be communication conduits, clarifiers, and when necessary, Cultural Brokers is essential for everyone to master in order to receive recognition as a qualified interpreter within our Company.

Sometimes, a client may request a particular interpreter because they may prefer our interpreters to be a Cultural Broker rather than a conduit of interpretation. Nonetheless, all interpreters must pass our rigorous 120-hour training course that incorporates cross-cultural training.

The only circumstance that one can say about choosing an appropriate person for a specific task is completely dependent upon their ability to speak both source and target languages. In the end, each of our interpreters becomes an advocate of the client to ensure clear, precise, and accurate interpretations between source and target languages takes place in a timely manner.

### **Section 3.0 COST**

<b>OPI Service Feature</b>	<b>Charge</b>
Price Per-Minute for Spanish 24/7/365	<b>\$0.59</b>
Price Per-Minute for all other languages 24/7/365	<b>\$0.65</b>
Account Setup: toll-free number, training and implementation	<b>Waived</b>
Monthly Minimum	<b>None</b>
Billing and reporting: Online and custom reports	<b>Waived</b>
Dedicated account manager and 24/7 client support	<b>Waived</b>



**VOIANCE**

a CyraCom International company

Response to RFP# **ADSP013-00002842**  
with acknowledgment of all Addendums

<b>VRI Service Feature</b>	<b>Charge</b>
Price Per-Minute for Spanish 24/7/365	<b>\$1.50</b>
Price Per-Minute for all other available languages, 24/7/365	<b>\$1.50</b>
Account Setup: toll-free number, training and implementation	<b>Waived</b>
Monthly Minimum	<b>None</b>
Billing and reporting: Online and custom reports	<b>Waived</b>
Dedicated account manager and 24/7 client support	<b>Waived</b>