

# Statewide Term Contract

## 961C - Translation & Interpretation Services

<b>Bid Number</b>	201900946, OMNIA PARTNERS RFP #21-06
<b>Contract Title</b>	Translation & Interpretation Services
<b>Effective Dates</b>	October 7, 2019, through December 31, 2026
<b>Awarded Vendor(s) and Contact(s)</b>	<p><b>Acolad</b> <a href="#">Kathryn Santora</a>   (585) 370-5747</p> <p><b>Language Line Services Inc.</b> <a href="#">Kelly Mistry</a>   (831) 238-5433</p> <p><b>Lionbridge Global Solutions II Inc.</b> <a href="#">Bradley Paris</a>   (202) 652-4588</p> <p><b>MasterWord Services Inc.</b> <a href="#">Ludmila Golovine</a>   (281) 589-0810</p> <p><b>United Language Group</b> <a href="#">State of North Carolina direct contact</a> <a href="#">Karla Solis</a>   (612) 400-6630 <a href="#">Annie Sligh</a>   (612) 400-6520</p> <p><b>Visual Communication Services</b> <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, including:</p> <ul style="list-style-type: none"> <li>• Translation (Virtual, Transcription, and Written)</li> <li>• Interpretation (Over the Phone (OPI), Video Remote (VRI), and On-Site)</li> <li>• American Sign Language (ASL)</li> <li>• Computer Aided Real-Time Translation (CART)</li> <li>• Audi Video Localization</li> <li>• Assessment, Testing, and Training</li> <li>• Consulting, Mentoring, and Professional Development</li> </ul>
<b>Contract Type</b>	This is a <b>convenience</b> contract for state agencies, departments, institutions, universities, community colleges, and non-mandatory entities including public school systems and local governments.
<b>Contract Items and Pricing</b>	Pricing is available upon request from each vendor. See the contract attachments for access to documentation, catalogs, services provided, and related resources for each vendor.
<b>eProcurement</b>	Ordering instructions and catalogs are loaded into <a href="#">eProcurement</a> .

<b>eProcurement Help Desk</b>	(888) 211-7440
<b>Contract Manager</b>	<a href="#">Ian Fox</a>   (984) 236-0211
<b>Contract Attachments</b>	<a href="#">Acolad</a> <a href="#">Language Line Services Inc.</a> <a href="#">Lionbridge Global Solutions II Inc.</a> <a href="#">MasterWord Services Inc.</a> <a href="#">United Language Group</a> <a href="#">Visual Communication Services</a>
<b>Contract Addenda</b>	10/09/2019: MasterWord Services Inc. contract addition 11/18/2019: Language Line Services Inc. contract addition 01/09/2020: Amplexor Inc. (Acolad) contract addition 03/16/2020: Contract renewed 05/05/2022: Contract renewed through December 31, 2024 01/30/2023: Contract Administrator changed to Contract Manager Kayla Glenn 08/21/2023: Contract Manager changed to Melissa Pressley 11/22/2023: Contract Manager changed to Austin Kiziah 08/22/2024: Contract renewed through December 31, 2025 06/12/2025: Contract Manager changed to Ian Fox