



STATE OF OHIO  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
GENERAL SERVICES DIVISION  
OFFICE OF PROCUREMENT SERVICES  
4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

MANDATORY USE CONTRACT FOR: TRANSLATION AND INTERPRETATION SERVICES

CONTRACT NUMBER: RSC012279

EFFECTIVE DATES: 02/01/23 TO 12/31/25

The Department of Administrative Services has accepted Proposals submitted in response to Request for Proposal (RFP) No. SRC000005964 that opened on 11/30/22. The evaluation of the Proposal responses has been completed. The Offeror listed herein has been determined to be the highest ranking Offeror and has been awarded a Contract for the services listed. The respective Proposal response including, Contract Terms & Conditions, any Proposal amendment, special Contract Terms & Conditions, specifications, pricing schedules and any attachments incorporated by reference and accepted by DAS become a part of this Services Contract.

This Requirements Contract is effective beginning and ending on the dates noted above unless, prior to the expiration date, the Contract is renewed, terminated, or cancelled in accordance with the Contract Terms and Conditions.

This Requirements Contract is available to all State Agencies, State institutions of higher education and properly registered members of the Cooperative Purchasing Program of the Department of Administrative Services as applicable.

The agency is eligible to make purchases of the contracted services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that department will purchase the volume of services as advertised in the Request for Proposal.

This Requirements Contract and any Amendments thereto are available from the DAS Web site at the following address:

<https://procure.ohio.gov/>

MUTUALLY AGREED-UPON CLARIFICATIONS

The State of Ohio and the Contractor have agreed to the following:

- 1) The State of Ohio accepts the Revised Document Translation alternative pricing offered by the Contractor that uses "Revised Document Translation – Exact Match" and "Revised Document Translation – Fuzzy Match" for each language category. This pricing will replace the Revised Document Translation price structure requested in the RFP.
- 2) The following Optional Offerings will be accepted by the State for this Contract:
  - a. Video Remote Interpreting Services – American Sign Language (ASL)
  - b. On-Site Interpreting Services – American Sign Language (ASL)
  - c. PDF 508 Remediation
- 3) The following services, included in the Contractor's Proposal, will not be part of the Contract:
  - a. Access for Agency-employed interpreters to use the Contractor's platform to provide remote interpreting to their Agency's clients.
  - b. Access to equipment provided by the Contractor free of charge to access audio and video remote interpreting services.
  - c. Access to the Contractor's translation platform for Agency translators to translate documents on behalf of their Agency, described as a VU Platform User Seat.
- 4) The minimum charge for On-Site Interpretation appointments will be two (2) hours. An Agency can schedule an on-site interpretation appointment for less than a two (2) hour period, but the Agency will be charged for two (2) hours of service.

The language in Section C, Part 6 of the Scope of Work is revised to state the following:

6. For on-site interpretation appointments, the following attendance requirements will be applicable:
  - a. If a confirmed on-site interpretation appointment is cancelled by the Agency with less than twenty-four (24) hours' notice, the Agency may be billed the minimum of two (2) hours.
  - b. If a confirmed on-site interpretation appointment needs to be rescheduled by the Agency with less than twenty-four (24) hours' notice, the Agency will not be billed for both the rescheduled appointment and the new appointment.
  - c. If a confirmed on-site interpretation appointment is cancelled either by the Contractor or by the interpreter assigned to the appointment with less than twenty-four (24) hours' notice, and a replacement interpreter cannot be assigned in the case of interpreter cancellation, the appointment will not be billable by the Contractor.
  - d. If an interpreter arrives to the requested location for the on-site interpretation appointment and the client does not appear within fifteen (15) minutes of the start of the appointment, the Agency will be billed the minimum of two (2) hours. The interpreter will not be required to stay at the appointment past this fifteen (15) minute window.
  - e. If an interpreter does not arrive at the appointment within fifteen (15) minutes of the start of the appointment and does not utilize the contact number provided for the appointment to alert the Agency staff that they will be late, the Contractor will not bill the Agency for the appointment. If there is a circumstance where the interpreter arrives more than fifteen (15) minutes late but has notified the Agency staff and completes the interpretation appointment as scheduled, the Contractor will bill for the time of services as verified, minimum of two (2) hours as defined above. The interpreter must receive a signature verifying that services were provided as requested and the modified time period of the appointment.

The language in Section C, Part 8, section b of the Scope of Work is revised to state the following:

- b. On-Site Interpretation: Billed as an hourly rate, with a minimum bill amount of two (2) hours. After two (2) hours, the Agency will be billed in fifteen (15) minute increments.

LANGUAGE BREAKDOWN

**CATEGORY 1 – SPANISH:** Spanish is the most prevalent written and spoken language for LEP individuals in the State of Ohio and is therefore considered an individual category of languages for this Contract. Spanish will be defined as including all iterations of Spanish language.

**CATEGORY 2 – CORE LANGUAGES:** After Spanish, the following languages will be considered Core Languages for this Contract:

Amharic	French (Canada)	Italian	Nepali	Swahili
Arabic	French (France)	Japanese	Pashto	Thai
Chinese (Simplified)	German	Karen	Portuguese (Brazil)	Tigrinya
Chinese (Traditional)	Haitian Creole	Kinyarwanda	Portuguese (Portugal)	Turkish
Dutch (Netherlands)	Hindi	Korean	Russian	Vietnamese
English	Hmong	Mandarin	Somali	

**CATEGORY 3 – NON-CORE LANGUAGES:** The following languages will be considered Non-Core Languages for this Contract:

Acehnese	Cape Verdean Kriolu	Filipino/Tagalog	Illonggo	Kpelle
Afar	Castellano	Finnish	Ilocano	Krahn
Afghani (Dari)	Cebuano	Flemish (Belgian DT)	Iloko	Krio
Afrikaans	Chaldean	Flemish	Indonesian	Kunama
Akan	Chin (Lai)	French Creole	Iu Mien	Kurdish (Bahdini)
Akateko	Chin Haka	Fujian	Ixil	Kurdish Sorani
Albanian	Chin Hakha	Fukienese	Jamaican Patois/Creole	Kurdish
Algerian	Chin	Fulani	Jamaican Patois	Kurdish-Kurmanji
Anuak	Chin-Falam	Fulani-Guinea	Jarai	Kurdish-Sorani
Arabic (Sudanese)	Chin-Hakha	Fur	Javanese	Lao
Arabic-Iraqi	Chuj	Fuzhou	Jordanian Arabic	Laotian
Arabic-Lebanese	Chuukese	Fuzhounese	Kanjobal	Latvian
Arabic-Moroccan	Creole	Ga	Kannada	Lebanese Arabic
Arabic-Syrian	Croatian	Georgian	Kaqchikel	Liberian English
Aramaic	Czech	Greek	Karenni (Kayah)	Lingala
Armenian	Danish	Gujarati	Karenni	Lithuanian
Asante	Dari	Haitian	Kazakh	Loma (Liberia)
Assyrian Neo-Aramaic	Dinka	Hakha Chin	Kekchí	Loma
Assyrian	Diola	Hakha	Khmer	Luganda
Bahasa	Egyptian (Arabic)	Hakha-Chin	K'iche' (Quiche)	Luo
Bambara	Estonian	Hakka (Chinese)	K'iche'	Maay Maay
Bangla	Ewe	Hakka Chinese	Kikongo / Kongo	Maay
Bassa	Falam (Chin)	Hakka	Kikongo	Macedonian
Bengali	Falam (Falam Chin)	Hakka-Chinese	Kikuyu	Mai Mai
Bosnian	Falam Chin	Hausa	Kinyamulenge	Malay
Bulgarian	Falam	Hebrew	Kirundi	Malayalam
Burmese	Fante	Hokkien	Kisii	Malinke / Mandingo
Cambodian (Khmer)	Farsi / Iranian Persian	Housa / Hausa	Kiswahili	Malinke
Cambodian	Farsi / Parsi-Dari	Hungarian	Kiswahili,Swahili	Mam
Cantonese	Farsi	Ibo	Kizigua	Mandingo
Cape Verde Creole	Farsi-Iranian/Persian	Igbo (Ibo)	Kolokwa	Mandinka
Cape Verdean Creole	Filipino	Igbo	Kosraean	Marathi

LANGUAGE BREAKDOWN (continued)

CATEGORY 3 – NON-CORE LANGUAGES (continued):

Marshallese	Northern Pashto	Quechua	Sri Lankan Tamil	Toishanese
Masalit	Norwegian	Quiche	Standard Malay	Tongan
Matu Chin	Nuer	QUICHUA	Sudanese (Arabic)	Trukese
Mende	Oromo (Oromifa)	Rohingya	Sudanese Arabic	Twi
Mien	Oromo	Romanian	Sudanese	Ukrainian
Mina	Ouolof / Wolof	Samoan	Sundanese	Urdu
Mixtec	Ouolof	Sango	Swedish	Uyghur
Mixteco Alto	Persian	Saraiki	Sylheti	Uzbek
Mixteco Bajo	Pidgin	Sarikoli	Tagalog	Visaya
Mixteco	Pohnpeian	Serbian	Taishan	Visayan
Mixtepec Mixtec	Pohnpeian	Serbo-Croatian	Taishanese	Visayan-Cebuano
Mizo (Chin)	Polish	Shanghainese	Taiwanese	Wolof
Mizo	Ponapean (Pohnpeian)	Sicilian	Tajik	Wu Shanghainese / Wu Chinese
Moldovan	Portuguese Creole	Sinhala	Tamil	Yemeni Arabic
Moldovian	Pulaar	Sinhalese	Teddim	Yiddish
Mongolian	Pular	Slovak	Tedim (Chin)	Yoruba
Montenegrin	Punjabi	Slovenian	Tedim	Zomi
Moroccan (Arabic)	Qanjobal	Soninke (Sarakhole)	Telugu	Zomi, Zou
Moroccan Arabic	Q'anjob'al	Soninke	Tibetan	Zou (Zo, Zomi)
Navajo	Qeqchi	Sorani	Toisan	Zulu
Nigerian Pidgin English	Q'eqchi'	Soranî	Toisanese	Zyphe
Nigerian Pidgin				

Upon the specific prior written approval of DAS, the Contractor may substitute a different Non-Core Language or dialect for any of the ones listed in the Contract, provided DAS finds that at least the same level of demand exists for the proposed new language as the one being replaced.

CATEGORY 4 – AMERICAN SIGN LANGUAGE (ASL): As an optional service for this contract, American Sign Language (ASL) will be considered part of a separate category. Rates for optional services are defined on the Cost Summary page.

RSC012279  
 Translation and Interpretation Services  
 UNSPSC CATEGORY CODE: 82110000

COST SUMMARY

DESCRIPTION	UNIT OF MEASURE	UNIT COST
Audio Remote Interpreting Services – Spanish	Per Minute	\$ 0.49
Audio Remote Interpreting Services – Core Languages	Per Minute	\$ 0.73
Audio Remote Interpreting Services – Non-Core Languages	Per Minute	\$ 0.73
Video Remote Interpreting Services – Spanish	Per Minute	\$ 0.73
Video Remote Interpreting Services – Core Languages	Per Minute	\$ 0.73
Video Remote Interpreting Services – Non-Core Languages	Per Minute	\$ 0.73
On-Site Interpretation Services – Spanish	Per Hour	\$ 40.00
On-Site Interpretation Services – Core Languages	Per Hour	\$ 45.00
On-Site Interpretation Services – Non-Core Languages	Per Hour	\$ 45.00
New Document Translation – Spanish	Per Word	\$ 0.11
New Document Translation – Core Languages	Per Word	\$ 0.21
New Document Translation – Non-Core Languages	Per Word	\$ 0.26
Revised Document Translation, Exact Match – Spanish	Per Word	\$ 0.027
Revised Document Translation, Exact Match – Core Languages	Per Word	\$ 0.052
Revised Document Translation, Exact Match – Non-Core Languages	Per Word	\$ 0.065
Revised Document Translation, Fuzzy Match – Spanish	Per Word	\$ 0.055
Revised Document Translation, Fuzzy Match – Core Languages	Per Word	\$ 0.105
Revised Document Translation, Fuzzy Match – Non-Core Languages	Per Word	\$ 0.13
Document Translation Rush Service Charge – Spanish	Each	\$ 25.00
Document Translation Rush Service Charge – Core Languages	Each	\$ 45.00
Document Translation Rush Service Charge – Non-Core Languages	Each	\$ 75.00
Document Translation Minimum Order Charge (documents under 150 words)	Each	\$ 75.00
Document Setup Services – Spanish	Per Hour	\$ 45.00
Document Setup Services – Core Languages	Per Hour	\$ 45.00
Document Setup Services – Non-Core Languages	Per Hour	\$ 45.00
Transcription Services – Spanish	Per Hour	\$ 75.00
Transcription Services – Core Languages	Per Hour	\$ 75.00
Transcription Services – Non-Core Languages	Per Hour	\$ 75.00
Closed-Captioning Services	Per Hour	\$ 75.00

COST SUMMARY – OPTIONAL OFFERINGS

DESCRIPTION	UNIT OF MEASURE	UNIT COST
Video Remote Interpreting Services – American Sign Language (ASL)	Per Minute	\$ 1.24
On-Site Interpretation Services – American Sign Language (ASL)	Per Hour	\$ 85.00
PDF 508 Remediation	Per Page	\$ 3.75

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

281609  
Propio LS LLC  
10801 Mastin St Ste 580  
Overland Park, KS 66210

Remit To Address:  
Propio Language Services  
PO Box 12204  
Overland Park, KS 66282-2204  
[Payments@propio-ls.com](mailto:Payments@propio-ls.com)

CONTRACT NO.: RSC012279

TERMS: Net 30

CONTRACTOR'S CONTACTS:

Primary Contact:

Adam Middleton, Sr. Client Success Manager

Telephone: (937) 401-1460  
E-Mail: [amiddleton@propio-ls.com](mailto:amiddleton@propio-ls.com)

Client Service Support

Telephone: (888) 528-6692  
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Dylan Smith, 2<sup>nd</sup> Level Client Support

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E-Mail: [dsmith@propio-ls.com](mailto:dsmith@propio-ls.com)

Interpreter Scheduling Customer Service:

Propio Scheduling Team

Telephone: (877) 492-7754  
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Lunilia Crespo, Sr. Manager of Scheduled Operations

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Translation Support:

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Mohamed Hassan, 2<sup>nd</sup> Level Translation Support

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Finance Team

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