



# Statewide Term Contract 961C – Translation & Interpretation Services

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| <b>Bid Number</b>                                      | 201900946 (OMNIA PARTNERS RFP #21-06)  |
| <b>Contract Name</b>                                   | Translation, Interpretation Services and Related Solutions   |
| <b>Effective Dates</b>                                 | October 7, 2019 through December 31, 2025, with one (1) additional one-year renewal option   |
| <b>Awarded Vendors, Contacts &amp; Effective Dates</b> | <p>Pricing is available upon request from each vendor below. Click on the vendor's name to access documentation, services provided, and other resources regarding these translation and interpretation service providers:</p> <p><a href="#">United Language Group</a>   <a href="#">Karla Solis</a>   (612) 400-6630<br/> <b>Secondary Contact</b>   <a href="#">Annie Sligh</a>   (612) 400-6520</p> <p><a href="mailto:NCTranslate@ulgroup.com">NCTranslate@ulgroup.com</a>; State of North Carolina's direct email for questions, requests, and inquiries to everyone on ULG's Account Management Team</p> <p><a href="#">Acolad (Amplexor)</a>   <a href="#">Kathryn Santora</a>   (585) 370-5747<br/> <a href="#">Language Line Services, Inc.</a>   <a href="#">Kelly Mistry</a>   (831) 238-5433<br/> <a href="#">Lionbridge Global Solutions II, Inc.</a>   <a href="#">John Drugan</a>   (978) 964-9550<br/> <a href="#">Masterword Services, Inc.</a>   <a href="#">Ludmila Golovine</a>   (281) 589-0810<br/> <a href="#">Visual Communication Services</a>   <a href="#">Erma Webb</a>   (877) 404-7713</p> |
| <b>Contract Covers</b>                                 | <p>This contract is intended to cover the state's normal requirements for translation and interpretation services in the following categories:</p> <ul style="list-style-type: none"> <li>• Translation <ul style="list-style-type: none"> <li>○ Written</li> </ul> </li> <li>• Interpretation <ul style="list-style-type: none"> <li>○ Over-The-Phone (OPI)</li> <li>○ Video Remote (VRI)</li> <li>○ Telephone and On-Site</li> </ul> </li> <li>• American Sign Language (ASL)</li> <li>• Computer Aided Real-time Translation (CART)</li> <li>• Audio Video Localization</li> <li>• Assessment, Testing &amp; Training</li> <li>• Consulting, Mentoring &amp; Professional Development</li> </ul>  |

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| <b>Convenience Contract</b>      | This Statewide Term Contract is a convenience contract for state agencies, departments, institutions, universities, community colleges, and non-mandatory entities including schools and local governments. |
| <b>Loaded into E-Procurement</b> | Ordering instruction catalogs are loaded in <a href="#">E-Procurement</a> .   |
| <b>E-Procurement Help Desk</b>   | (888) 211-7440  |
| <b>Contract Manager</b>          | <a href="#">Austin Kiziah</a> (984) 236-0237  |
| <b>Contract Addenda</b>          | 10/9/2019: Masterword Services, Inc Added to Contract   |
|                                  | 11/18/2019: Language Line Services, Inc. Added to Contract  |
|                                  | 11/27/2019: United Language Group Direct E-Mail Added   |
|                                  | 1/7/2020: Contract Administrator Change   |
|                                  | 1/9/2020: Amplexor, Inc. Contract Addition  |
|                                  | 1/10/2020: Amplexor, Inc. Ordering Instructions Catalog Loaded  |
|                                  | 3/16/2020: Contract Renewal   |
|                                  | 5/5/2022: Contract Term Updated to December 31, 2024  |
|                                  | 1/30/2023: Contract Administrator updated to Contract Manager Kayla Glenn   |
|                                  | 8/21/2023 Contract Manager changed to Melissa Pressley  |
|                                  | 11/22/2023: Contract Manager updated to Austin Kiziah.  |
|                                  | 8/22/2024: Contract renewed to 12/31/2025   |