

Statewide Term Contract

961C - Translation & Interpretation Services

| | |
|---|---|
| Bid Number | 201900946, OMNIA PARTNERS RFP #21-06 |
| Contract Title | Translation & Interpretation Services |
| Effective Dates | October 7, 2019, through December 31, 2025 (with one (1) additional one-year renewal) |
| Awarded Vendor(s) and Contact(s) | <p>Acolad Kathryn Santora (585) 370-5747</p> <p>Language Line Services Inc. Kelly Mistry (831) 238-5433</p> <p>Lionbridge Global Solutions II Inc. Bradley Paris (202) 652-4588</p> <p>MasterWord Services Inc. Ludmila Golovine (281) 589-0810</p> <p>United Language Group State of North Carolina direct contact Karla Solis (612) 400-6630 Annie Sligh (612) 400-6520</p> <p>Visual Communication Services Erma Webb (877) 404-7713</p> |
| Contract Covers | <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"> • Translation (Virtual, Transcription, and Written) • Interpretation (Over the Phone (OPI), Video Remote (VRI), and On-Site) • American Sign Language (ASL) • Computer Aided Real-Time Translation (CART) • Audi Video Localization • Assessment, Testing, and Training • Consulting, Mentoring, and Professional Development |
| Contract Type | This is a convenience contract for state agencies, departments, institutions, universities, community colleges, and non-mandatory entities including public school systems and local governments. |
| Contract Items and Pricing | 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. |
| eProcurement | Ordering instructions and catalogs are loaded into eProcurement . |

| | |
|-------------------------------|---|
| eProcurement Help Desk | (888) 211-7440 |
| Contract Manager | Ian Fox (984) 236-0211 |
| Contract Attachments | Acolad Language Line Services Inc. Lionbridge Global Solutions II Inc. MasterWord Services Inc. United Language Group Visual Communication Services |
| Contract Addenda | 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 |