

Rev: 8/10/2020



NEW HAVEN PUBLIC SCHOOLS

AGREEMENT
By And Between
The New Haven Board of Education
AND

Global Interpreting Network, Inc.

FOR DEPARTMENT/PROGRAM:

Districtwide Translation Services (World Languages Department)

This Agreement entered into on the 10th day of July 2023, effective (*no sooner than the day after Board of Education Approval*), the 11th day of July 2023, by and between the New Haven Board of Education (herein referred to as the “Board” and, Global Interpreting Network, Inc. located at, 28546 Constellation Road, Valencia, CA 91355(herein referred to as the “Contractor”).

Compensation: The Board shall pay the contractor for satisfactory performance of services required the amount of \$0.48/minute (Spanish), \$0.62/minute (other languages) Document translation services for \$0.10/word for Spanish and \$0.15-\$0.17/word for other languages, for a total not to exceed \$10,000.

The maximum amount the contractor shall be paid under this agreement: eight-thousand dollars (\$8,000). Compensation will be made upon submission of an itemized invoice which includes a detailed description of work performed and date of service.

Fiscal support for this Agreement shall be by Title IVA Grant SSAE 2023 Program of the New Haven Board of Education, **Account Number:** 2511-6291-56694 **Location Code:** 0000.

This agreement shall remain in effect from 7/11/23 to 6/30/2024.

SCOPE OF SERVICE: *Please provide brief summary of service to be provided.*

Global Interpreting Services provides on-demand, telephone-based interpretation and document translation. All schools and central office will have telephone access to real-time interpreters in more than 200 languages for family contact purposes.

Exhibit A: Scope of Service: Please attach contractor's detailed Scope of Service on contractor letterhead with all costs for services including travel and supplies, if applicable.


Exhibit B: Student Data and Privacy Agreement: Attached

APPROVAL: This Agreement must be approved by the New Haven Board of Education *prior to service start date*. Contractors may begin service no sooner than the day after Board of Education approval.

HOLD HARMLESS: The Contractor shall insure and/or indemnify the Board and its members, employees and agents against all claims, suits, and expenses, including reasonable attorney's fees, in connection with loss of life, bodily injury or property damage arising from any neglect act or omission of the Contractor or its employees or agents. Further, the Contractor covenants and agrees that it shall hold the Board and its members, employees and agents harmless against any and all claims, suits judgments of any description whatsoever caused by the Contractor' breach of this agreement or based upon the conduct of the Contractor, or its agents or its employees or arising out of in connection with their activities under this agreement.

TERMINATION: The Board may cancel this agreement for any reason upon thirty (30) days' written notice sent to the Contractor by certified U.S. mail, return receipt requested; provided however, that the Board shall be responsible to the Contractor for all services rendered by the Contractor through the last day of thirty (30) day notice period, as long as the Agreement was approved by the Board prior to the start date of service.


Contractor Signature


President
New Haven Board of Education

20JUN2023

Date

7/10/2023

Date

Global Interpreting Network Inc.
Joe Whittington, V.P. Sales and NASPO Contract Manager

Contractor Printed Name & Title

Revised: 11/27/19



NEW HAVEN PUBLIC SCHOOLS

EXHIBIT B

**STUDENT DATA PRIVACY AGREEMENT
SPECIAL TERMS AND CONDITIONS**

For the purposes of this Exhibit B "directory information," "de-identified student information," "school purposes," "student information," "student records," "student-generated content," and "targeted advertising" shall be as defined by Conn. Gen. Stat. §10-234aa.

1. All student records, student information, and student-generated content (collectively, "student data") provided or accessed pursuant this Agreement or any other services agreement between the Parties are not the property of, or under the control of, the Contractor.
2. The Board shall have access to and the ability to delete student data in the possession of the Contractor except in instances where such data is (A) otherwise prohibited from deletion or required to be retained under state or federal law, or (B) stored as a copy as part of a disaster recovery storage system and that is (i) inaccessible to the public, and (ii) unable to be used in the normal course of business by the Contractor. The Board may request the deletion of any such student information, student records or student-generated content if such copy has been used by the operator to repopulate accessible data following a disaster recovery. The Board may request the deletion of student data by the contractor within two (2) business days of receiving such a request and provide to the Board confirmation via electronic mail that the student data has been deleted in accordance with the request, the date of its deletion, and the manner in which it has been deleted. The confirmation shall contain a written assurance from the Contractor that proper disposal of the data has occurred in order to prevent the unauthorized access or use of student data and that deletion has occurred in accordance with industry standards/practices/protocols.
3. The Contractor shall not use student data for any purposes other than those authorized pursuant to this Agreement.
4. A student, parent or legal guardian of a student may review personally identifiable information contained in student data and correct any erroneous information, if any, in such student data. If the Contractor receives a request to review student data in the Contractor's possession directly from a student, parent, or guardian, the Contractor agrees to refer that individual to the Board and to notify the Board within two (2) business days of receiving such a request. The Contractor agrees to work cooperatively with the Board to permit a student, parent, or guardian to review personally identifiable information in student data that has been shared with the Contractor, and correct any erroneous information therein.

5. The Contractor shall take actions designed to ensure the security and confidentiality of student data.
6. The Contractor will notify the Board, in accordance with Conn. Gen. Stat. § 10-234dd, when there has been an unauthorized release, disclosure or acquisition of student data. Such notification will include the following steps:

Upon discovery by the Contractor of a breach of student data, the Contractor shall conduct an investigation and restore the integrity of its data systems and, without unreasonable delay, but not more than thirty (30) days after such discovery, shall provide the Board with a more detailed notice of the breach, including but not limited to the date and time of the breach; name(s) of the student(s) whose student data was released, disclosed or acquired; nature of and extent of the breach; and measures taken to ensure that such a breach does not occur in the future.

7. Student data shall not be retained or available to the Contractor upon expiration of the contract between the Contractor and Board, except a student, parent or legal guardian of a student may choose independently to establish or maintain an electronic account with the Contractor after the expiration of such contract for the purpose of storing student-generated content.
8. The Contractor and Board shall each ensure their own compliance with the Family Educational Rights and Privacy Act of 1974, 20 U.S.C. § 1232g, as amended from time to time.
9. The Contractor acknowledges and agrees to comply with the above and all other applicable aspects of Connecticut's Student Data Privacy law according to Connecticut General Statutes §§ 10-234aa through 10-234dd.
10. The Parties agree that this Agreement controls over any inconsistent terms or conditions contained within any other agreement entered into by the Parties concerning student data.

CORE-CT Vendor ID: 0000194779

28546 Constellation Road, Valencia, CA 91355

Contact Person: Hector Fuentes

Email address: clientservices@globalinterpreting.com website: www.globalinterpretingservices.com

Payment Terms: 1% 30 days or Net 30

Agrees to Supply Political Subdivisions: Yes

The following service is included in this contract portfolio:

- On-Demand Remote Document Translation
- On-Demand Remote Over the Phone Interpreting

Item No.	Description – Over-the-Phone Interpretation	Unit Price Per Minute
1a.	Over-the-Phone Interpretation (OPI) services for the most requested language: Spanish	\$0.48
1b.	Over-the-Phone Interpretation (OPI) Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.62
1c.	Over-the-Phone Interpretation (OPI) Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$0.62
1d.	Over-the-Phone Interpretation (OPI) services for all other languages specified in Attachment B, as well as for all unlisted languages that may be provided through the resultant Contract	\$0.62

Item No.	Description – Document Translation Services	Unit Price Per Word
3a.	Standard Document Translation Services for the most requested language: Spanish	\$0.10
3b.	Standard Document Translation Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.15
3c.	Standard Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$0.17
3d.	Standard Document Translation Services for all other languages specified in Attachment B, as well as for all unlisted languages that may be provided through the resultant Contract	\$0.17

3e.	Expedited Document Translation Services for the most requested language: Spanish	\$0.10
3f.	Expedited Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$0.17
3g.	Expedited Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.15
3h.	Expedited Document Translation Services for all other languages specified in Attachment B, as well as for all unlisted languages that may be provided through the resultant Contract	\$0.17
3i.	Desktop Publishing (DTP)	\$25.00 per hour
3j.	Minimum Charge	\$30.00

Optional Pricing Models:

Item No.		Tiered Pricing & Volume Discount
5		
5a.	Tiered Volume for Spanish	
	Over-the-Phone Interpreting	\$0.45 per min & 100,000+min
	Written Translation	\$0.08 & 500,000+words
5b.	Tiered Volume for All Other Languages	
	Over-the-Phone Interpreting	\$0.60 per min & 100,000+min
	Written Translation	\$0.15 per word & 500,000+words

Optional Pricing Models:

Item No.		Equipment Available & Cost or % Discount off MSRP
6	Offerors should submit any associated equipment available for use under the resultant	
	Dual Handset Phones	Yes \$120.00 25% discount
	Analog	Yes \$95.00 % 20% discount
	Digital Adapters	N/A

Joe Whittington

Joe Whittington
Vice President-Sales
Global Interpreting Network, Inc.
28546 Constellation Rd.
Valencia, CA 91355
602.877.5537 Office
jwhittington@globalinterpreting.com
www.globalinterpreting.com

CAPABILITY STATEMENT

Global Interpreting Network Inc., has been a leading provider of language services since 2007, supporting a full suite of translation and interpretation solutions, including American Sign Language. Supporting the language needs of our customers and building a trusted relationship has been our primary focus since we were founded. As a language services provider with a national presence and an excellent reputation, we take pride in our client relationships, many of which have been with us for years.

We are committed to the idea that communication with someone in their own language calls for more than just word-for-word interpretation, demanding of ourselves a focus on subject matter expertise, an understanding of the requested audience's culture and a required ability to keep up with the dynamic nature of the language. The combination of our extensive network of native speakers, in-house talent and leading-edge technology allows us to meet all of these demands with high-quality solutions, making Global Interpreting Network Inc one of the most effective language service companies in the nation.

Language Services Provided

- **Telephonic Interpretation – SPANISH**
\$0.48 per min; All Other Languages \$0.62 per min. Supporting 220+ languages, 24-7, FED compliance, fast and friendly connection to interpreters.
- **Video Remote Interpretation – Supporting ASL, 24-7, and the 35 most common languages from any desktop, laptop, tablet or handheld device.**
- **Translation Services – supporting 200 languages. Send in your source file for a fast and friendly, low-cost estimate and completion schedule.**



GLOBAL INTERPRETING NETWORK INC

**Certified Small Business
Minority Owned**

**NASPO ValuePoint Master Agreement
90-000-18-00003AC**

NAICS: 541930

DUNS: 826315512

CMAS#: 4-18-03-0726A

**Joevany Villatoro
Regional Sales Manager**

Office: (866) 397-9288

Email: jvillatoro@globalinterpreting.com

28546 Constellation Road Valencia, CA 91355

www.globalinterpreting.com



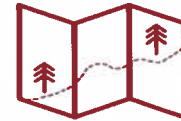
CORE VALUES

- To provide exceptional services that give our customers the confidence that we can meet their needs efficiently, with high quality service and cost-effective solutions.
- To provide **effective, accurate and trusted** multilingual communication



DIFFERENTIATORS

- We provide smart, reliable and convenient round-the-clock access to our services and **we will respond immediately when contacted.**
- We assign a dedicated Account Manager to every client.
- We **ALWAYS** strive for “**lowest price, best value**” for all of our customers.
- We select **Subject Matter Experts** specific to each project to ensure you get the best results for your target audience.
- Turn-around times can be met for tight deadlines. We can do same-day edits, if needed.
- Security and Privacy is our top priority. We are HIPAA Compliant.



PORTFOLIO TITLE: [On-Demand Remote Interpreting \(OPI and VRI\) and Document Translation](#)
LEAD STATE: New Mexico

OVERVIEW:

The Master Agreements in this portfolio offer “as-needed” Telephone Based Interpreter Services, Video Remote Interpreter Services, and Document Translation services for customers who need assistance with their Limited English Proficiency (LEP) clients who are uncomfortable with and/or unable to speak English, or whose English is not clearly understood.

INITIAL TERM: November 4, 2019 to November 3, 2021

RENEWALS: Three 1-year renewals possible

TOTAL TERM POSSIBLE: 5 years

PRODUCT CATEGORIES:

1. **Over the Phone Interpretation (OPI)** - off-site interpreting services provided via telephone for any known language.
2. **Video Remote Interpretation (VRI)** - off-site interpreting services provided through videoconferencing technology equipment and a high-speed internet connection with sufficient bandwidth for American Sign Language (ASL) among other languages as listed in each Master Agreement.
3. **Document Translation (DT)** - rendering a written communication from one language to another for any known language.
4. **Combined OPI and VRI**



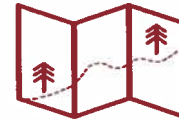
SUPPLIERS AVAILABLE:

	OPI	VRI	DT	Combined OPI & VRI
Bromberg & Associates			✓	
Corporate Translation Services, Inc. dba Language Link	✓	✓	✓	✓
Global Interpreting Network, Inc.	✓		✓	
LanguageLine Solutions	✓	✓		✓
Linguistica International, Inc.			✓	
MasterWord Services, Inc.		✓	✓	
Voiance Language Services, LLC	✓	✓	✓	✓

PRICING:

Pricing is a “not to exceed” price per word, minute, or hour depending on the category. Pricing can be found at the bottom of this document or on each supplier’s page within this portfolio on the NASPO ValuePoint website on Attachment C of the supplier’s Master Agreement.





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PROCUREMENT BACKGROUND:

The NASPO ValuePoint Management Board authorized the State of New Mexico to conduct a solicitation to establish multi-state contracts for On-Demand Remote Interpreting Including Over-the-Phone (OPI) and Video Remote Interpreting (VRI) and Document Translation.

STATES ON SOURCING TEAM:

-  New Mexico – Lead State
-  Connecticut
-  Washington
-  Florida



SOLICITATION INFORMATION:

Type: Request for Proposal (RFP)
 Solicitation Number: RFP # 90-000-18-00003
 Date Released: January 28, 2019
 Pre-proposal Conference Held: February 12, 2019
 Second Preproposal Conference Held: March 6, 2019
 Date Closed: March 22, 2019

PUBLIC POSTING OF SOLICITATION:

Solicitation was Publicly Advertised from January 28, 2019 to March 22, 2019.

- Website Posted On: New Mexico BIDS
- Posting Link: [On-Demand Remote Interpreting RFP](#)
- Number of Days Solicitation was Publicly Posted: 53
- Number of Amendments Posted: 2

PUBLIC OPENING

Sealed responses were publicly opened on March 22, 2019 at 3:00 pm MT, in Santa Fe, NM.



VENDOR RESPONSES:

- Number of Vendor Responses Received: 21
- Number of Non-Responsive Vendor Responses: 8
- Number of Vendor Responses Evaluated: 13

EVALUATIONS:

Responses were evaluated by the members of the Sourcing Team April 16-18, 2019 in in Santa Fe, NM.

EVALUATION CRITERIA:

Responses were evaluated based on the following Evaluation Criteria:

Phase 1: Minimum Mandatory Requirements (Pass/Fail)

Phase 2: Technical

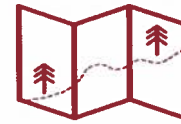
- *Organizational Experience*
- *Organizational Infrastructure*
- *Key Staff Qualifications*
- *Operational Information*
- *Quality Assurance*
- *Organizational References*

Phase 3: Cost/Price

Phase 4: Test calls (OPI Only)



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SCORING:

Responses were scored according to the RFP’s Evaluation Criteria. Anyone interested in receiving a copy of the scoring that was used to determine the awards for this RFP should contact the Lead State as identified on the portfolio’s NASPO ValuePoint website.

AWARD:

The RFP allowed for multiple vendor awards based on a ‘natural break’ in the scoring per category. Upon completion of the evaluation process the Sourcing Team recommended awards to the offerors receiving the highest scores along the natural point-break within each category which resulted in eight vendor awards.

PUBLIC POSTING OF AWARD:

Award Posting Start: January 7, 2020

Award Posting End: April 30, 2020

Posting Link: [New Mexico Recent Awards](#)

Total Days Posted: 114

Vendors Awarded: 8

Protests Received: 0

AWARDED VENDORS:

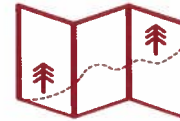
1. Bromberg & Associates
2. Corporate Translation Services, Inc. dba Language Link
3. Global Interpreting Network, Inc.
4. LanguageLine Solutions
5. Linguistica International, Inc.
6. MasterWord Services, Inc.
7. Voiance Language Services, LLC



NO AWARD VENDORS:

- AD Astra, Inc. (Nonresponsive)
- AvantPage
- Daniel Shamebo Sabore/Language Translation Sevices (Nonresponsive)
- FLS, Inc. dba Foreign Language Services
- Interpreters Unlimited, Inc.
- Language Link Corporation
- Luthern Social Services of ND (Nonresponsive)
- Mitio (Nonresponsive)
- MEDTALK Training (Nonresponsive)
- Spanish Solutions, LLC (Nonresponsive)
- Telelanguage (Nonresponsive)
- Transperfect Translation (Nonresponsive)
- Universe Technical Translation, Inc.
- WorldWide Interpreters

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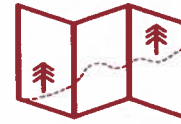
**ON-DEMAND REMOTE INTERPRETING (OPI AND VRI) AND DOCUMENT TRANSLATION
PRICING**

OVER-THE-PHONE INTERPRETATION (OPI)				
Vendor	Spanish	Top 12 Languages	3rd Tier Languages	Remaining
Corporate Translation Services, Inc. dba Language Link	\$0.57/min	\$0.57/min	\$0.57/min	\$0.57/min
Global Interpreting Network, Inc.	\$0.48/min	\$0.62/min	\$0.62/min	\$0.62/min
LanguageLine Solutions	\$0.64/min	\$0.64/min	\$0.64/min	\$0.64/min
Voiance Language Services, LLC	\$0.61/min	\$0.61/min	\$0.61/min	\$0.61/min

VIDEO REMOTE INTERPRETATION (VRI)			
Vendor	ASL	2nd Tier	3rd Tier
Corporate Translation Services, Inc. dba Language Link	\$1.99/min	\$0.89/min	\$0.89/min
LanguageLine Solutions	\$1.95/min	\$1.40/min	\$1.40/min
MasterWord Services, Inc.	\$1.95/min	\$1.46/min	\$1.76/min
Voiance Language Services, LLC	\$0.95/min	\$0.61/min	\$0.61/min

DOCUMENT TRANSLATION (DT)									
Vendor	Price per Word								3I
	Spanish	3B	3C	3D	3E	3F	3G	3H	
Bromberg & Associates	\$0.15	\$0.20	\$0.21	\$0.25	\$0.18	\$0.23	\$0.22	\$0.27	\$35/hour
Corporate Translation Services, Inc. dba Language Link	\$0.10	\$0.15	\$0.16	\$0.17	\$0.13	\$0.21	\$0.195	\$0.22	\$39.50/hour

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Global Interpreting Network, Inc.	\$0.10	\$0.15	\$0.17	\$0.17	\$0.10	\$0.17	\$0.15	\$0.17	\$25/hour
Linguistica International, Inc.	\$0.08	\$0.10	\$0.12	\$0.15	\$0.10	\$0.12	\$0.14	\$0.20	\$15/hour
MasterWord Services, Inc.	\$0.12	\$0.18	\$0.17	\$0.25	\$0.16	\$0.22	\$0.24	\$0.35	\$40.50/hour
Voiance Language Services, LLC	\$0.12	\$0.21	\$0.18	\$0.26	\$0.15	\$0.23	\$0.26	\$0.32	\$65/hour

COMBINED OPI & VRI					
Vendor	4A	4B	4C	4D	4E
Corporate Translation Services, Inc. dba Language Link	\$0.85/min	\$0.85/min	\$0.85/min	\$0.85/min	\$1.99/min
LanguageLine Solutions	\$0.64/min	\$0.64/min	\$1.40/min	\$1.40/min	\$1.95/min
Voiance Language Services, LLC	\$0.61/min	\$0.61/min	\$0.61/min	\$0.61/min	\$0.95/min

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USAGE BY LANGUAGE

LANGUAGE	AMOUNT
Spanish	\$ 5,312.82
Pashto	\$ 1,507.84
Arabic	\$ 215.76
Dari (Afghan Persian, Afghan Farsi)	\$ 182.90
French	\$ 37.82
Swahili	\$ 74.40
Chinese (Mandarin)	\$ 33.48
Russian	\$ 38.44
Portuguese	\$ 44.02
Turkish	\$ 36.22
Afghani (Dari, Afghan Farsi, Afghan Persian)	\$ 46.50
Korean	\$ 19.84
Congo Swahili	\$ 45.88
Haitian Creole	\$ 22.94
Kiswahili	\$ 53.32
Farsi, Iranian	\$ 9.30
Vietnamese	\$ 9.92
Kinyarwanda	\$ 30.38
Belize Kriol English	\$ 18.60
Nigerian Pidgin	\$ 4.96
Ga	\$ 3.10
Hindi	\$ 4.96
Persian	\$ 11.16
Sarpo	\$ 2.40
Pashayi	\$ 8.68
French Creole	\$ 13.64
Flemish	\$ 5.58

\$7,794.86

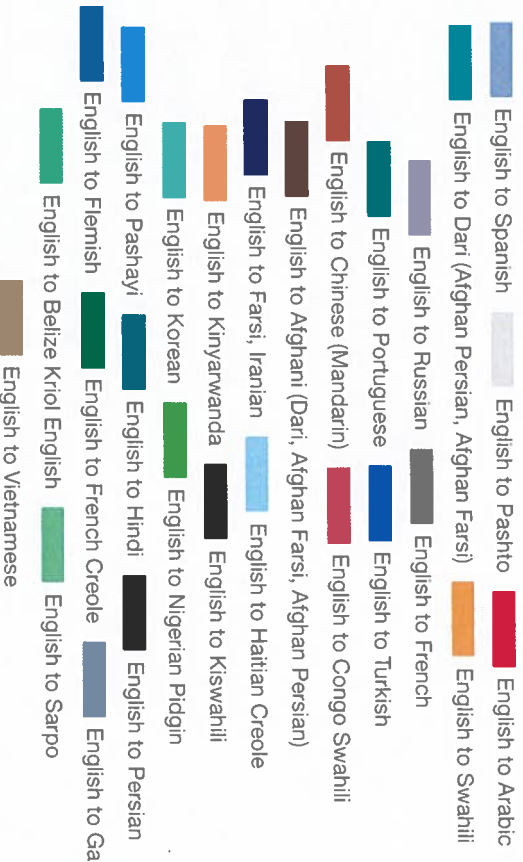
New Haven PS Jul 01, 2022 to May 31, 2023



Executive Summary - Calls

7/1/22 to 5/31/23

Languages



Top Accounts

1. New Haven Public Schools (1177 calls)

Total Calls: 1,177

Total Calls Duration (minutes): 15,003

Total Account Charges: \$7,757.10