



State of New Mexico  
General Services Department  
Purchasing Division

Statewide Price Agreement Amendment

**Awarded Vendor:**  
**5 Vendors**

Number: **40-00000-23-00028**

Amendment No.: **Three**

Term: **January 26, 2024 – January 25, 2026**

**Ship To:**  
All State of New Mexico agencies, commissions,  
institutions, political subdivisions and local public  
bodies allowed by law.

Procurement Specialist: **Yuliasuti Wulandari** *yw*

Telephone No.: **(505) 469-2248**

Email: **Yuliasuti.Wulandari@gsd.nm.gov**

**Invoice:**  
**As Requested at Time of Order**

Title: **Signed Language Interpreting Services**

This amendment is to be attached to the respective Price Agreement and become a part thereof.

In accordance with Price Agreement provisions, and by mutual agreement of all parties, this Price Agreement is extended from January 26, 2025 to January 25, 2026 at the same price, terms and conditions.

This amendment is also issued to change the contact person for vendor (AF) Lango SW LLC as follows:

<b>From:</b> Cindy Walsh Email: <a href="mailto:cwalsh@lango.co">cwalsh@lango.co</a> / <a href="mailto:langosw@lango.co">langosw@lango.co</a> Phone No.: (480) 264-0184 / (505) 274-7895	<b>To:</b> Guyin Lucy Liu Email: <a href="mailto:gliu@lango.co">gliu@lango.co</a> / <a href="mailto:langosw@lango.co">langosw@lango.co</a> Phone No: (207) 772-4517 / (207) 550-7186
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Except as modified by this amendment, the provisions of the Price Agreement shall remain in full force and effect.

Accepted for the State of New Mexico

*Dorothy Mendonca*

Date: 12/13/2024

Dorothy Mendonca  
New Mexico State Purchasing Agent

## Certificate Of Completion

Envelope Id: A9A3F2B4-7754-4F6A-8345-35A171607A83	Status: Completed
Subject: 40-00000-23-00028 A003 Signed Language Interpreting Services	
Source Envelope:	
Document Pages: 1	Signatures: 1
Certificate Pages: 5	Initials: 2
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Yuliasuti Wulandari
Time Zone: (UTC-07:00) Mountain Time (US & Canada)	1100 S Saint Francis Dr
	Santa Fe, NM 87502
	Yuliasuti.Wulandari@gsd.nm.gov
	IP Address: 164.64.62.10

## Record Tracking

Status: Original	Holder: Yuliasuti Wulandari	Location: DocuSign
12/13/2024 2:24:22 PM	Yuliasuti.Wulandari@gsd.nm.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: General Services Department	Location: DocuSign

## Signer Events

Signer Events	Signature	Timestamp
Michael Saavedra		Sent: 12/13/2024 2:27:50 PM
Michael.Saavedra@gsd.nm.gov		Viewed: 12/13/2024 2:33:32 PM
IT and Const. Bureau Chief		Signed: 12/13/2024 2:33:36 PM
New Mexico General Services		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 164.64.62.10	

### Electronic Record and Signature Disclosure:

Accepted: 6/4/2020 11:04:51 AM  
ID: 9cac1b3e-4279-4c8f-b2b4-c607ea9821d8

Yuliasuti Wulandari		Sent: 12/13/2024 2:33:38 PM
yuliasuti.wulandari@gsd.nm.gov		Viewed: 12/13/2024 2:34:08 PM
Procurement Specialist		Signed: 12/13/2024 2:34:12 PM
New Mexico General Services		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 164.64.62.10	

### Electronic Record and Signature Disclosure:

Not Offered via DocuSign

Dorothy Mendonca		Sent: 12/13/2024 2:34:13 PM
dorothy.mendonca@gsd.nm.gov		Viewed: 12/13/2024 3:58:44 PM
SPD Division Director / State Purchasing Agent		Signed: 12/13/2024 3:58:52 PM
General Services Department		
Signing Group: 35000 - State Purchasing Agent	Signature Adoption: Pre-selected Style	
Security Level: Email, Account Authentication (None)	Using IP Address: 174.231.16.14	
	Signed using mobile	

### Electronic Record and Signature Disclosure:

Accepted: 4/14/2023 7:24:59 AM  
ID: 51f6380f-50f7-4227-afb5-572b373dfb7c

## In Person Signer Events

### Signature

### Timestamp

## Editor Delivery Events

### Status

### Timestamp

## Agent Delivery Events

### Status

### Timestamp

## Intermediary Delivery Events

### Status

### Timestamp

<b>Certified Delivery Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Carbon Copy Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Witness Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Notary Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
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Envelope Sent	Hashed/Encrypted	12/13/2024 2:27:50 PM
Certified Delivered	Security Checked	12/13/2024 3:58:44 PM
Signing Complete	Security Checked	12/13/2024 3:58:52 PM
Completed	Security Checked	12/13/2024 3:58:52 PM

<b>Payment Events</b>	<b>Status</b>	<b>Timestamps</b>
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<b>Electronic Record and Signature Disclosure</b>
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

### **A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)**

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

## **B. Obtaining paper copies**

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

## **C. Withdrawing your consent**

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

## **D. Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

## **E. All notices and disclosures will be sent to you electronically**

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

## **F. How to contact GSD:**

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us)

## **G. To advise SPD of your new email address**

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of such request you must include your previous and new email addresses.

## **H. To request paper copies from SPD**

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

## **I. To withdraw your consent with SPD**

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your request state your email address, full name, mailing address, and telephone number.

## **J. Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

## **K. Acknowledging your access and consent to receive and sign documents electronically**

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.



State of New Mexico  
General Services Department  
Purchasing Division

Statewide Price Agreement Amendment

**Awarded Vendor:**  
**(AF) 0000178870**  
**Lango SW LLC**  
**249 W. Thornhill Dr.**  
**Fort Worth, TX 76115**  
  
**Contact: Cindy Walsh**  
**Email: cwalsh@lango.co / langosw@lango.co**  
**Telephone No. (480) 264-0184 / (505) 274-7895**

Number: **40-00000-23-00028**

Amendment No.: **Two**

Term: **January 26, 2024 – January 25, 2025**

**Ship To:**  
**All State of New Mexico agencies, commissions,**  
**institutions, political subdivisions and local**  
**public bodies allowed by law.**

Procurement Specialist: **Yulastuti Wulandari** *yw*

Telephone No.: **(505) 469-2248**

Email: **Yulastuti.Wulandari@gsd.nm.gov**

**Invoice:**  
**As Requested at Time of Order**

**Title: Signed Language Interpreting Services**

**This amendment is to be attached to the respective Price Agreement and become a part thereof.**

**This amendment is issued to correct the email address for vendor (AF) Lango SW LLC from [langosw@lengo.co](mailto:langosw@lengo.co) to [langosw@lango.co](mailto:langosw@lango.co).**

**Except as modified by this amendment, the provisions of the Price Agreement shall remain in full force and effect.**

**Accepted for the State of New Mexico**

*Dorothy Mendonca*

Date: 3/28/2024

Dorothy Mendonca  
New Mexico State Purchasing Agent

**Certificate Of Completion**

Envelope Id: 48CFC0C101214897AF2263D7A3B2B908	Status: Completed
Subject: 40-00000-23-00028 A002 Signed Language Interpreting Services	
Source Envelope:	
Document Pages: 1	Signatures: 1
Certificate Pages: 5	Initials: 2
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Yuliasuti Wulandari
Time Zone: (UTC-07:00) Mountain Time (US & Canada)	1100 S Saint Francis Dr
	Santa Fe, NM 87502
	Yuliasuti.Wulandari@gsd.nm.gov
	IP Address: 164.64.62.10

**Record Tracking**

Status: Original	Holder: Yuliasuti Wulandari	Location: DocuSign
3/27/2024 4:25:15 PM	Yuliasuti.Wulandari@gsd.nm.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: GSD	Location: DocuSign

**Signer Events**

Signature	Timestamp
Vanessa LeBlanc Vanessa.LeBlanc@gsd.nm.gov Bureau Chief New Mexico General Services Security Level: Email, Account Authentication (None)	Sent: 3/27/2024 4:27:29 PM Viewed: 3/28/2024 9:39:39 AM Signed: 3/28/2024 9:39:44 AM
<i>VL</i>	
Signature Adoption: Pre-selected Style Using IP Address: 164.64.62.10	

**Electronic Record and Signature Disclosure:**  
Accepted: 6/2/2020 7:02:26 AM  
ID: 174ce339-a45c-4eb9-8489-b3f5ced3d8e4

Yuliasuti Wulandari yuliasuti.wulandari@gsd.nm.gov Procurement Specialist New Mexico General Services Security Level: Email, Account Authentication (None)	<i>YW</i>	Sent: 3/28/2024 9:39:45 AM Viewed: 3/28/2024 9:51:55 AM Signed: 3/28/2024 9:52:00 AM
Signature Adoption: Pre-selected Style Using IP Address: 164.64.62.10		

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

Dorothy Mendonca dorothy.mendonca@gsd.nm.gov SPD Division Director / State Purchasing Agent General Services Department Signing Group: 35000 - State Purchasing Agent Security Level: Email, Account Authentication (None)	<i>Dorothy Mendonca</i>	Sent: 3/28/2024 9:52:01 AM Viewed: 3/28/2024 9:52:40 AM Signed: 3/28/2024 9:52:44 AM
Signature Adoption: Pre-selected Style Using IP Address: 164.64.62.10		

**Electronic Record and Signature Disclosure:**  
Accepted: 4/14/2023 7:24:59 AM  
ID: 51f6380f-50f7-4227-afb5-572b373dfb7c

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp

<b>Certified Delivery Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Carbon Copy Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Witness Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Notary Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
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Envelope Sent	Hashed/Encrypted	3/27/2024 4:27:29 PM
Certified Delivered	Security Checked	3/28/2024 9:52:40 AM
Signing Complete	Security Checked	3/28/2024 9:52:44 AM
Completed	Security Checked	3/28/2024 9:52:44 AM

<b>Payment Events</b>	<b>Status</b>	<b>Timestamps</b>
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<b>Electronic Record and Signature Disclosure</b>
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

### **A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)**

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

## **B. Obtaining paper copies**

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

## **C. Withdrawing your consent**

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

## **D. Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

## **E. All notices and disclosures will be sent to you electronically**

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

## **F. How to contact GSD:**

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us)

## **G. To advise SPD of your new email address**

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of such request you must include your previous and new email addresses.

## **H. To request paper copies from SPD**

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

## **I. To withdraw your consent with SPD**

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your request state your email address, full name, mailing address, and telephone number.

## **J. Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

## **K. Acknowledging your access and consent to receive and sign documents electronically**

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.



**State of New Mexico  
General Services Department  
Purchasing Division**

**Statewide Price Agreement Amendment**

**Awarded Vendor:**  
(AF) 0000178870  
Lango SW LLC  
249 W. Thornhill Dr.  
Fort Worth, TX 76115

**Contact:** Cindy Walsh  
Email: cwalsh@lango.co / langosw@lango.co  
Telephone No. (480) 264-0184 / (505) 274-7895

Number: 40-00000-23-00028

Amendment No.: One

Term: January 26, 2024 – January 25, 2025

**Ship To:**  
All State of New Mexico agencies, commissions,  
institutions, political subdivisions and local  
public bodies allowed by law.

**Invoice:**  
As Requested at Time of Order

Procurement Specialist: Yulastuti Wulandari *YW*

Telephone No.: (505) 469-2248

Email: Yulastuti.Wulandari@gsd.nm.gov

Title: **Signed Language Interpreting Services**

**This amendment is to be attached to the respective Price Agreement and become a part thereof.**

**This amendment is issued to reflect the following effective March 1, 2024:**

**Vendor Catholic Community Services of Southern Arizona dba Community Outreach Program for the Deaf (COPD – NM) has been acquired by Lango SW LLC. Update Awarded Vendor information:**

**From:**  
(AA) 0000054610  
Catholic Community Services of Southern Arizona  
dba Community Outreach Program for the Deaf  
5025 E. Washington St.  
Phoenix, AZ 85034  
Contact: Cindy Walsh  
(505) 274-7895  
interpreting@ccs-soaz.org

**To:**  
(AF) 0000178870  
Lango SW LLC  
249 W. Thornhill Dr.  
Fort Worth, TX 76115  
Contact: Cindy Walsh  
(480) 264-0184 / (505) 274-7895  
cwalsh@lango.co / langosw@lango.co

**Except as modified by this amendment, the provisions of the Price Agreement shall remain in full force and effect.**

**Accepted for the State of New Mexico**

*Dorothy Mendonca*

Dorothy Mendonca  
New Mexico State Purchasing Agent

Date: 3/1/2024

**Certificate Of Completion**

Envelope Id: A538FF82BF654506BB2F1FE1784850FC	Status: Completed
Subject: 40-00000-23-00028 A001 Signed Language Interpreting Services	
Source Envelope:	
Document Pages: 1	Signatures: 1
Certificate Pages: 5	Initials: 2
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Yuliasuti Wulandari
Time Zone: (UTC-07:00) Mountain Time (US & Canada)	1100 S Saint Francis Dr
	Santa Fe, NM 87502
	Yuliasuti.Wulandari@gsd.nm.gov
	IP Address: 164.64.62.10


**Record Tracking**

Status: Original	Holder: Yuliasuti Wulandari	Location: DocuSign
3/1/2024 10:19:27 AM	Yuliasuti.Wulandari@gsd.nm.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: GSD	Location: DocuSign


**Signer Events**

Signature	Timestamp
Vanessa LeBlanc Vanessa.LeBlanc@gsd.nm.gov Bureau Chief New Mexico General Services Security Level: Email, Account Authentication (None)	Sent: 3/1/2024 10:21:49 AM Viewed: 3/1/2024 10:28:08 AM Signed: 3/1/2024 10:28:15 AM
Signature Adoption: Pre-selected Style Using IP Address: 164.64.62.10	

**Electronic Record and Signature Disclosure:**  
Accepted: 6/2/2020 7:02:26 AM  
ID: 174ce339-a45c-4eb9-8489-b3f5ced3d8e4

Yuliasuti Wulandari yuliasuti.wulandari@gsd.nm.gov Procurement Specialist New Mexico General Services Security Level: Email, Account Authentication (None)		Sent: 3/1/2024 10:28:16 AM Viewed: 3/1/2024 10:29:25 AM Signed: 3/1/2024 10:43:58 AM
Signature Adoption: Pre-selected Style Using IP Address: 164.64.62.10		

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

Dorothy Mendonca dorothy.mendonca@gsd.nm.gov SPD Division Director / State Purchasing Agent General Services Department Signing Group: 35000 - State Purchasing Agent Security Level: Email, Account Authentication (None)		Sent: 3/1/2024 10:43:59 AM Viewed: 3/1/2024 11:00:29 AM Signed: 3/1/2024 11:00:34 AM
Signature Adoption: Pre-selected Style Using IP Address: 164.64.62.10		

**Electronic Record and Signature Disclosure:**  
Accepted: 4/14/2023 7:24:59 AM  
ID: 51f6380f-50f7-4227-afb5-572b373dfb7c

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp

<b>Certified Delivery Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Carbon Copy Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Witness Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Notary Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
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Envelope Sent	Hashed/Encrypted	3/1/2024 10:21:49 AM
Certified Delivered	Security Checked	3/1/2024 11:00:29 AM
Signing Complete	Security Checked	3/1/2024 11:00:34 AM
Completed	Security Checked	3/1/2024 11:00:34 AM

<b>Payment Events</b>	<b>Status</b>	<b>Timestamps</b>
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<b>Electronic Record and Signature Disclosure</b>
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

### **A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)**

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

## **B. Obtaining paper copies**

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

## **C. Withdrawing your consent**

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

## **D. Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

## **E. All notices and disclosures will be sent to you electronically**

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

## **F. How to contact GSD:**

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us)

## **G. To advise SPD of your new email address**

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of such request you must include your previous and new email addresses.

## **H. To request paper copies from SPD**

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

## **I. To withdraw your consent with SPD**

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your request state your email address, full name, mailing address, and telephone number.

## **J. Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

## **K. Acknowledging your access and consent to receive and sign documents electronically**

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.



**State of New Mexico  
General Services Department**

**Statewide Price Agreement**

**Awarded Vendor:**  
**5 Vendors (see page 6)**

Price Agreement Number: **40-00000-23-00028**

Payment Terms: **Net 30**

F.O.B.: **Destination**

Delivery: **See page 6**

**Ship To:**  
**All State of New Mexico agencies, commissions, institutions, political subdivisions and local public bodies allowed by law.**

Procurement Specialist: **Yulastuti Wulandari** *yw*

Telephone No.: **(505) 469-2248**

Email: **Yulastuti.Wulandari@gsd.nm.gov**

**Invoice:**  
**As Requested at Time of Order**

**Title: Signed Language Interpreting Services**

**Term: January 26, 2024 thru January 25, 2025**

**This Statewide Price Agreement is made subject to the “terms and conditions” as indicated on subsequent pages.**

**Accepted for the State of New Mexico**

Dorothy Mendonca  
New Mexico State Purchasing Agent

Date: 1/26/2024

State of New Mexico  
General Services Department  
Purchasing Division  
Statewide Price Agreement #: 40-00000-23-00028

Page-2

**Terms and Conditions**

(Unless otherwise specified)

1. **General:** When the State Purchasing Agent or his/her designee issues a purchase document in response to the Vendor's bid, a binding contract is created.
2. **Variation in Quantity:** No variation in the quantity of any item called for by this order will be accepted unless such variation has been caused by conditions of loading, shipping, packing or allowances in manufacturing process and then only to the extent, if any, specified in this order.
3. **Assignment:**
  - a. Neither the order, nor any interest therein, nor any claim thereunder, shall be assigned or transferred by the Vendor, except as set forth in Subparagraph 3b or as expressly authorized in writing by the State Purchasing Agent or his/her designee. No such assignment or transfer shall relieve the Vendor from the obligations and liabilities under this order.
  - b. Vendor agrees that any and all claims for overcharge resulting from antitrust violations which are borne by the State as to goods, services, and materials purchased in connection with this bid are hereby assigned to the State.
4. **State Furnished Property:** State furnished property shall be returned to the State upon request in the same condition as received except for ordinary wear, tear and modifications ordered hereunder.
5. **Discounts:** Prompt payment discounts will not be considered in computing the low bid.
6. **Inspection:** Final inspection and acceptance will be made at the destination. Supplies rejected at the destination for nonconformance with specifications shall be removed at the Vendor's risk and expense, promptly after notice of rejection.
7. **Inspection of Plant:** The State Purchasing Agent or his/her designee may inspect, at any reasonable time, the part of the Contractor's, or any subcontractor's plant or place of business, which is related to the performance of this contract.
8. **Commercial Warranty:** The Vendor agrees that the supplies or services furnished under this order shall be covered by the most favorable commercial warranties the Vendor gives for such to any customer for such supplies or services. The rights and remedies provided herein shall extend to the State and are in addition to and do not limit any rights afforded to the State by any other clause of this order. **Vendor agrees not to disclaim warranties of fitness for a particular purpose of merchantability.**
9. **Taxes:** The unit price shall exclude all state taxes.
10. **Packing, Shipping and Invoicing:**
  - a. The State's purchasing document number and the Vendor's name, user's name and location shall be shown on each packing and delivery ticket, package, bill of lading and other correspondence in connection with the shipments. The user's count will be accepted by the Vendor as final and conclusive on all shipments not accompanied by a packing ticket.
  - b. The Vendor's invoice shall be submitted duly certified and shall contain the following information: order number, description of supplies or services, quantities, unit price and extended totals. Separate invoices shall be rendered for each and every complete shipment.
  - c. Invoices must be submitted to the using agency and NOT the State Purchasing Agent.
11. **Default:** The State reserves the right to cancel all or any part of this order without cost to the State, if the Vendor fails to meet the provisions of this order and, except as otherwise provided herein, to hold the Vendor liable for any excess cost occasioned by the State due to the Vendor's default. The Vendor shall not be liable for any excess costs if failure to perform the order arises out of causes beyond the control and without the fault or negligence of the Vendor, such causes include but are not restricted to, acts of God or the public enemy, acts of the State or Federal Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather and defaults of subcontractors due to any of the above, unless the State shall determine that the supplies or services to be furnished by

State of New Mexico  
General Services Department  
Purchasing Division  
Statewide Price Agreement #: 40-00000-23-00028

Page-3

the subcontractor were obtainable from other sources in sufficient time to permit the Vendor to meet the required delivery scheduled. The rights of the State provided in this paragraph shall not be exclusive and are in addition to any other rights now being provided by law or under this order.

12. **Non-Collusion:** In signing this bid the Vendor certifies he/she has not, either directly or indirectly, entered into action in restraint of free competitive bidding in connection with this offer submitted to the State Purchasing Agent or his/her designee.

13. **Nondiscrimination:** Vendor doing business with the State of New Mexico must be in compliance with the Federal Civil Rights Act of 1964 and Title VII of the Act (Rev. 1979) and the Americans with Disabilities Act of 1990 (Public Law 101-336).

14. **The Procurement Code:** Sections 13-1-28 through 13-1-199 NMSA 1978, imposes civil and criminal penalties for its violation. In addition the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kickbacks.

15. **Items:** All bid items are to be NEW and of most current production, unless otherwise specified.

16. **Payment for Purchases:** Except as otherwise agreed to: late payment charges may be assessed against the user state agency in the amount and under the conditions set forth in Section 13-1-158 NMSA 1978.

17. **Workers' Compensation:** The Contractor agrees to comply with state laws and rules pertaining to Workers' Compensation benefits for its employees. If the Contractor fails to comply with Workers' Compensation Act and applicable rules when required to do so, this Agreement may be terminated by the contracting agency.

18. **Submission of Bid:** Bids must be submitted in a sealed envelope with the bid number and opening date clearly indicated on the bottom left hand side of the front of the envelope. Failure to label bid envelope will necessitate the premature opening of the bid in order to identify the bid number.

19. **Contractor Personnel:** Personnel proposed in the Contractor's written bid to the Procuring Agency are considered material to any work performed under this Price Agreement. Once a Purchase Order or contract has been executed, no changes of personnel will be made by the Contractor without prior written consent of the Procuring Agency. Replacement of any Contractor personnel, if approved, shall be with personnel of equal ability, experience, and qualifications. The Contractor will be responsible for any expenses incurred in familiarizing the replacement personnel to insure their being productive to the project immediately upon receiving assignments. Approval of replacement personnel shall not be unreasonably withheld. The Procuring Agency shall retain the right to request the removal of any of the Contractor's personnel at any time.

20. **Subcontracting:** The Contractor shall not subcontract any portion of the Price Agreement without the prior written approval of the Procuring Agency. No such subcontracting shall relieve the Contractor from its obligations and liabilities under this Price Agreement, nor shall any subcontracting obligate payment from the Agency.

21. **Records and Audit:** The Contractor shall maintain detailed time and expenditure records that indicate the date, time, nature, and cost of services rendered during this Price Agreement's term and effect, and retain them for a period of three (3) years from the date of final payment under this Price Agreement. The records shall be subject to inspection by the Agency, State Purchasing Division, Department of Finance and Administration, and for Information Technology contracts, State Chief Information Officer. The Agency shall have the right to audit billings, both before and after payment. Payment for services under this Price Agreement shall not foreclose the right of the Agency to recover excessive or illegal payments.

22. **Subcontracts:** The foregoing requirements for Contractor Personnel, Subcontracting, and Audit shall be inserted into all subcontracts from the prime contractor to the subcontractor.

### New Mexico Employees Health Coverage

A. If Contractor has, or grows to, six (6) or more employees who work, or who are expected to work, an average of at least 20 hours per week over a six (6) month period during the term of the contract, Contractor certifies, by signing

State of New Mexico  
General Services Department  
Purchasing Division  
Statewide Price Agreement #: 40-00000-23-00028

Page-4

this agreement, to have in place, and agrees to maintain for the term of the contract, health insurance for its New Mexico Employees and offer that health insurance to its New Mexico Employees if the expected annual value in the aggregate of any and all contracts between Contractor and the State exceeds \$250,000 dollars.

B. Contractor agrees to maintain a record of the number of its New Mexico Employees who have (a) accepted health insurance; (b) declined health insurance due to other health insurance coverage already in place; or (c) declined health insurance for other reasons. These records are subject to review and audit by a representative of the state.

C. Contractor agrees to advise all of its New Mexico Employees of the availability of State publicly financed health care coverage programs by providing each of its New Mexico Employees with, as a minimum, the following web site link to additional information: <https://bewellnm.com>.

D. For purposes of this Paragraph, the following terms have the following meanings:

- (1) "New Mexico Employee" means any resident of the State of New Mexico employed by Contractor who performs the majority of the employee's work for Contractor within the State of New Mexico, regardless of the location of Contractor's office or offices; and
- (2) "offer" means to make available, without unreasonable restriction, enrollment in one or more health coverage plans and to actively seek and encourage participation in order to achieve the goals of Executive Order 2007-049. This could include State publicly financed public health coverage programs such as *Insure New Mexico!*

## Statewide Price Agreement

### Article I – Statement of Work

Under the terms and conditions of this Price Agreement all State of New Mexico agencies, commissions, institutions, political subdivisions and local public bodies allowed by law may issue orders for items and/or services described herein. The terms and conditions of this Price Agreement shall form a part of each order issued hereunder.

The items and/or services to be ordered shall be as listed under Article IX - Price Schedule. All orders issued hereunder will bear both an order number and this Price Agreement number. It is understood that no guarantee or warranty is made or implied by the New Mexico State Purchasing Agent, his/her designee or the user that any order for any definite quantity will be issued under this Price Agreement. The Contractor is required to accept the order and furnish the items and/or services in accordance with the articles contained hereunder for the quantity of each order.

### Article II – Term

The term of this Price Agreement, for issuance of orders, shall be as indicated in the specifications.

### Article III – Specifications

Items and/or services furnished hereunder shall conform to the requirements of specifications and/or drawings applicable to items listed under Article IX-Price Schedule. Orders issued against this schedule will show the applicable Price Agreement item(s), number(s), and price(s); however they may not describe the item(s) fully.

### Article IV – Shipping and Billing Instructions

Contractor shall ship in accordance with the following instructions: Shipment shall be made only against specific orders which the user may place with the Contractor during the term; The Contractor shall enclose a packing list with each shipment listing the order number, price agreement number and the commercial parts number (if any) for each item; Delivery shall be made as indicated on page1. If vendor is unable to meet stated delivery the State Purchasing Agent or his/her designee must be notified.

### Article V – Termination

The Agency may terminate this Agreement for convenience or cause. The Contractor may only terminate this Agreement based upon the Agency's uncured, material breach of this Agreement. Contractor shall give Agency written notice of termination at least thirty (30) days prior to the intended date of termination, which notice shall (i) identify all the Agency's material breaches of this Agreement upon which the termination is based and (ii) state what the Agency must do to cure such material breaches. Contractor's notice of termination shall only be effective (i) if the Agency does not cure all material breaches within the thirty (30) day notice period or (ii) in the case of material breaches that cannot be cured within thirty (30)

State of New Mexico  
General Services Department  
Purchasing Division  
Statewide Price Agreement #: 40-00000-23-00028

Page-5

days, the Agency does not, within the thirty (30) day notice period, notify the Contractor of its intent to cure and begin with due diligence to cure the material breach. Termination of this Contract, however, shall not affect any outstanding orders. This provision is not exclusive and shall not waive other rights and remedies afforded either party in the event of breach of contract or default. In such instances the contract may be cancelled effective immediately.

**Article VI – Amendment**

This Price Agreement may be amended by mutual agreement of the New Mexico State Purchasing Agent or his/her designee and the Contractor upon written notice by either party to the other. An amendment to this Price Agreement shall not affect any outstanding orders issued prior to the effective date of the amendment as mutually agreed upon, and as published by the New Mexico State Purchasing Agent or his/her designee. Amendments affecting price adjustments and/or the extension of a price agreement expiration date are not allowed unless specifically provided in the bid and price agreement specifications.

**Article VII – Indemnity Clause**

Contractor shall indemnify and hold harmless the State, its officers and employees, against liability, claims, damages, losses or expenses arising out of bodily injury to persons or damage to properties caused by, or resulting from Contractor's, and/or its employees, own negligent act or omission while Contractor, and/or its employees, perform or fails to perform its obligations and duties under the Terms and Conditions of this agreement. This save harmless and indemnification clause is subject to the immunities, provisions, and limitations of the Tort Claims Act (Section 41-4-1, et seq., N.M.S.A. 1978 comp. and Section 57-7-1 N.M.S.A. 1878 comp. and any amendments thereto.

It is specifically agreed between the parties executing this agreement that it is not intended by any of the provisions of any part of the agreement to create in the public or any member thereof a third party beneficiary or to authorize anyone not a party to the agreement to maintain a suit(s) for wrongful death(s), bodily and/ or personal injury(s) to person(s), damage(s) to property(ies) and/or any other claim(s) whatsoever pursuant to the provisions of this agreement. Vendor shall provide all insurance necessary to employees on the work site, including but not limited to Worker's Compensation.

**Article VIII – Issuance or Orders**

Only written signed orders are valid under this Price Agreement.

**Article IX – Packing (if applicable)**

Packing shall be in conformance with standard commercial practices.

**Article X – Price Schedule**

Prices as listed in the price schedule hereto attached are firm.

State of New Mexico  
General Services Department  
Purchasing Division  
Statewide Price Agreement #: 40-00000-23-00028

**Awarded Vendors:**

**(AA)** 0000054610

Catholic Community Services of Southern Arizona  
dba Community Outreach Program for the Deaf  
5025 E. Washington St.  
Phoenix, AZ 85034  
505-274-7895  
Contact: Cindy Walsh  
[interpreting@ccs-soaz.org](mailto:interpreting@ccs-soaz.org)

Delivery: As Requested

**(AB)** 0000178141

GLOBO Holdings I, LLC  
dba GLOBO Language Solutions, LLC  
PO Box 412439  
Boston, MA 02241-2439  
800-555-3010  
Contact: Troy Wygant  
[globoar@helloglobo.com](mailto:globoar@helloglobo.com)

Delivery: GLOBO's services are provided upon scheduling via the GLOBO HQ platform or via telephone or email. GLOBO prefers at least 48 hours notice before the scheduled appointment, however GLOBO maintains staffing levels and resources to successfully schedule emergency/rush appointments. The current fill rate for requests placed with more than 48 hours notice is near 100%.

**(AC)** 0000177898

American Sign Language, Inc.  
7815 N. Dale Mabry Hwy  
Tampa, FL 33614  
212-477-0775  
Contact: David Jondreau  
[contracts@asli.com](mailto:contracts@asli.com)  
[interpreters@asli.com](mailto:interpreters@asli.com)

Delivery: ASLI 7815 N. Dale Mabry Hwy,  
Tampa, FL 33614

**(AD)** 0000111369

RGC Access  
dba RGC Access  
PO Box 27619  
Albuquerque, NM 87125  
505-270-9975  
Contact: Megan Goldberg  
[mgoldberg@rgc-access.org](mailto:mgoldberg@rgc-access.org)  
[rdesantis@rgc-access.org](mailto:rdesantis@rgc-access.org)

Delivery: N/A

**(AE)** 0000173923

Vancro Inc.  
PO Box 1463  
Castle Rock, WA 98611  
805-709-9003  
Contact: Jessica Huntzinger  
[jessica.huntzinger@vancro.com](mailto:jessica.huntzinger@vancro.com)

Delivery: PO Box 1463, Castle Rock, WA 98611

State of New Mexico  
General Services Department  
Purchasing Division  
Statewide Price Agreement #: 40-00000-23-00028

Page-7

**Specifications:**

The State of New Mexico would like to establish a Statewide Price Agreement for providing signed language interpreting services. Services may be provided by on-site interpreters or via Video Remote Interpreting (VRI). The decision to use on-site or VRI services will be at the discretion of each using entity on a case-by-case basis. Services will be for a broad range of settings including staff appointments, interviews, advocacy meetings, staff meetings, board meetings, public meetings, Legislative hearings, and other situations as requested. Meetings occur throughout the state of New Mexico. Most requests will be for between two (2) and eight (8) hours of service. This Price Agreement is not intended for long-term requests such as interpreting services for a semester or academic year.

This Price Agreement may be utilized by all New Mexico state agencies, commissions, institutions, political subdivisions and local public bodies allowed by law.

**Term:**

The term of this Price Agreement shall be for one (1) year from date of award with the option to extend for a period of five (5) additional years, on a year-to-year basis, by mutual agreement of all parties and approval of the New Mexico State Purchasing Agent at the same price, terms and conditions. This Price Agreement shall not exceed six (6) years.

**Licensure:**

The state of New Mexico requires all signed language interpreters to be licensed in order to protect deaf and hard of hearing consumers. Interpreting is defined as any form of facilitating communication in a visual form, regardless of the individual's job title or position description. Practicing without a license in New Mexico is a misdemeanor punishable by up to 364 days in jail and/or a \$1000 fine.

Licenses are issued by the New Mexico Signed Language Interpreting Practice Board (SLIPB) under the New Mexico Regulation and Licensing Department (RLD). The statute, rules, and licensure requirements can be found on the SLIPB website: [www.rld.nm.gov/boards-and-commissions/individual-boards-and-commissions/signed-language-interpreting-practices](http://www.rld.nm.gov/boards-and-commissions/individual-boards-and-commissions/signed-language-interpreting-practices). A searchable database of licensed interpreters can be found at the RLD website: <https://nmrldpi.my.site.com/bcd/s/rld-public-search>.

**License Verification:**

Awarded vendors are required to perform an annual licensure verification for all of their interpreters and submit documentation to State Purchasing Division showing they have conducted verification during annual renewal of the Price Agreement. The documentation can be a copy of the interpreter's license or a screenshot of the verification from the RLD website: <https://nmrldpi.my.site.com/bcd/s/rld-public-search>. Please note that awarded vendors can be removed from the Price Agreement if they fail to perform the verification.

**Method of Award:**

Determination for award shall be based upon the lowest cost of items listed and the bidder's abilities to meet the "minimum and submittal requirements" of the Invitation to Bid.

**Multiple Awards:**

Pursuant to the Procurement Code, Sections 13-1-153 and 13-1-154, the State reserves the right to issue multiple awards to obtain the items listed. Multiple awards are recommended to ensure availability and timely delivery.

**Bidding Information:**

The conditions and specifications set out in the invitation to bid are inseparable and indivisible. Any Vendor, by submitting a bid, agrees to be bound by all such conditions and/or specifications. All conditions and specifications in the invitation to bid, and all other documents required to be submitted, shall be submitted by the Vendor in their bid package. Failure to do so or any attempt to vary or change the conditions or specifications of the invitation to bid shall, at the discretion of the State of New Mexico, constitute grounds for rejection of the entire bid. The State will not accept any added stipulation by the vendor.

State of New Mexico  
General Services Department  
Purchasing Division  
Statewide Price Agreement #: 40-00000-23-00028

**Tax Note:**

Price shall not include state gross receipts tax or local option tax. Such tax or taxes shall be added at time of invoicing at current rate, and shown as a separate item to be paid by the using entity.

**Order Placement:**

Each using entity will place their own orders; and invoicing and payments are to be handled by each using entity. Using entities shall provide awarded vendors with name(s) of contact personnel authorized to act as representative of their entities, for this Price Agreement.

Local governments utilizing this Price Agreement must confirm pricing and availability from vendor prior to ordering.

The State does not guarantee any amount of work will be purchased in a fiscal year.

**Payment Provisions:**

Within fifteen (15) days after the date the using entity receives written notice from the Vendor that payment is requested for services, construction or items of tangible personal property delivered on site and received, the using entity shall issue a written certification of complete or partial acceptance or rejection of the services, construction, or items of tangible personal property. If the using entity finds that the services, construction, or items of tangible personal property are not acceptable, it shall, within thirty (30) days after the date of receipt of written notice from the Contractor that payment is requested, provide to the Vendor, a letter of exception explaining the defect or objection to the services, construction, or delivered tangible personal property along with the details of how the Vendor may proceed to provide remedial action.

Upon certification by the using entity that the services, construction, or delivered tangible personal property have been received and accepted, payment shall be tendered to the Vendor within thirty (30) days after the date of certification. If payment is made by mail, the payment shall be deemed tendered on the date it is postmarked. After the thirtieth (30<sup>th</sup>) day from the date that written certification of acceptance is issued, late payment charges shall be paid on the unpaid balance due on the contract to the Vendor at the rate of one and one half percent (1-1/2%) per month. For purchases funded by state or federal grants to local public bodies, if the local public body has not received the funds from the federal or state funding agency, but has already certified that the services or items of tangible personal property have been received and accepted, payments shall be tendered to the Vendor within five (5) working days of receipt of funds from that funding agency.

Final payment shall be made within thirty (30) days after the work has been approved and accepted by the using entity Secretary or his duly authorized representative.

The Vendor agrees to comply with state laws and rules pertaining to Worker's Compensation Insurance coverage for its employees. If Vendor fails to comply with the Worker's Compensation Act and applicable rules when required to do so, the Price Agreement may be cancelled effective immediately. Information on New Mexico Worker's Compensation Laws can be found at <https://workerscomp.nm.gov>.

**Escalation/Reduction:**

Vendor shall keep pricing fixed for each year of this Agreement. Thereafter, State Purchasing Division (SPD) and the Vendor may adjust pricing no more than once annually through an amendment to the Agreement at the time of Agreement renewal. Vendor shall submit all pricing increase requests to SPD directly or through the using entity contact in writing and provide substantiating evidence that each request is based on demonstrable market changes impacting the cost of products or service. The request must show all proposed increases by line item and include supporting documentation acceptable to SPD (such as a letter from a manufacturer indicating price increases, et.al.) SPD's decision on what is acceptable in this context is final and shall be accepted by all parties to the Agreement. *No* price increase may result in a higher profit margin for the Vendor than at the beginning of the initial term of this Agreement. Pricing changes will apply to Agreements and amendments to Agreements entered on and after the effective date of the price change. Price decreases as well as increases shall apply in the same manner. If vendor's prices are reduced for any

State of New Mexico  
 General Services Department  
 Purchasing Division  
 Statewide Price Agreement #: 40-00000-23-00028

Page-9

reason, users shall receive the benefit of such reductions, immediately. Price increases will not be retroactive to orders already in house or backorders. Orders will be filled at the price in effect on the date of receipt of the order by the vendor. To facilitate prompt consideration, all requests for price increase must include all information listed below:

1. Agreement Item Number
2. Current Item Price
3. Proposed New Price
4. Percentage of Increase
5. Mill/Supplier Notification of price increase indicating percentage of increase including reason for increase.

**New Mexico/Native American Resident Preferences:**

New Mexico/Native American Resident Preferences shall not apply as the expenditures for this ITB may include federal funds.

**Minimum Requirements:**

1. The signed language interpreters must be a Nationally Certified Interpreter or a Pre-Certified Interpreter. Nationally Certified Interpreter is a person who has passed the necessary exams and achieved recognized national certification as an interpreter. Pre-Certified Interpreter is a person who has completed interpreter training but has not yet passed the national certification exam.
2. The state of New Mexico requires all signed language interpreters to be licensed in order to protect deaf, hard of hearing, and deafblind consumers. Bidders **must include with their bid** a **Statement of Compliance** that they will comply with New Mexico licensure requirements including performing an annual licensure verification for all of their interpreters.
3. Bidders **must include in the bid** their policies related to the following:
  - a. Cancellation policy – more than 24 hours’ notice
  - b. Cancellation policy – less than 24 hours’ notice
  - c. Minimum show-up fee for on-site interpreting (nationally certified interpreter) **\*Must not exceed two hour minimum\***
  - d. Minimum show-up fee for on-site interpreting (pre-certified interpreter) **\*Must not exceed two hour minimum\***
  - e. Increments of partial-hour billing for on-site interpreting
  - f. Compensation for expenses incurred by on-site interpreters (hotels, meals, mileage, parking, etc.)
  - g. Minimum connection time for VRI services
  - h. Increments of billing for VRI services
4. The following must be noted:
  - a. Quotes are not an acceptable bid response.
  - b. Bidders shall not alter the worksheet for any reason. Altering the Items worksheet may result in Bidder being deemed “non-responsive.”

Vendors are not required to bid on each service. **Vendors are to indicate “No Bid” in their response, if they are unable to provide a service.**

**See next page for Items.**

State of New Mexico  
General Services Department  
Purchasing Division  
Statewide Price Agreement #: 40-00000-23-00028

**Items:**

Item	Approx. Qty.	Unit	Article and Description	Unit Price
1	1	Hour	On-site signed language interpreting, hourly rate for Nationally Certified Interpreter for regular requests.	(AA) \$93.00 <b>Minimum of 2 hours, billed in 30 min. increments after the second hour.</b> (AB) \$75.00 <b>2 hour minimum</b> (AC) \$112.40 (AD) \$75.00 (AE) \$78.25
2	1	Hour	On-site signed language interpreting, hourly rate for Pre-Certified Interpreter for regular requests.	(AA) \$93.00 <b>Minimum of 2 hours, billed in 30 min. increments after the second hour.</b> (AB) \$55.00 <b>2 hour minimum</b> (AC) \$97.60 (AD) \$75.00 (AE) \$68.25
3	1	Hour	On-site signed language interpreting, hourly rate for Nationally Certified Interpreter for late requests.	(AA) \$113.00 <b>Minimum of 2 hours, billed in 30 min. increments after the second hour.</b> (AB) \$95.00 <b>2 hour minimum</b> (AC) \$122.40 (AD) \$85.00 (AE) \$83.25
4	1	Hour	On-site signed language interpreting, hourly rate for Pre-Certified Interpreter for late requests.	(AA) \$113.00 <b>Minimum of 2 hours, billed in 30 min. increments after the second hour.</b> (AB) \$75.00 <b>2 hour minimum</b> (AC) \$107.60 (AD) \$85.00 (AE) \$73.25
5	1	Hour	On-site signed language interpreting, hourly rate for specialty requests, i.e. legally certified, tri-lingual (English-ASL-Spanish), etc.	(AA) \$113.00 <b>Minimum of 2 hours, billed in 30 min. increments after the second hour.</b> (AB) \$95.00 <b>2 hour minimum</b> (AC) \$122.40 (AD) \$80.00 (AE) \$88.25

State of New Mexico  
 General Services Department  
 Purchasing Division  
 Statewide Price Agreement #: 40-00000-23-00028

Page-11

Item	Approx. Qty.	Unit	Article and Description	Unit Price
6	1	Hour	Rate for on-site Nationally Certified Interpreter travel time to and from out-of-town assignments.	<p style="text-align: right;">(AA) \$93/\$113.00  <b>Follows the rate of the interpreting service</b>            (AB) \$75.00  <b>Not to exceed three hours round trip without prior approval from the requestor</b>            (AC) \$99.00            (AD) \$60.00            (AE) \$78.25 + mileage @ GSA rate</p>
7	1	Hour	Rate for on-site Pre-Certified Interpreter travel time to and from out-of-town assignments.	<p style="text-align: right;">(AA) \$93/\$113.00  <b>Follows the rate of the interpreting service</b>            (AB) \$55.00  <b>Not to exceed three hours round trip without prior approval from the requestor</b>            (AC) \$84.00            (AD) \$60.00            (AE) \$68.25 + mileage @ GSA rate</p>
8	1	Each	Video Remote signed language interpreting, minimum fee for pre-scheduled requests: Nationally Certified Interpreter.	<p style="text-align: right;">(AA) \$75.00  <b>\$2.50/minute with 30-minute minimum connection fee and \$1.50/minute thereafter billed in 15 minute increments</b>            (AB) \$180.00  <b>\$3.00 per minute with a 60 minute appointment minimum.</b>            (AC) \$224.80            (AD) \$150.00            (AE) \$78.25</p>
9	1	Each	Video Remote signed language interpreting, minimum fee for pre-scheduled requests: Pre-Certified Interpreter.	<p style="text-align: right;">(AA) \$75.00  <b>\$2.50/minute with 30-minute minimum connection fee and \$1.50/minute thereafter billed in 15 minute increments</b>            (AB) \$135.00  <b>\$2.25 per minute with a 60 minute appointment minimum.</b>            (AC) \$195.20            (AD) \$150.00            (AE) \$68.25</p>

State of New Mexico  
 General Services Department  
 Purchasing Division  
 Statewide Price Agreement #: 40-00000-23-00028

Item	Approx. Qty.	Unit	Article and Description	Unit Price
10	1	Each	Video Remote signed language interpreting, minimum fee for on-demand or last-minute requests: Nationally Certified Interpreter.	<p style="text-align: right;">(AA) \$39.75</p> <p><b>\$2.65/minute with 15-minute minimum connection fee</b></p> <p style="text-align: right;">(AB) 25%</p> <p><b>Rush requests (1 business day or less) incur a 25% surcharge; no additional charge for on-demand requests (\$3.00 per minute), which are typically answered within 20 seconds or less.</b></p> <p style="text-align: right;">(AC) \$244.80 (AD) \$170.00 (AE) \$83.25</p> <p style="text-align: right;"><b>For last-minute requests only</b></p>
11	1	Each	Video Remote signed language interpreting, minimum fee for on-demand or last-minute requests: Pre-Certified Interpreter.	<p style="text-align: right;">(AA) \$39.75</p> <p><b>\$2.65/minute with 15-minute minimum connection fee</b></p> <p style="text-align: right;">(AB) 25%</p> <p><b>Rush requests (1 business day or less) incur a 25% surcharge; no additional charge for on-demand requests (\$2.25 per minute), which are typically answered within 20 seconds or less.</b></p> <p style="text-align: right;">(AC) \$215.20 (AD) \$170.00 (AE) \$73.25</p> <p style="text-align: right;"><b>For last-minute requests only</b></p>
12	1	Minute	Video Remote signed language interpreting, per-minute rate for pre-scheduled requests: Nationally Certified Interpreter.	<p style="text-align: right;">(AA) \$2.50</p> <p><b>\$2.50/minute with 30-minute minimum connection fee and \$1.50/minute thereafter billed in 15 minutes increments</b></p> <p style="text-align: right;">(AB) \$3.00</p> <p><b>60 minute minimum applies.</b></p> <p style="text-align: right;">(AC) \$2.50 (AE) \$1.30</p>
13	1	Minute	Video Remote signed language interpreting, per-minute rate for pre-scheduled requests: Pre-Certified Interpreter.	<p style="text-align: right;">(AA) \$2.50</p> <p><b>\$2.50/minute with 30-minute minimum connection fee and \$1.50/minute thereafter billed in 15 minutes increments</b></p> <p style="text-align: right;">(AB) \$2.25</p> <p><b>60 minute minimum applies.</b></p> <p style="text-align: right;">(AC) \$2.20 (AE) \$1.14</p>

State of New Mexico  
General Services Department  
Purchasing Division  
Statewide Price Agreement #: 40-00000-23-00028

Page-13

Item	Approx. Qty.	Unit	Article and Description	Unit Price
14	1	Minute	Video Remote signed language interpreting, per-minute rate for pre-scheduled requests: Tri-lingual Interpreter.	(AA) \$2.65/\$1.65 <b>\$2.65/minute with 30-minute minimum connection fee and \$1.65/minute thereafter billed in 15 minutes increments</b> (AB) \$3.00 <b>60 minute minimum applies.</b> (AC) \$2.75
15	1	Minute	Video Remote signed language interpreting, per-minute rate for on-demand or last-minute requests: Nationally Certified Interpreter.	(AA) \$2.65 <b>\$2.65/minute with 15-minute minimum connection fee</b> (AB) \$3.75 <b>Rush requests (1 business day or less) incur a 25% surcharge; no additional charge for on-demand requests (\$3.00 per minute), which are typically answered within 20 seconds or less.</b> (AC) \$2.50 (AE) \$1.40 <b>For last-minute requests only</b>
16	1	Minute	Video Remote signed language interpreting, per-minute rate for on-demand or last-minute requests: Pre-Certified Interpreter.	(AA) \$2.65 <b>\$2.65/minute with 15-minute minimum connection fee</b> (AB) \$2.81 <b>Rush requests (1 business day or less) incur a 25% surcharge; no additional charge for on-demand requests (\$2.25 per minute), which are typically answered within 20 seconds or less.</b> (AC) \$2.20 (AE) \$1.22 <b>For last-minute requests only</b>
17	1	Minute	Video Remote signed language interpreting, per-minute rate for on-demand or last-minute requests: Tri-lingual Interpreter.	(AA) \$2.85 <b>\$2.85/minute with 15-minute minimum connection fee</b> (AB) Available as a pre-scheduled appointment only. Please see line item 14 (AC) \$2.75
18	1	Minute	Video Remote signed language interpreting, per-minute rate for specialty requests: legal certification required, nights, weekends, holidays, etc.	(AA) \$2.85 <b>\$2.85/minute with 15-minute minimum connection fee</b> (AB) \$3.00. (AC) \$2.75 (AE) \$1.50

\*\*\* 18 Items Total \*\*\*

Bid for Interpreter Services: ITB 40-00000-23-00028  
Bid Opening: October 19, 2023  
Bid Closing: November 13, 2023 2:00 PM  
Catholic Community Services of S. AZ DBA Community  
Outreach Program for the Deaf

### Specifications

The Community Outreach Program for the Deaf (COPD) agrees to abide by all specifications within the Invitation to Bid, including the Terms and Conditions, and compliance with New Mexico licensure requirements and annual verification for interpreters. Our scheduling software enables us to track our interpreter's credentials and set due dates for uploading renewal documents. Failure to upload current credentials by the established deadline prevents the interpreter from being assigned until documents are received.

Point of Clarification: "late request" is defined as any request that is received by the COPD Interpreter Referral Program staff with less than 48 hours' notice prior to the requested event, excluding weekends and holidays.

### Policies (as requested on page 10):

**Cancellation Policy-more than 24 hours' notice:** Cancellations by either consumer, Deaf or non- Deaf, with less than 48 hours' notice (excluding weekends and COPD holidays, for example a cancellation at 10am on Thursday, for 9am on Monday will be considered less than 48 hours' notice and subject to the cancellation policy) will be billed for the full duration of the request, including any actual travel expenses incurred, or minimum show up fee, whichever is greater. If either party, the Deaf or non-Deaf consumer, does not show up for the scheduled request, the request for services is considered a last minute cancelation and will be billed at the full time requested (including any actual travel expenses incurred) or the minimum show up fee, whichever is greater. Cancellations received after hours, weekends, or holidays will not be considered received until the following business day. In the event that the interpreter is dismissed before the scheduled end time for any reason, the interpreter may not be available to be recalled to the assignment, and the show up fee or full requested time will be billed, whichever is greater. For pre-scheduled VRI, the cancellation policy is 48 hours advance notice prior to request start in order to avoid a charge for the entire booked amount. In order to avoid charges for scheduled in person or video requests, requests must be cancelled more than 48 business hours in advance.

**Cancellation Policy-less than 24 hours' notice:** Cancellations by either consumer, Deaf or non- Deaf, with less than 24 hours' notice (excluding weekends and COPD holidays, for example a cancellation at 10am on Friday, for 9am on Monday will be considered less

than 24 hours' notice and subject to the cancellation policy) will be billed for the full duration of the request, including any actual travel expenses incurred, or minimum show up fee, whichever is greater. If either party, the Deaf or non-Deaf consumer, does not show up for the scheduled request, the request for services is considered a last minute cancelation and will be billed at the full time requested (including any actual travel expenses incurred) or the minimum show up fee, whichever is greater. Cancellations received after hours, weekends, or holidays will not be considered received until the following business day. In the event that the interpreter is dismissed before the scheduled end time for any reason, the interpreter may not be available to be recalled to the assignment, and the show up fee or full requested time will be billed, whichever is greater. For pre-scheduled VRI, the cancellation policy is 24 hours advance notice prior to request start in order to avoid a charge for the entire booked amount. In order to avoid charges for scheduled in person or video requests, requests must be cancelled more than 48 business hours in advance.

**Minimum Show Up Fee for on-site interpreting (nationally certified interpreter):** The equivalent for two hours per interpreter ie: for *regular* request (nationally certified) the minimum show-up fee is \$186.00. For *late* requests (nationally certified) the minimum show-up fee \$226.00.

**Minimum Show Up Fee for on-site interpreting (pre-certified interpreter):** The equivalent for two hours per interpreter ie: for *regular* request (pre-certified) the minimum show-up fee is \$186.00 For *late* requests (pre-certified) the minimum show-up fee \$226.00.

**Increments of partial-hour billing for on-site interpreting:** Upon completion of the first two hours, billing increases in 30 minute increments.

**For expenses incurred by interpreters (hotel, meals, mileage, parking etc):** COPD will pay interpreters and bill requesting agencies for any expenses incurred during the course of their contracted work with the State. These billing rates will follow the state of New Mexico DFA schedule for per diem expenses, including but not limited to hotel, meals, mileage, and parking in effect on the date of service. If no travel expenses were incurred, there will be no travel expenses charged by COPD to the requesting agency. Travel expenses are in addition to travel time.

If an interpreting request requires the interpreter to travel more than 30-miles from our agency or their professional base/preceding booking, whichever is closer to the requested location, the minimum show up fee, or total fee for services, whichever is greater, plus travel time to and from the assignment location, per interpreter will be

charged. The rate for travel time will be billed at the applicable rate depending on the time of day traveled. A "trip charge" will be assessed based upon mileage to and from the assignment location at the state rate.

In consideration of the State customer every effort is made to book the closest most qualified interpreter to best conserve state funds and meet access needs and whenever a local interpreter is not available, we will broaden our search in order to obtain the services of qualified interpreters to ensure communication access. Additional charges as described above for travel time and mileage will apply as appropriate.

**Minimum Connection Time for VRI services:** There is a minimum connection time of 30 minutes for pre-scheduled and 15 minutes for on demand VRI.

**Increments of billing for VRI services:** 15 minutes for scheduled and 1 minute for On Demand, and rounded to the next whole minute if partial minute is used.

#### Addendum

All in person interpreting provided by New Mexico residents. The majority of VRI interpreting is provided by New Mexico based interpreters.

Specialist Certificate: Legal: Interpreters holding the Specialist Certification: Legal have demonstrated superbly higher level of training and skill in the area of legal interpreting.

Qualified Mental Health Interpreter (QMHI): COPD provides interpreters in mental health situations. Interpreters who have attended the nationally recognized QMHI training and have passed its exam and received its certificate have demonstrated superbly higher level of training and skill in the area of mental health interpreting. For these interpreters, COPD pays more per hour to recognize these special skills and requests that these situations be considered "specialty requests" on item 005 on the Unit Price sheet.

Tactile/Pro-Tactile Interpreting for the DeafBlind: Individuals with combined vision and hearing loss require a variety of additional accommodations for successful and effective communication. This is a Specialty service and will be charged at the Specialty rate.

Student Observations: COPD is committed to the development and training of interpreters. COPD may send students, pre-certified interpreters, or interpreters wanting to gain knowledge and experience in specific settings to observe qualified interpreters on the job. Observers agree to adhere to the RID Code of Professional Conduct and the same standards of behavior as the qualified interpreter. There are no charges associated with observers and any party can decline the observer at any time.

Additional Interpreters: Interpreting requests are dynamic and may require more than one interpreter. It is standard practice to assign interpreters in teams of two for most settings whenever the request is more than one hour in duration. This varies based on the type of event, the duration, and the physical and mental demands that such an event places on the interpreters as well as the mode of communication used by the Deaf consumer (for example Pro-Tactile communication for DeafBlind users or individuals who demonstrate dysfluency in ASL or are non-native ASL users).



## Minimum Requirements

**1. The signed language interpreters must be a Nationally Certified Interpreter or a Pre-Certified Interpreter. Nationally Certified Interpreter is a person who has passed the necessary exams and achieved recognized national certification as an interpreter. Pre-Certified Interpreter is a person who has completed interpreter training but has not yet passed the national certification exam.**

**GLOBO meets this requirement.** GLOBO offers a large network of local and national interpreters available to support on-site and remote requests. We maintain a formal qualification process for interpreters that is based on the ISO 17100:2015-05-01 standard coupled with a holistic, staged approach that includes a defined due diligence process and testing as required.

### ASL Certified Interpreter Minimum Requirements

- ✓ Must be certified (RID, NAD, BEI Level III or above); to obtain these certifications, an interpreter must have at least 5 years of experience.
- ✓ ASL educational interpreters are required to have two years of prior professional interpreting experience, or proof of educational interpreting coursework within their degree.
- ✓ ASL interpreters must meet all state licensing requirements where they exist, and be in good standing with their certifying body.

In addition to our network of certified interpreters, GLOBO also offers an expansive network of ASL **Pre-Certified Communication Facilitator/Deaf Support Specialists**. These Communication Facilitators have each completed a formal interpreter training program and are in the process of achieving certification. GLOBO strongly believes there is a place in the workforce for qualified communication facilitators working towards certification.

GLOBO never confirms a Communication Facilitator for an assignment unless they are specifically requested and approved by client staff. Communication Facilitators are not available for medical assignments.





**2. The state of New Mexico requires all signed language interpreters to be licensed in order to protect deaf, hard of hearing, and deafblind consumers. Bidders must include with their bid a Statement of Compliance that they will comply with New Mexico licensure requirements including performing an annual licensure verification for all of their interpreters.**

**GLOBO acknowledges this requirement and commits to comply with New Mexico licensing requirements.** Upon contract award, we will configure our system to ensure that linguists performing work for New Mexico under this contract meet the State’s licensing requirements as defined by the Signed Language Interpreting Practice Board (SLIPB) under the Regulation and Licensing Department (RLD). Once your preferences are entered into our system, GLOBO HQ automatically routes requests based on these inputs, restricting the ability of interpreters who don’t meet your requirements from fulfilling assignments.

GLOBO will also leverage the state’s public registries to recruit and further build out our existing pool of State certified/registered interpreters.

In addition, GLOBO will work to ensure that our linguists maintain licensure and complete all continuing education/annual renewal requirements. Finally, GLOBO will perform an annual licensure verification for all ASL interpreters who will take assignments under this contract.

**3. Bidders must include in the bid their policies related to the following:**

<p>a. Cancellation policy – more than 24 hours’ notice</p>	<p>A full refund will be issued.</p>
<p>b. Cancellation policy – less than 24 hours’ notice</p>	<p><b>Onsite Requests:</b> GLOBO requires at least 24 hours notice to cancel an existing appointment and receive a full refund. Cancellations made within 24 hours of the appointment will incur a cancellation fee equal to the originally scheduled duration (minimum of 2 hours) including any associated fees.</p> <p><b>Audio/Video Requests:</b> Scheduled calls and scheduled video interpreting sessions canceled within 24 hours will incur the minimum charge (30 minutes for foreign language; 60 minutes for ASL).</p>
<p>c. Minimum show-up fee for on-site interpreting (nationally certified interpreter) *Must not exceed two hour minimum*</p>	<p>All on-site appointments are subject to the industry standard two hour minimum. We encourage customers to leverage our Video Remote Interpreting solution for appointments that are less than two hours, whenever possible.</p>
<p>d. Minimum show-up fee for on-site interpreting (pre-certified interpreter) *Must not exceed two hour minimum*</p>	<p>All on-site appointments are subject to the industry standard two hour minimum. We encourage customers to leverage our Video Remote Interpreting solution for appointments that are less than two hours, whenever possible.</p>





e. Increments of partial-hour billing for on-site interpreting	15 minute increments after the initial scheduled time (or two hour minimum).
f. Compensation for expenses incurred by on-site interpreters (hotels, meals, mileage, parking, etc.)	Parking fees and mileage (IRS rates) are passed onto the customer and added to the cost.
g. Minimum connection time for VRI services	Scheduled ASL video calls are subject to a 60 minute minimum. Connect times are currently under 20 seconds across all languages, including ASL.
h. Increments of billing for VRI services	15 minute increments after the initial scheduled time (or 60 minute minimum).

**Meet Rebecca Buchan, MA, CI, CT, IIC, Interpreter Center of Excellence Director**

Rebecca Buchan, MA, CI, CT, IIC (Director of ASL Services and Education) has over three decades of ASL interpreting experience. She supervises the company’s current pool of staff interpreters and assists in the coordination of their assignments. In 2013, Rebecca earned her master’s degree in Organization and Professional Communication and Development from Ball State University. In addition, she holds a Certificate of Interpretation and Certificate of Transliteration from the Registry of Interpreters for the Deaf, the highest national certification for ASL interpreters. Rebecca was proudly in the first group of ASL interpreters to be qualified by the Indiana Supreme Court. Also, of note is her state-appointed position on the Board of Interpreting Standards, a Division of Disability and Rehabilitation Services group that oversees the necessary competency and proficiency standards for ASL interpreters. Rebecca trains and presents nationally as an industry expert, is a visiting professor at IUPUI and Goshen College, and a leader in mentoring and training of ASL interpreters at all levels.



**“Having the privilege of sharing space with Deaf and hard of hearing people and with our ASL interpreters over the past several decades has been an immense pleasure. Our community is richer because of our collective language access and advocacy efforts.”** – Rebecca Buchan



American Sign Language, Inc. response

**Statement of Compliance**

American Sign Language, Inc. (ASLI) shall comply with the New Mexico licensure requirements including performing an annual licensure verification for all of their interpreters.

**Policies**

**Cancellation policy – more than 24 hours’ notice**

For requests cancelled more than 3 business days in advance, no payment will be due.

For requests cancelled 1-3 business days in advance, 50% of the scheduled fees will be due.

**Cancellation policy – less than 24 hours’ notice**

For requests cancelled less than one business day in advance, payment for 100% of the scheduled fees shall be owed.

**Minimum show-up fee for on-site interpreting (nationally certified interpreter)**

The minimum fee for an on-site interpreter is two hours of time.

**Minimum show-up fee for on-site interpreting (pre-certified interpreter)**

The minimum fee for an on-site interpreter is two hours of time.

**Increments of partial-hour billing for on-site interpreting**

VRI services will be billed in 30 minute increments.

**Compensation for expenses incurred by on-site interpreters (hotels, meals, mileage, parking, etc.)**

Compensation for expenses incurred by on-site interpreters such hotels, meals, and parking will be negotiated beforehand and will not exceed the actual cost of those expenses. Mileage shall be paid at the current Federal rate for any travel that exceeds 20 miles roundtrip.

**Minimum connection time for VRI services**

The minimum connection time for VRI services is 120 minutes.

**Increments of billing for VRI services**

VRI services will be billed in 30 minute increments.



RGC Access  
PO Box 27106  
Albuquerque, New Mexico 87125

## Statement of Compliance

This document serves the purpose of a Statement of Compliance. RGC Access states that we will comply with the New Mexico licensure requirements. We also state that we will perform annual licensure verification for all our interpreters. Rebecca De Santis and Megan Goldberg will be the employees responsible for our annual verification.

Signed: Megan Goldberg  
Date: 11/11/2023  
Printed: Megan Goldberg  
Title: Associate Director

For any questions relating to our annual license verifications, please contact Megan Goldberg, [mgoldberg@rgc-access.org](mailto:mgoldberg@rgc-access.org).



## Scheduling Policies

a. Cancellation policy – more than 24 hours' notice

*There is no fee for cancellations with more than 24 hours' notice.*

b. Cancellation policy – less than 24 hours' notice

*Assignments are billable in full with less than 24 hours' notice of cancellation.*

c. Minimum show-up fee for on-site interpreting (nationally certified interpreter)

*RGC Access has a 2 hour minimum on all assignments.*

d. Minimum show-up fee for on-site interpreting (pre-certified interpreter)

*RGC Access has a 2 hour minimum on all assignments.*

e. Increments of partial-hour billing for on-site interpreting

*RGC Access will bill in 15 minute increments after the 2 hour minimum.*

f. Compensation for expenses incurred by on-site interpreters (hotels, meals, mileage, parking, etc.)

*If the assignments is more than 30 miles one way, portal to portal, RGC Access will charge for mileage at a rate of \$0.655/mile (we follow the standard mileage rate and this will go up or down each fiscal year, depending).*

*RGC Access will charge for drive time at a rate of \$60/hour if the assignment is one or more hours one way, portal to portal.*

*If the assignment starts at 8:00 AM or before and is more than 2 hours away, RGC Access will charge for hotel at the State Per Diem rate.*

*If the assignment is for 8 or more hours (including lunch), RGC Access will charge for meals at the State Per Diem rate. Receipts will be provided.*

*RGC Access will charge for parking fees accrued on assignment.*

g. Minimum connection time for VRI services

*RGC Access has a 2 hour minimum on all assignments, including Video Remote Interpreting services.*

h. Increments of billing for VRI services

*RGC Access will bill in 15 minute increments after the 2 hour minimum.*

### Interpreting In Person

Interpreters will arrive onsite 15 minutes prior to any assignment to ensure interpreters have the appropriate badges and clearances if applicable. Interpreters are expected to adhere to the Registry of Interpreter's for the Deaf Code of Professional Conduct at all times.

### Video Interpreting (Designated Interpreting Team)

Interpreters will log in 10 minutes prior to any assignment to ensure interpreters have the appropriate links and contact information for VRI requests. Interpreters are expected to adhere to the Registry of Interpreter's for the Deaf Code of Professional Conduct at all times.

Page | 8

### Quality Control

Vancro offers a unique service when it comes to video interpreting. Our QC team regularly monitors and provides objective feedback on video interpreting and all aspects of services to ensure that they exceed industry standards. The QC team provides a report of findings and recommendations that we can employ and pass on to our clients.

To guarantee that interpreting provision is flawless, we require a dedicated office space for any remote interpreter. Additionally, Vancro requires a minimum speed of 5Mbps Upload X 5Mbps Download to be considered for remote work. We also require a laptop or an iPad. Finally, a pre-test by the program manager or director of interpreting services occurs before the interpreter is approved to work remotely. We are platform flexibility and our interpreters are adept with interpreting on Skype, Zoom, WebEx, MS Teams.

Quality Control Team reports on performance and adherence to:

- Federal Laws and Regulations
- Site Regulations and Policies
- Company Policies
- Industry Standards
- Interpreter Code of Conduct

### PRICING MINIMUM REQUIREMENTS & DEFINITIONS:

- a. Cancellation Policy – More than 24 hours' notice- Cancellations or no-shows by requester or Deaf Consumer with less than 48 business hours' notice (excludes weekends and Holidays) will be billed at full time requested. Please see details below in section IV
- b. Cancellation Policy – less than 24 hours' notice- Cancellations or no-shows by requester or Deaf Consumer with less than 48 business hours' notice (excludes weekends and Holidays) will be billed at full time requested. Please see details below in section IV
- c. Minimum Show-up Fee for on-site interpreting (Nationally Certified Interpreter) – Vancro's minimum show up fee is a 2-hour minimum per type of request for on-site interpreting.
- d. Minimum show-up fee for on-site interpreting (pre-certified interpreter) - Vancro's minimum show up fee is a 2-hour minimum per type of request for on-site interpreting.
- e. Increments of partial-hour billing for on-site interpreting – After the first 2 hours, requests are billed in 15-minute increments on-site.

- f. Compensation of expenses incurred by on-site interpreters (hotels, meals, mileage, parking etc.) Will be billed in full by the customer.
- g. Minimum connection time for VRI services – 60 minute minimum equivalent to a 1 hour minimum per industry standards for ASL Interpreters.
- h. Increments of billing for VRI services – billed in 15 min increments after initial 60 minutes.

### **SECTION I Terms and Conditions:**

1. All assignments on site will be charged for a two (2) hour minimum, even if an interpreter is not utilized for the full two (2) hours. For VRI requests, one (one) hour minimum will be billed. Billed in 15 minute increments after the initial two or one hour respectively.
2. If more than 1 hour of continuous interpreting is required, a second interpreter will be provided, at the Customer's expense of the standard hourly rate decided at the discretion of Vancro.
  - a. For the purposes of this Agreement, "continuous interpreting" is defined as any scenario in which an interpreter would not receive periodic resting breaks.
  - b. Vancro reserves the right to determine when a secondary interpreter is required for any request.
3. If an assignment extends beyond its scheduled time by either starting earlier than the requested start time or ending later than the scheduled end time:
  - a. If the interpreter is not on-site for any reason before an assignment's scheduled start time, neither VIIS nor the interpreter will be held responsible for any inconveniences or costs that may occur.
  - b. If the interpreter must leave for any reason at the end of an assignment's scheduled time, neither VIIS nor the interpreter will be held responsible for any inconvenience or costs that may occur.
  - c. If the interpreter agrees to start before, or stay beyond, an assignment's scheduled time upon Customer's request, overages will be billed in 1-minute increments of service time.
4. Travel time is charged at hourly rate plus mileage at GSA rate for any request over 30 miles from an interpreter's residence. and Customer is responsible for reimbursement of Parking, Tolls, and fees, etc.

### **SECTION II – BILLING**

1. Invoices are sent a few days following the end of the billing cycle. Billing cycles are as follows: 1-15<sup>th</sup> or 16-31 of the month.
2. Payments must be remitted within 30 days of invoice date.

### **SECTION III – ASSIGNMENT ADJUSTMENTS**

1. In the event that the Customer needs to adjust an assignments date, start and/or end time, VIIS must be notified at least two business days (48 hours) prior to the assignment's start date by emailing the program manager.
  - a. If sufficient notice is given, and the interpreter is unable to adjust to the new assignment details, thereby only being able to attend the assignment partially or

not at all, the Customer is still responsible for paying the full amount of contracted time on the invoice.

#### **SECTION IV – CANCELLATION AND NO-SHOW POLICY**

1. For assignments shorter than three (3) days in duration, full cancellations must be made in writing at least two (2) business days in advance of the assignment's start date. (no charges will be incurred for these cancellations)
2. For assignments three (3) consecutive days or longer, cancellations must be made at least five (5) business days in advance of the assignment's start date. (no charges will be incurred for these cancellations)
3. Cancellations made with insufficient notice will result in the Customer being responsible for paying the full amount on the invoice for the contracted time plus any travel time held by the interpreters.
4. In the event that the person who needs interpretation (ie customer and/or Deaf, Hard of Hearing or DeafBlind) fails to show up for an appointment, the Customer will still be billed for the full amount of the invoice for contracted time.
  - a. Interpreters are required to stay on site or logged in remotely for 20 minutes past the assignment's start time to wait for the person who needs interpretation to arrive.
5. If an interpreter fails to show up for an assignment, the Customer will not be billed.

Page | 10

#### **SECTION V – DEFINITION OF SERVICES**

1. "Pre-Scheduled request" – refers to a request submitted with more than 48 business hours' notice.
2. "Last minute requests" refers to a request with less than 48 business hours notice
3. Specialty request: Includes but is not limited to Legal requests, Night/weekend and/or Holidays, Tactile Interpreting for DeafBlind, and use of a Deaf Interpreter.

#### **SECTION VI– LIMITATION OF LIABILITY**

In no event with VIIS, its officers, independent contractors, or employees be held liable for any direct, indirect, special, incidental, punitive or consequential damages arising from, or in relation to, this Agreement whether such damages are based on contract, tort, statute, implied duties or obligations or any other legal theory, even if advised of the possibility of such damages. This includes but is not limited to: the loss of goodwill, business, anticipated profits, and all other pure economic loss.

Notwithstanding anything to the contrary, except in case of willful misconduct and gross negligence, VIIS' entire liability to Customer for any damages or other amounts arising out of, or in conjunction with, this Agreement shall not exceed the total worth of the final contract made with Customer.

**Certificate Of Completion**

Envelope Id: 2E265718E9644D16A0253FABBB34D815	Status: Completed
Subject: 40-00000-23-00028 Signed Language Interpreting Services	
Source Envelope:	
Document Pages: 27	Signatures: 1
Certificate Pages: 5	Initials: 2
AutoNav: Enabled	Envelope Originator:
Envelopeld Stamping: Enabled	Yuliasuti Wulandari
Time Zone: (UTC-07:00) Mountain Time (US & Canada)	1100 S Saint Francis Dr
	Santa Fe, NM 87502
	Yuliasuti.Wulandari@gsd.nm.gov
	IP Address: 164.64.63.2


**Record Tracking**

Status: Original	Holder: Yuliasuti Wulandari	Location: DocuSign
1/25/2024 9:13:58 AM	Yuliasuti.Wulandari@gsd.nm.gov	
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: GSD	Location: DocuSign

**Signer Events**

Signature	Timestamp
Natalie Martinez	Sent: 1/25/2024 9:18:02 AM
Natalie.Martinez1@gsd.nm.gov	Viewed: 1/25/2024 3:00:34 PM
Deputy Director	Signed: 1/25/2024 3:00:41 PM
New Mexico General Services	
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style
	Using IP Address: 164.64.62.10

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

Yuliasuti Wulandari		Sent: 1/25/2024 3:00:43 PM
yuliasuti.wulandari@gsd.nm.gov		Viewed: 1/25/2024 3:02:56 PM
Procurement Specialist		Signed: 1/25/2024 3:03:01 PM
New Mexico General Services		
Security Level: Email, Account Authentication (None)	Signature Adoption: Pre-selected Style	
	Using IP Address: 164.64.62.10	

**Electronic Record and Signature Disclosure:**  
Not Offered via DocuSign

Dorothy Mendonca		Sent: 1/25/2024 3:03:03 PM
dorothy.mendonca@gsd.nm.gov		Viewed: 1/26/2024 6:57:26 AM
SPD Division Director / State Purchasing Agent		Signed: 1/26/2024 6:57:29 AM
General Services Department		
Signing Group: 35000 - State Purchasing Agent	Signature Adoption: Uploaded Signature Image	
Security Level: Email, Account Authentication (None)	Using IP Address: 164.64.62.10	

**Electronic Record and Signature Disclosure:**  
Accepted: 4/14/2023 7:24:59 AM  
ID: 51f6380f-50f7-4227-afb5-572b373dfb7c

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp

<b>Carbon Copy Events</b>	<b>Status</b>	<b>Timestamp</b>
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<b>Witness Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Notary Events</b>	<b>Signature</b>	<b>Timestamp</b>
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<b>Envelope Summary Events</b>	<b>Status</b>	<b>Timestamps</b>
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Certified Delivered	Security Checked	1/26/2024 6:57:26 AM
Signing Complete	Security Checked	1/26/2024 6:57:29 AM
Completed	Security Checked	1/26/2024 6:57:29 AM

<b>Payment Events</b>	<b>Status</b>	<b>Timestamps</b>
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<b>Electronic Record and Signature Disclosure</b>
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## **ELECTRONIC RECORD AND SIGNATURE DISCLOSURE**

### **A. ELECTRONIC RECORD AND SIGNATURE DISCLOSURE (ERSD)**

From time to time, New Mexico General Services Department (GSD), on behalf of the State of New Mexico (SONM), may be required by law to provide you with certain written notices or disclosures. Stated below are the terms and conditions for GSD's providing you such notices and disclosures electronically through the DocuSign system. Please read this information carefully. If you are able to access this information electronically and agree to **this Electronic Record and Signature Disclosure (ERSD)**, please confirm your agreement by selecting the check-box next to "I agree to use electronic records and signatures" before clicking "CONTINUE" within the DocuSign system.

## **B. Obtaining paper copies**

At any time up to twenty (20) calendar days following your use of DocuSign to electronically sign a document, you may request a paper copy of any record provided or made available electronically to you by GSD. You will have the ability to download and print documents SONM sends you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a twenty (20) calendar day period after such documents are first sent to you. Following the twenty (20) day period, if you want GSD to send you paper copies of any such documents from GSD's office, you will be charged a \$1.00 per-page fee plus postage. You may request delivery of such paper copies from GSD by following the procedure stated in Section H, below.

## **C. Withdrawing your consent**

If you decide to receive notices and disclosures from GSD electronically, you may at any time change your mind and inform GSD you want to receive required notices and disclosures only in paper format. The procedure concerning how you may inform GSD of your decision to receive future notices and disclosures in paper format as well as withdraw your consent to receive notices and disclosures electronically is stated in Section D, immediately below.

## **D. Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed with which GSD will be able to complete certain steps in specific transactions and deliver paper copies to you. GSD will need: (1) to send the required notices or disclosures to you in paper format; and (2) wait until GSD receives your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from SONM or to electronically sign documents generated and sent to you from SONM.

## **E. All notices and disclosures will be sent to you electronically**

Unless you inform GSD otherwise according to these procedures, GSD will electronically provide you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements and other documents that are required to be provided or made available to you during the course of your electronic signature relationship with SONM. To reduce the possibility of inadvertent non-receipt, GSD prefers to provide all required notices and disclosures by the same method and to the same email or physical address that you furnish to GSD. Thus, you may receive the disclosures and notices electronically or in paper form. If you do not agree with this procedure, please inform GSD according to the procedures stated in Section I, below. Please also refer to Section D, immediately above, which states the consequences resulting from your declination of electronic delivery of notices and disclosures.

## **F. How to contact GSD:**

You may inform General Services Department (GSD) of any changes you select regarding State Purchasing Division's (SPD) electronic communications with you, to request paper copies of certain information from SPD, and to withdraw your prior consent to receive notices and disclosures electronically by emailing your request(s) to SPD at: [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us)

## **G. To advise SPD of your new email address**

To inform SPD of a change in the email address to which SPD sends you notices and disclosures electronically, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of such request you must include your previous and new email addresses.

## **H. To request paper copies from SPD**

To request delivery of paper copies of electronic notices and disclosures that DocuSign and/or SPD have previously provided to you, you must send an email to SPD at [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your email request state your email address, full name, mailing address, and telephone number. SPD will charge you a \$1.00 per page copy fee plus postage.

## **I. To withdraw your consent with SPD**

To inform SPD that you no longer wish to receive notices and disclosures in electronic format you may:

(1) Decline to sign a document from within a signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:

(2) Send SPD an email to [GSD.SPInfo@state.nm.us](mailto:GSD.SPInfo@state.nm.us) and in the body of your request state your email address, full name, mailing address, and telephone number.

## **J. Required hardware and software**

The minimum system requirements for using the DocuSign system may change over time. The current DocuSign system requirements may be found at:

<https://support.docusign.com/guides/signer-guide-signing-system-requirements>

## **K. Acknowledging your access and consent to receive and sign documents electronically**

To confirm that you are able to electronically access the information contained in this Electronic Record and Signature Disclosure (ERSD), please confirm that you have: (1) read this ERSD, and either: (2) you are able to print on paper or electronically save this ERSD for your future reference and access; or (3) you are able to email this ERSD to an email address where you will be able to print this ERSD on paper and/or save this ERSD for your future reference and access. Further, if you consent to receiving notices and disclosures from DocuSign and/or SPD exclusively in electronic format, then select the check-box next to “I agree to use electronic records and signatures,” before you click “CONTINUE” within the DocuSign system.

By selecting the check-box next to “I agree to use electronic records and signatures,” you confirm that:

- You have read this Electronic Record and Signature Disclosure (ERSD); and
- You can print this ERSD on paper, or you can save and/ or send this ERSD to a location where you can print this ERSD, for your future reference and access; and
- Until or unless you notify SPD as stated in this ERSD, you consent to exclusively receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by SPD during the course of your electronic signature relationship with SPD.