

Contract User Guide for PRF75

PRF75: Foreign Language Interpretation and Translation Services

UPDATED: December 26, 2024

Contract #:	PRF75
MMARS MA #:	PRF75*,
Initial Contract Term:	July 01, 2021 – June 30, 2024
Maximum End Date:	June 30, 2026
Current Contract Term:	July 01, 2024 – June 30, 2026
Contract Managers:	Hayley Lebert, 617-720-3146, hayley.lebert@mass.gov Gerry Dawson, 978-429-4512, gerard.dawson@mass.gov
This Contract Contains:	Small Business Purchasing Program, Supplier Diversity Office (SDO) Businesses and Prompt Payment Discount Program
UNSPSC Codes:	82-11-00 Writing and Translations 82-11-20 In Person Language Interpretation
Updates:	Updated Contract Manager for Interpreters and Translators, Inc. Repaired broken links in Table of Contents

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).



Table of Contents:

(NOTE: To access hyperlinks below, scroll over desired section and CTL + Click)

- [Contract Summary](#)
- [Contract Categories](#)
- [Benefits and Cost Savings](#)
- [Find Bid/Contract Documents](#)
- [Who Can Use This Contract](#)
- [Subcontractors](#)
- [Supplier Diversity Requirements](#)
- [Pricing, Quotes and Purchase Options](#)
- [Instructions for MMARS Users](#)
- [Environmentally Preferable Products](#)
- [Emergency Services](#)
- [Additional Information/FAQ's](#)
- [Performance and Payment Time Frames Which Exceed Contract Duration](#)
- [Strategic Sourcing Team Members](#)
- [VENDOR LIST AND INFORMATION](#)
- [Appendix A: SDP and PPD information](#)

TIP: To return to the first page throughout this document, use the CTL + Home command.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



Contract Summary

This is a Statewide Contract for Foreign Language In-person Interpretation, Translation, Telephonic Interpretation and Video Remote Interpretation Services.

This contract has minimum [quote requirements](#).

Exclusions:

- American Sign Languages (ASL) is not covered under this contract.
 - ASL is available via Massachusetts Commission for the Deaf & Hard of Hearing (MCD) [PO-19-1067-MCD01-MCD01-14812](#)
- Simultaneous interpretation is not covered under this contract.

Translation and Interpretation

Interpreting:

Interpreting is the process of fully understanding, analyzing, and processing a spoken message and then faithfully rendering it into another spoken language. Interpreters must be able to accurately convey the meaning from one language to another in a culturally appropriate manner, mindful of the setting in which they are rendering their services.*

Interpretation Services include:

- Oral face to face interpretation (in-person)
- Telephonic Interpretation Services/Video Remote Interpretation (VRI. Services may take place in a variety of settings such as office buildings, medical facilities, hearing offices, schools, construction sites, individual and family homes, or other locations as deemed necessary.

Fee Structure for Interpretation Services are to be billed at an hourly rate with a minimum time agreed upon by the purchasing entity and the vendor, which shall be either one or two hours. Time beyond this minimum will be billed in 15-minute increments. Please review **RFR Section: 7** Compensation Structure for details on pricing and billing.

Interpreters:

Unless a Purchasing Entity has specified a longer period, Contractors are required to arrive at least fifteen (15) minutes prior to the scheduled time of on-site scheduled appointment in order to receive any instructions from the Purchasing Entity. The Contractor is responsible for taking all necessary actions to obtain adequate transportation, accurate times, locations, directions, telephone numbers,

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



contact person(s) and any other information or actions to ensure that that they are present at the proper location at the time specified.

Contractors may be penalized for being late. Purchasing Entities may dock payment for the period Contractor was late from the total period of performance time. Contractors who are continually late may be terminated from the Statewide Contract for poor performance. Performance time shall consist of the total time the Contractor is on-site performing services under the Statewide Contract. This includes the time in advance of scheduled assignment (**usually 15 minutes unless a longer period is specified**), any time preceding actual performance that the Contractor is waiting to begin performance due to delays not caused by the Contractor; such as time required by the Purchasing Entity to answer questions, or to receive any additional instructions from the Purchasing Entity. The Contractor must keep an accurate record of all performance time. The Purchasing Entity will certify this record on the completion of performance.

Upon request, Contractors may be asked to provide documentation about vaccination history.

The minimum billable time will either be one (1) or two (2) hours. Defaults (interpreter(s) who do not arrive for scheduled assignments will also be billed at this minimum.

Telephonic/Video Remote Interpretation (VRI) Services:

Contractors shall comply with all Federal and State wiretapping and recording statutes, including MGL Chapter 272, Section 99 by not directly or indirectly monitoring, taping, intercepting, or recording conversations without explicit consent.

The Contractor shall provide both scheduled and unscheduled telephonic interpretation services for non-English speaking individuals 24 hours a day and 7 days a week.

Contractors shall provide, at no extra cost to the Purchasing Entity, a dedicated, toll-free, number to access interpretation services. All costs for this toll-free access will be borne by the Contractor.

Contractors *shall not* require the Purchasing Entity to purchase or obtain a specific type of equipment to access telephonic interpretation services.

The Contractor must respond to incoming calls/requests for services within an average of 15 seconds (for a live agent) or 5 seconds (for an automated voice response system).

The Contractor shall maintain an average monthly successful connection (to interpreter) time, *for all languages provided*, of 30 seconds or less.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



All Interpreters provided by the Contractor shall be pre-qualified, tested and trained for industry standard terminology and agree to adhere to the American Society of Testing and Materials (ASTM) standard interpretation guide.

The Contractor shall provide 24-hour, toll free, Customer Support line attended to by live representatives.

Contractors must prioritize emergency, time critical, and non-time critical calls; (*i.e.* hotline and emergency room, case worker in the field). For conference call or Video Remote Interpretation (VRI) billing purposes, the contractor may bill only for the actual time an interpreter participates on a call. The time required to set up the conference call prior to the interpreter joining the call and any continuation of the conference call once the interpreter has dropped off, will not be chargeable time. The contractor may not terminate the conference call at any time before all parties to the call have dropped off, regardless of whether the services of the interpreter are no longer needed. (*i.e.* the Contractor must maintain the conference call connection as long as at least 2 parties are still connected.) There will be an announcement at end of call or VRI, so all parties can disconnect.

The Contractor shall provide an Account Team that is dedicated to support the activities provided under this initiative.

Translators:

“Translators work with the written word, converting text from a source language into a target language. This is far more than replacing one word with another. The translation must also convey the style, tone and intent of the text, while taking into account differences of culture and dialect. The finished document should read as if it had originally been written in the target language for the target audience.”*

Translation Services:

- The Contractor shall be capable of receiving Source Language documents by facsimile, e-mail or other electronic means (*i.e.* Microsoft Word, PDF or flat files, standard word processing languages, etc.), U.S. postal service or courier delivery. The typical delivery is expected to be by facsimile, e-mail or other electronic means.
- From the Source Language to the Target Language, the written text of the Target Language will be determined by the Statement of Work (SOW) of the Purchasing Entity.
- The Contractor shall provide all language translation services for languages or dialects at the per word rates of the Source Language as provided within the Cost Table/Price Sheet.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



- Translation documents must be delivered in both “Word” and “PDF” unless instructed differently by the Purchasing Entity.
- In expedited situations the Purchasing Entity will determine how the written document translation shall be completed in terms of word count or number of pages of the Target Language translation.

*T&I Descriptions, NAJIT, March 5, 2016

Contract Categories

This contract includes four (4) categories of service as listed below:

- Category 1: In-Person Interpretation Services
- Category 2: Translation Services
- Category 3: Telephonic Interpretation
- Category 4: Video Remote Interpretation

Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth’s buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

- Potential user savings through the new rate cap on contract (*See price table*)
- Thirty-five (35) active vendors with over 340 languages represented on contract
- Solution-based contract through sub-agreements (“Statement(s) of Work”)
- Departments can negotiate a maximum rate lower than listed rates
- Volume discount rates available from select vendors
- Expedited services at no additional charge from select vendors
- Minimum engagement commitment of 1 hour or 2 hours depending on agencies and vendors’ agreement
- Hiring entities will not pay additional invoices related to project-based engagements.

Find Bid/Contract Documents

To find all contract-specific documents, including the Contract User Guide, RFR, specifications, and other attachments, visit COMMBUYS.com and search for PRF75 to find related Master Blanket Purchase Order (MBPO’s) information. All common contract documents are located in the “Master Contract Record” Master Blanket Purchase Order (MBPO) for PRF75 and can be accessed directly by visiting PO-21-1080-OSD03-SRC3-22502.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



Who Can Use This Contract

Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Eligible Entities

Please see the standard list of Eligible Entities on our [Eligible Entities Which May Use Statewide Contracts](#) webpage.

Subcontractors

The awarded vendor’s use of subcontractors is subject to the provisions of the Commonwealth’s Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract.

Supplier Diversity Requirements

When soliciting quotes, the following requirements apply:

Expected annual value of the RFQ	RFQ process requirements
Less than or equal to \$250,000/year	<ul style="list-style-type: none"> • Notify at least two small businesses capable of providing the product or service of the opportunity, if available. • Include SBPP contract language and place it prominently within the RFQ. • Evaluate bids received from, and award a contract to, an SBPP-participating small business that meets the department’s best value criteria. • Award to a large business only if there is no SBPP participating business meeting departments’ best value criteria. • Conduct a clarification/BAFO/negotiation before disqualifying an SBPP-participating business based on price or desirable criteria. • See the Best Value Evaluation of Responses to Small Procurements: A Guide for Strategic Sourcing Teams for additional guidance.
More than \$250,000/year	<ul style="list-style-type: none"> • Notify at least two diverse and/or small businesses capable of providing the product or service of the opportunity, if available. • Make a preference for contractors with higher SDP commitments and/or performance whenever such information is available (or is

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



	<p>requested from contractors by the department) and the preference is feasible.</p> <ul style="list-style-type: none">• Note: Departments may ask the prime Contractor for an additional SDP commitment specifically related to the Department’s purchase or engagement. SDP spending for such a purchase or engagement must be reported by the Contractor using the SDP Reporting Form directly to the Department and may not be included in any other SDP reporting filed by the Contractor.
--	--

OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) available on the COMMBUYS home page. See the “Programs (SDO and SBPP)” tab for current certification and small business status of contractors on this contract.

Pricing, Quote and Purchase Options

Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

- Purchases made through this contract will be direct, outright purchases
- This is a fee for service contract

Compensation Structure/Pricing & Expenses:

- Execute a sub-agreement (“Statement of Work”) before any hiring engagement begins;
- The “Price Table” is on the Attachments Tab in COMMBUYS
- Rates include delivery of a final product: *i.e.* development, editing and finalization;
- Rates also include: travel, communications, overhead, overtime;
- Invoices are required to be submitted within 30 days; and
- Some expedited service rates are equal to routine service rates or a small additional percentage (see pricing).
 - Most engagements will not be bid at the cap rate. Eligible Entities and awarded PRF75 vendors may negotiate lower rates as part of the bid process. **This includes all negotiations related to the one-hour or two-hour minimum for services. Eligible Entities may choose to increase the one-hour minimum, on a case-by- case basis to facilitate services related to languages of limited diffusion.**
 - Negotiated rates may be published by the Eligible Entities as part of the bid records in COMMBUYS.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



OPERATIONAL SERVICES DIVISION

- Purchases under PRF75 made by Executive agencies must be recorded in COMMBUYS. For Non-Executive agencies, this is also the preferred method. Refer to section below for instructions on how to purchase services through PRF75 COMMBUYS MBPOs.
- *Per Hour/ Per Word/ Per Minute Rates:* Please see PRF75 Price Table for a detailed review of rates under the contract and the full list of available languages by vendor.

Invoicing:

All bills/invoices must minimally include:

- Assignment name.
- Hours billed/invoiced and Statewide Contract hourly rate or portion of project billed:
 - *Hourly rate:* Identify account manager or other vendor agent and applicable hourly rate.
 - *Project based:* Identify portion of project billed and balance remaining, but not an average rate.
 - Supporting documents must accompany billing/invoicing received by an engaging entity.
 - Totals should be reviewed for correctness by engaging entity prior to approval.
 - Total billed/invoiced must meet the Commonwealth's requirements if audited.

Pricing Options

Ceiling/Not-to-Exceed: Contract discounts and other pricing published under the contract represents “ceiling” or “not-to-exceed” pricing and may be further negotiated.

Product/Service Pricing and Finding Vendor Price Files

Product pricing may be found by viewing the Conversion Master Blanket Purchase Order MBPO [PO-22-1080-OSD03-SRC3-22554](#)

Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth's electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or OSDhelpdesk@mass.gov.

When contacting a vendor on statewide contract, always reference PRF75 to receive contract pricing.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



Quick Search in COMMBUYS

Log into COMMBUYS and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

How To Purchase From The Contract

- **Solicit quotes and select and purchase quoted item in COMMBUYS**

This COMMBUYS functionality provides a mechanism to easily obtain quotes, as specified by the Contract. The buyer would create a Release Requisition, and then convert it to a Bid. After approval by the buyer approving officer, the bid is then sent to selected vendors to request quotes. Buyers must include “PRF75 RFQ” when entering information in the Description field.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Purchase Orders* section and choose the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid or one of the quick reference guides.

Quote Requirements

Contract users should always reference PRF75 when contacting vendors to ensure they are receiving contract pricing. Quotes, not including construction services, should be awarded based on best value.

- Multiple quotes must be obtained for all engagements except in case of an emergency.
 - It is considered best practice to seek at least three quotes for all engagements.
 - For a full description of how to complete a quote in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:
 - The *COMMBUYS Purchase Orders* section and choose *Request Quotes From Vendors on Statewide Contracts* job aid.

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor.

Environmentally Preferable Products (EPP)

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency](#)

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



OPERATIONAL SERVICES DIVISION

[Response Supplies, Services and Equipment Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Response Supplies, Services and Equipment Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: December 26, 2024

Template version: 7.0

Page 11 of 21

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527

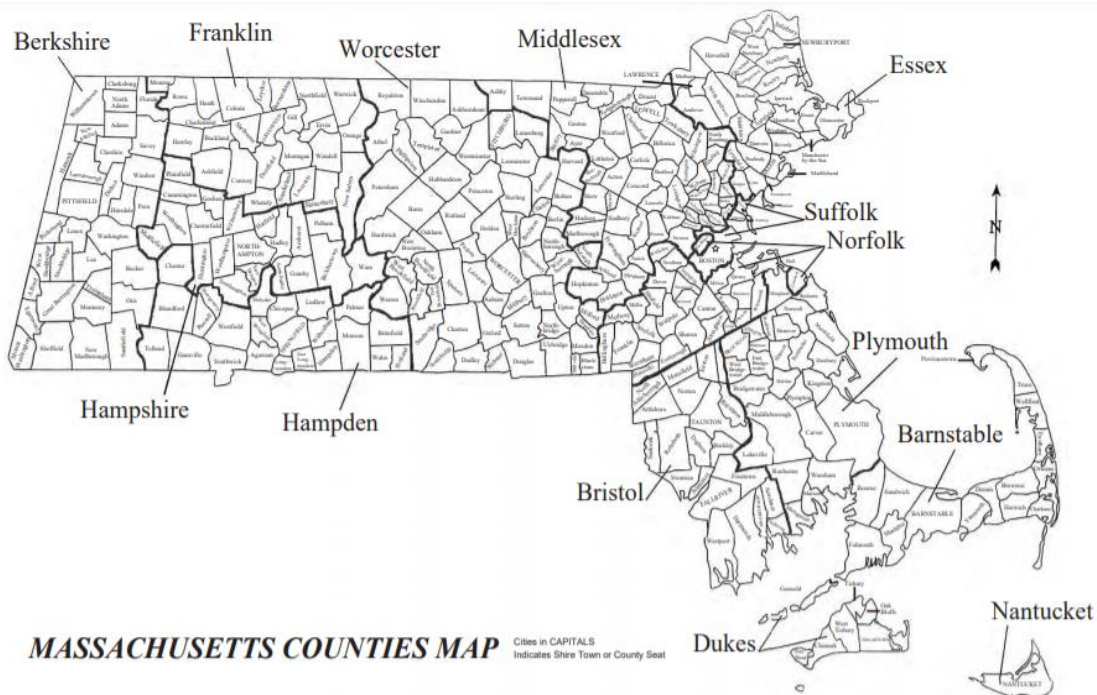


Additional Information/FAQs

Geographical Service Area

Counties

- Berkshire
- Hampshire
- Franklin
- Worcester
- Hampden
- Middlesex
- Essex
- Suffolk
- Norfolk
- Plymouth
- Bristol
- Barnstable
- Dukes
- Nantucket



NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



Other Discounts

- **Prompt Pay Discounts:** A discount given to the buyer if paid within a certain time period. These discounts may be found in the [Vendor List and Information](#) section below. All discounts offered will be taken in cases where the payment issue date is within the specified number of days listed by vendor and in accordance with the Commonwealth's Bill Paying Policy. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date the payment is issued as an EFT (preferred method) or mailed by the State Treasurer. The date of payment "issue" is the date a payment is considered "paid" not the date a payment is "received" by a Contractor.

Performance and Payment Time Frames Which Exceed Contract Duration

All term leases, rentals, maintenance or other agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No written agreement shall extend more than 6 months beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.



OPERATIONAL SERVICES DIVISION

Contract User Guide for PRF75

Strategic Sourcing Team Members

- Crista Graves DDS
- Joy Connell DMH
- Dianelys Nunez DMH
- Fritz Gustave DMH
- Omar Cabrera DPH
- Tim Dolan DTA
- Cynthia Cheek EHS
- Marisa De La Paz EOL
- Nhat Le MOBD
- Kevin Kroner State 911
- Gerry Dawson OSD
- Hayley Lebert OSD

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: December 26, 2024

Template version: 7.0

Page 14 of 21

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



OPERATIONAL SERVICES DIVISION

Contract User Guide for PRF75

Vendor List and Information*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Discounts (PPD)	SDO Certification Type	SDP Commitment Percentage
PRF75 Bid and Contract Documents. (Master Contract Record)	PO-22-1080-OSD03-SRC3-22554	Hayley Lebert	617-720-3146	Hayley.Lebert@mass.gov	N/A	N/A	N/A	N/A
Ad Astra, Inc.		Matias Gunn	301-408-4242	clientsuccess@ad-astrainc.com	1,2,3	See Appendix A		20%
Ascentria Community Services, Inc.		Donna M. Odde	774-243-3908	dodde@ascentria.org	All	See Appendix A		1%
Baystate Interpreters, Inc		Riley Brooks	978-632-1662 X2071	rbrooks@baystateinterpreters.com	All	See Appendix A	SBPP	1%
Cal Interpreting & Translations		Ida Zaghi	888-737-9009	pm@calinterpreting.com	1,2	See Appendix A		10%
Catholic Charitable Bureau of the Archdiocese of Boston, Inc.		Erin Cahill	617-464-8568	erin_cahill@ccab.org or cis_request@ccab.org	All	See Appendix A		1.5%
Central Massachusetts Area Health Education Center, Inc. DBA Center for Health Impact		Jena Bauman Adams	508-556-1331	jena.adams@centerforhealthimpact.org or jcalista@centerforhealthimpact.org	All	See Appendix A	W/NPO	2%
Certified Languages International LLC		Dickey McMath	503-484-2317	dmcmath@certifiedlanguages.com	3,4	See Appendix A		10%

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: December 26, 2024

Template version: 7.0

Page 15 of 21

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



OPERATIONAL SERVICES DIVISION

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Discounts (PPD)	SDO Certification Type	SDP Commitment Percentage
CETRA, Inc. DBA CETRA US, LLC		Shelby Werley	215-690-9091	shelby.werley@cetra.com	All	See Appendix A		10%
Corporate Translation Services, Inc. DBA Language Link		Courtnee Barrette	(800)208-2620	contracts@language.link	2,3,4	See Appendix A		5%
CPSL USA CORPORATION		Tenesoya Pawlowsky	617-399-8194	tenders@cpsl.com	2	See Appendix A		5%
CyraCom International, Inc		Vicky Tantlinger	520-232-1817	vtantlinger@cyracom.com	1,3,4	See Appendix A		3%
Daniel Shamebo Sabore DBA Languages Translation Services		Daniel S. Sabore	253-835-0107	info@advancedtranslationservices.com or dshamebo@languages-translation.info	All	See Appendix A		5%
Fox Medical Case Management Inc. DBA Fox Translation Services		Dina Reed	407-733-3720	dina@foxtranslation.com	2,3,4	See Appendix A		5%
Global Link Language Services, Inc.		Anthony Federico	617-451-6655	AFederico@LanguageTran slate.com	2	See Appendix A	WBE	10%
Indus Translation Services Inc		Farah Kamran	888-974-6387	farah@industtranslation.com	2	See Appendix A	MBE, WBE	3%
International Translation Company LLC		Shamso Ahmed	617-989-3939	shamso@itctranslation.net	All	See Appendix A		10%
Interpreters and Translators, Inc		Clifford Tendler	860-783-4532	ctendler@ititranslates.com	All	See Appendix A	MBE	5%
JTG, Inc		May Kamel	571-527-2788	May.Kamel@jtg-inc.com	2	See Appendix A		5%

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: December 26, 2024

Template version: 7.0

Page 16 of 21

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



OPERATIONAL SERVICES DIVISION

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Discounts (PPD)	SDO Certification Type	SDP Commitment Percentage
Language Bridge, LLC		Arkadiy Norkin	413-754-3488	anorkin@lbridge.com	All	See Appendix A	WBE, SBPP	20%
Language Connections, Inc.		Leo Galperin	617-413-0070	leo@languageconnections.com	All	See Appendix A		8%
Language Line Services, Inc. DBA Language Line Solutions		Krystopher Brightwell	831-648-5531	kbrightwell@languageline.com	All	See Appendix A		2%
Language Services Associates, Inc.		Tom Benton	215-259-7000 ext. 55325	Tom.Benton@lsa.inc	All	See Appendix A		1%
Lilt, Inc		Jesse Rosenbaum	415-992-5088	jesse@lilt.com	2	See Appendix A		1%
LinguaLinx Language Solutions, Inc. DBA LinguaLinx		Brian Pickelsimer	518-388-9000 ext. 1042	bpickelsimer@lingualinx.com	2	See Appendix A		5%
Lionbridge Technologies, LLC		John Drugan	978-964-9550	John.Drugan@Lionbridge.com	3	See Appendix A		20%
MAPA Translations, Inc		Drita Protopapa	774-999-9603	mateus@mapatranslation.com or drita@mapatranslation.com	2	See Appendix A		5%
Northwest Interpreters, Inc. DBA NWI Global		Karina Zaher	360-566-0492 ext. 313	kmzaher@nwiglobal.com	1,2	See Appendix A		1%

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: December 26, 2024

Template version: 7.0

Page 17 of 21

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



OPERATIONAL SERVICES DIVISION

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Discounts (PPD)	SDO Certification Type	SDP Commitment Percentage
Patricio Endara DBA Patricio Endara Translations		Patricio Endara	508-736-7030	pendara@verizon.net	2	See Appendix A		5%
Powerling Inc.		Sebastien Chochois	301-905-2583	s.chochois@powerling.com	1,3,4	See Appendix A		5%
Propio LS, LLC		Julian Van Dyke	913-396-6042	jvandyke@propio-ls.com	2,3,4	See Appendix A		10%
Rapport International, LLC		Wendy Pease	978-443-2540 ext. 101	wendypease@rapportintl.com	2	See Appendix A	WBE	1%
RJ Dealy Translation Services, LLC DBA Keylingo Translations		Richard Dealy	781-556-1088	richard.dealy@keylingo.com	2,3,4	See Appendix A		2%
The ESL & TOEFL Associates, LLC		Eva dos Santos	(508)971-1898	envisagecv@gmail.com	All	See Appendix A	WBE, PBE	10%
Transfluenci, LLC		Jessica Ridley	(413) 737-1888	jessica@transfluenci.com	2,3,4	See Appendix A	MBE, WBE	2%
Transperfect Translations International, Inc.		Michael Macrina	202-347-2300	mmacrina@transperfect.com	2,3,4	See Appendix A		3%
United Language Group Inc		Cassandra Chong	503-953-1000	cassandrachong@ulgroup.com	1,2,3	See Appendix A		5%

*Note that COMMBUYS is the official system of record for vendor contact information.

**The Master MBPO is the central repository for all common contract files. Price files may be found in the individual vendor's MBPO.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: December 26, 2024

Template version: 7.0

Page 18 of 21

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



Contract User Guide for PRF75

Appendix A:

Vendor Name	SDP Status	SDP Percentage	PPD - 10 Days	PPD - 15 Days	PPD - 20 Days	PPD - 30 Days
Ad Astra, Inc.			3.00%	1.00%	1.00%	0.00%
Ascentria Community Services, Inc.		20%	1.00%	0.50%	0.00%	0.00%
Baystate Interpreters, Inc	SBPP	1%	1.00%	0.00%	0.00%	0.00%
Cal Interpreting & Translations		1%	1.00%	0.00%	0.00%	0.00%
Catholic Charitable Bureau of the Archdiocese of Boston, Inc.		10%	2.00%	1.00%	0.00%	0.00%
Central Massachusetts Area Health Education Center, Inc.	W/NPO	1.5%	1.00%	0.00%	0.00%	0.00%
Certified Languages International LLC		2%	0.50%	0.50%	0.50%	0.50%
CETRA, Inc.		10%	2.00%	2.00%	0.00%	0.00%
Corporate Translation Services, Inc.		10%	2.00%	1.50%	1.00%	0.50%
CPSL USA CORPORATION		5%	1.50%	0.00%	0.00%	0.00%
CyraCom International, Inc		5%	0.50%	0.00%	0.00%	0.00%
Daniel Shamebo Sabore		3%	1.00%	0.08%	0.05%	0.00%
Fox Medical Case Management Inc.		5%	7.00%	5.00%	3.00%	1.00%
Global Link Language Services, Inc.	WBE	5%	2.00%	2.00%	2.00%	1.00%
Indus Translation Services Inc	MBE, WBE	10%	2.00%	1.50%	1.00%	0.00%
International Translation Company LLC		3%	2.00%	1.00%	0.50%	0.40%
Interpreters and Translators, Inc	MBE	10%	2.00%	1.00%	0.00%	0.00%
JTG, Inc		5%	2.00%	0.00%	0.00%	0.00%

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: December 26, 2024

Template version: 7.0

Page 19 of 21

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



OPERATIONAL SERVICES DIVISION

Vendor Name	SDP Status	SDP Percentage	PPD - 10 Days	PPD - 15 Days	PPD - 20 Days	PPD - 30 Days
Language Bridge, LLC	WBE, SBPP	5%	2.00%	2.00%	2.00%	1.00%
Language Connections, Inc.		20%	3.00%	2.00%	1.00%	0.00%
Language Line Services, Inc		8%	1.00%	0.50%	0.00%	0.00%
Language Services Associates, Inc.		2%	1.00%	0.75%	0.50%	0.25%
Lilt, Inc		1%	1.00%	1.00%	1.00%	1.00%
LinguaLinx Language Solutions, Inc		1%	5.00%	5.00%	3.00%	1.00%
Lionbridge Technologies, LLC		5%	2.00%	1.00%	0.00%	0.00%
MAPA Translations, Inc		20%	10.00%	5.00%	3.00%	2.00%
Northwest Interpreters, Inc.,		5%	1.00%	0.50%	0.00%	0.00%
Patricio Endara		1%	2.00%	1.50%	1.00%	0.50%
Powerling Inc.		5%	5.00%	4.00%	3.00%	2.00%
Propio LS, LLC		10%	3.00%	0.00%	0.00%	0.00%
Rapport International, LLC	WBE	5%	2.00%	0.00%	0.00%	0.00%
RJ Dealy Translation Services, LLC		1%	4.00%	3.00%	2.00%	1.00%
The ESL & TOEFL Associates, LLC	WBE, PBE	2%	10.00%	9.00%	8.00%	5.00%
Transfluenci, LLC	MBE, WBE	10%	4.00%	3.00%	2.00%	1.00%
Transperfect Translations International, Inc.		2%	1.00%	1.00%	1.00%	1.00%
United Language Group Inc		3%	1.00%	0.50%	0.25%	0.25%

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: December 26, 2024

Template version: 7.0

Page 20 of 21

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



OPERATIONAL SERVICES DIVISION

Contract Categories and Description:

Direct Link to each PRF75 MBPO is below:

<u>PO-22-1080-OSD03-SRC3-22553</u>	PRF75-In-Person Interpretation Services
<u>PO-22-1080-OSD03-SRC3-22552</u>	PRF75-Translation Services
<u>PO-22-1080-OSD03-SRC3-22555</u>	PRF75- Telephonic Interpretation
<u>PO-22-1080-OSD03-SRC3-22556</u>	PRF75- Video Remote Interpretation
<u>PO-21-1080-OSD03-SRC3-22554</u>	PRF75 Bid and Contract Documents

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: December 26, 2024

Template version: 7.0

Page 21 of 21

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527