



# RI Purchase Agreement Amendment Report

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
 ONE CAPITOL HILL  
 PROVIDENCE RI 02908

THEBIGWORD INC  
 20 BROAD ST  
 FLR 27  
 NEW YORK, NY 10005  
 United States

Amendment Date: 19-JUN-15  
 Original Award Date: 30-NOV-11  
 Buyer: C McGurn  
 Phone #:  
 FOB: Destination  
 Terms: NET 30  
 Vendor # 39778

<b>S H I P T O</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States	<b>I N V O I C E</b>	Change Order Number 4 Award Number <b>3257794</b> Effective Period <b>01-DEC-11 - 31-DEC-16</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States
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INTERPRETING AND TRANSLATION SERVICES MPA-54

Description			Bid Number	Change Order Req#	
INTERPRETING AND TRANSLATION SERVICES MPA-54					
Line #	Code	Class-Item	Quantity	Unit	Unit Price
		CHANGE TO PO #3257794 DATED 11/30/11  CHANGE EFFECTIVE PERIOD: FROM: 12/1/2011 - 6/30/2015 TO: 12/1/2011 - 12/31/2016  CONTRACT EXTENDED TO THE END OF 12/31/2016.			

<b>STATE PURCHASING AGENT</b>
 Nancy R. McIntyre



# RI Purchase Agreement Amendment Report

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 ONE CAPITOL HILL  
 PROVIDENCE RI 02908

THEBIGWORD INC  
 20 BROAD ST  
 FLR 27  
 NEW YORK, NY 10005  
 United States

Amendment Date: 22-MAY-14  
 Original Award Date: 30-NOV-11  
 Buyer: C McGurn  
 Phone #:  
 FOB: Destination  
 Terms: NET 30  
 Vendor # 39778

<b>S H I P T O</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States	<b>I N V O I C E</b>	Change Order Number 3 Award Number <b>3257794</b> Effective Period <b>01-DEC-11 - 30-JUN-15</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States
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INTERPRETING AND TRANSLATION SERVICES MPA-54

Description			Bid Number	Change Order Req#	
INTERPRETING AND TRANSLATION SERVICES MPA-54					
Line #	Code	Class-Item	Quantity	Unit	Unit Price
		CHANGE TO PO #3257794 DATED 11/30/11  CHANGE EFFECTIVE PERIOD: FROM: 12/1/2011 - 6/30/2014 TO: 12/1/2011 - 6/30/2015  SECOND (2nd) RENEWAL OF THREE (3) ONE (1) YEAR RENEWAL TERMS ALLOWED AT THE STATE'S DISCRETION PER THE MPA BID SOLICITATION.			

<b>STATE PURCHASING AGENT</b>
Lorraine A. Hynes



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 ONE CAPITOL HILL  
 PROVIDENCE RI 02908

THEBIGWORD INC  
 20 BROAD ST  
 FLR 27  
 NEW YORK, NY 10005  
 United States

Amendment Date: 08-FEB-12  
 Original Award Date: 30-NOV-11  
 Buyer: C McGurn  
 Phone #:  
 FOB: Destination  
 Terms: NET 30  
 Vendor # 39778

<b>S H I P T O</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States	<b>I N V O I C E</b>	Change Order Number 1 Award Number <b>3257794</b> Effective Period <b>01-DEC-11 - 30-JUN-13</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States
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INTERPRETING AND TRANSLATION SERVICES MPA-54

Description			Bid Number	Change Order Req#	
INTERPRETING AND TRANSLATION SERVICES MPA-54					
Line #	Code	Class-Item	Quantity	Unit	Unit Price
		CHANGE TO PO #3257794 DATED 12/1/2011  CHANGE EFFECTIVE PERIOD: FROM: 12/1/2011 - 6/30/2013 TO: 12/1/2011 - 6/30/2014  EXTENDED DUE TO CONTRACT TERM.			

**STATE PURCHASING AGENT**

*Lorraine A. Hynes*

Lorraine A. Hynes



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 20 BROAD ST  
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 NEW YORK, NY 10005  
 United States

Amendment Date: 08-FEB-12  
 Original Award Date: 30-NOV-11  
 Buyer: C McGurn  
 Phone #:  
 FOB: Destination  
 Terms: NET 30  
 Vendor # 39778

S H I P T O	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States	Change Order Number 1 Award Number <b>3257794</b> Effective Period 01-DEC-11 - 30-JUN-13	I N V O I C E	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States
	INTERPRETING AND TRANSLATION SERVICES MPA-54			

Description			Bid Number	Change Order Req#	
INTERPRETING AND TRANSLATION SERVICES MPA-54					
Line #	Code	Class-Item	Quantity	Unit	Unit Price
		CHANGE TO PO 3257794 DATED 12/01/2011:  CHANGE EFFECTIVE PERIOD: FROM: 12/1/2011 - 12/31/2012 TO: 12/1/2011 - 6/30/2013  EFFECTIVE PERIOD CORRESPONDS WITH SOLICITATION INFORMATION LOI - PAGE 2 - RENEWABLE AT THE SOLE OPTION OF THE STATE, FOR THREE (3) ADDITIONAL 12 MONTH TERMS.			

**STATE PURCHASING AGENT**  
  
 Lorraine A. Hynes



# Notice of Contract Purchase Agreement

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THEBIGWORD INC  
20 BROAD ST  
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NEW YORK, NY 10005  
United States

INTERPRETING AND TRANSLATION SERVICES MPA 54	
<b>Award Number</b> 3257794	<b>Effective Period:</b> 01-DEC-11 - 31-DEC-12

<b>S H I P  T O</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States	<b>Date:</b> 30-NOV-11 <b>Buyer:</b> C McGurn <b>Shipping:</b> Paid <b>Terms:</b> NET 30 <b>Vendor#:</b> 39778	<b>I N V O I C E</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States

Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

12/1/2011 - 12/31/2012

INTERPRETING AND TRANSLATIONS SERVICES IN ACCORDANCE WITH THE PLANS, SPECIFICATIONS AND DOCUMENTS OF PUBLIC BID # 7448879 DATED 9/6/2011

MASTER PRICE AGREEMENT #54

RENEWABLE FOR (FOUR) ADDITIONAL YEARS  
AT THE SOLE OPTION OF THE STATE

VENDOR CONTACT:  
DANNY FINK  
20 BROAD STREET, 27TH FLOOR  
NEW YORK, NY 10005  
EMAIL: DANIEL.FINK@THEBIGWORD.COM  
PHONE: 646-770-8058  
FAX: 646-770-8111

CANCELLATION POLICY:  
IT IS THEBIGWORD'S POLICY NOT TO CHARGE CANCELLATION FEES ON ANY BOOKING CANCELLED WITH MORE THAN 24 HOURS NOTICE AND WHERE WE ARE ABLE TO OFFER THE INTERPRETER BOOKED AN ALTERNATIVE ASSIGNMENT. WHERE THIS IS NOT POSSIBLE, A CANCELLATION FEE EQUAL TO THE MINIMUM WILL APPLY.

THIS CONTRACT COVERS INTERPRETERS WHO TRANSLATE THE SPOKEN WORD.  
INTERPRETER INCLUDES BUT IS NOT LIMITED TO, AN ORAL INTERPRETER, A SIGN LANGUAGE INTERPRETER, OR A DEAF-BLIND INTERPRETER, DEPENDING UPON THE NEEDS OF THE INDIVIDUAL WHO IS DEAF OR HEARING IMPAIRED.

PLEASE NOTE THAT MPA #54 IS LIMITED TO ORAL INTERPRETERS. SEE MPA #358 FOR SIGN LANGUAGE INTERPRETATION.

TRANSLATORS ARE CONSIDERED TO BE INDIVIDUALS WHO TRANSLATE THE WRITTEN WORD.

<b>STATE PURCHASING AGENT</b>
Lorraine A. Hynes

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov). Delivery of goods or services as described herein shall be deemed acceptance of these requirements



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INTERPRETING AND TRANSLATION SERVICES MPA 54	
<b>Award Number</b> 3257794	<b>Effective Period:</b> 01-DEC-11 - 31-DEC-12

<b>S H I P  T O</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States
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<b>Date:</b>	30-NOV-11
<b>Buyer:</b>	C McGurn
<b>Shipping:</b>	Paid
<b>Terms:</b>	NET 30
<b>Vendor#:</b>	39778

<b>I N V O I C E</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States
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Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

CERTIFIED TRANSLATORS INTERPRETERS ARE CONSIDERED TO BE INDIVIDUALS WHO HAVE SUCCESSFULLY COMPLETED AN APPROVED, RECOGNIZED ACCREDITATION PROGRAM(S).

PHASE IN CERTIFICATION;  
WITHIN 30 DAYS AFTER EACH STATE FISCAL YEAR (JUNE 30), ALL CONTRACTORS MUST PROVIDE VALID CERTIFICATION. CERTIFICATION WILL BE REVIEWED. IMPROPER CERTIFICATION WILL RESULT IN IMMEDIATE REMOVAL FROM THE QUALIFIED SERVICES. BY THE END OF YEAR ONE OF THE MPA AWARD, NO LESS THAN ONE FIFTH OF ELIGIBLE STAFF SHALL BE CERTIFIED. BY THE END OF YEAR TWO OF THE MPA AWARD, NO LESS THAN TWO FIFTHS OF ELIBIBLE STAFF SHALL BE CERTIFIED. BY THE END OF YEAR THREE OF THE MPA AWARD, THREE FIFTHS OF ELIGIBLE STAFF SHALL BE CERTIFIED. BY THE END OF YEAR FOUR OF THE MPA AWARD, FOUR FIFTHS OF ELIGIBLE STAFF SHALL BE CERTIFIED. BY THE END OF YEAR FIVE OF THE MPA AWARD, ALL ELIBIBLE STAFF SHALL BE CERTIFIED. ELIGIBLE STAFF ARE THOSE INTERPRETERS/TRANSLATORS FOR WHOM A CERTIFICATION EXAM (WRITTEN AND ORAL) IS AVAILABLE FROM THE CCHI OR THE NBCMI IN THE LANGUAGE(S) FOR WHICH THE STAFF ARE HIRED TO INTERPRET.

RECORDS RETENTION  
ALL RECORDS, BOOKS, AND DOCUMENTS REASONABLY RELATED TO THIS CONTRACT SHALL BE MAINTAINED AND KEPT BY CONTRACTOR FOR A MINIMUM OF THREE (3) YEARS AFTER TERMINATION OR EXPIRATION OF THIS CONTRACT. IF ANY LITIGATION, CLAIM, OR AUDIT INVOLVING THESE DOCUMENTS AND/OR RECORDS BEGINS BEFORE THE SPECIFIED PERIOD EXPIRES, CONTRACTOR MUST KEEP THE RECORDS AND DOCUMENTS FOR NOT LESS THAN THREE (3) YEARS AND UNTIL ALL LITIGATION, CLAIMS, OR AUDIT FINDINGS ARE RESOLVED, WHICHEVER IS LATER. CONTRACTOR IS STRICTLY PROHIBITED FROM DESTROYING OR DISCARDING ANY RECORDS, BOOKS, OR OTHER DOCUMENTS REASONABLY RELATED TO THIS CONTRACT, UNLESS THE TIME PERIOD FOR MAINTAINING SUCH UNDER THIS SUBSECTION HAS LAPSED.

DOCUMENTATION OF SERVICES PERFORMED  
INTERPRETERS SHALL SIGN IN AND SIGN OUT ON A DAILY BASIS FOR EACH DAILY ASSIGNMENT/SERVICE WITH EACH REQUESTING COURT(S) AND/OR USER DEPARTMEN(S). WRITTEN DOCUMENTATION OF THE SERVICES PERFORMED SHALL INCLUDE ACTUAL ARRIVAL AND DEPARTURE TIME, CAUSE OR CASE NUMBER, AND BE SIGNED BY THE PRESIDING JUDGE OR AUTHORIZED COURT OR DEPARTMENT. A COPY OF THE SIGN-IN/SIGN-OUT FORM MUST BE LEFT WITH EACH REQUESTING COURT(S) AND/OR USER DEPARTMENT(S). STATE WILL ONLY PAY THE MINIMUM SERVICE FEE/CHARGE OR THE HOURS ACTUALLY WORKED (EXCLUDING LUNCH), OR WHICHEVER IS GREATER, FOR EACH ASSIGNMENT AS OUTLINED IN

<b>STATE PURCHASING AGENT</b>
Lorraine A. Hynes

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<b>S H I P  T O</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States
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<b>Date:</b>	30-NOV-11
<b>Buyer:</b>	C McGurn
<b>Shipping:</b>	Paid
<b>Terms:</b>	NET 30
<b>Vendor#:</b>	39778

<b>I N V O I C E</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States
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Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

CONTRACTOR'S PAY RATES. THE STATE FORM USED FOR WRITTEN DOCUMENTATION OF SERVICE PERFORMED SHALL BE FOR THE PURPOSE OF DETERMINING THE LANGUAGE INTERPRETED/TRANSLATED AND THE TIME SPENT; HOWEVER, THE FORM DOES NOT DIRECTLY DETERMINE CONTRACTOR'S FEE. THE DETERMINATION OF THE FEE THE CONTRACTOR CHARGES THE STATE IS BASED ON THE RELEVANT RATE AS DELINEATED IN THE BID PROPOSAL SECTION MULTIPLIED BY THE DOCUMENTED HOURS.

### MEETINGS

CONTRACTOR IS REQUIRED TO HOLD AT LEAST TWO (2) MEETINGS WITH VARIOUS STATE COURTS AND/OR USER DEPARTMENTS DURING THE TERM OF THIS CONTRACT AND AT LEAST ONE (1) MEETING ONE (1) MONTH PRIOR TO ANY RENEWAL OF THIS CONTRACT IF STATE FINDS IT NECESSARY. AS REQUESTED BY STATE, THE PARTIES SHALL PERIODICALLY MEET AT A LOCATION DESIGNATED BY THE PARTIES OR CONDUCT A TELEPHONE CONFERENCE CALL TO DISCUSS THE PERFORMANCE OF THE PARTIES' RESPECTIVE OBLIGATIONS HEREUNDER. IN ORDER TO FACILITATE PROPER MANAGEMENT OF THE PERFORMANCE OF THIS CONTRACT, CONTRACTOR SHALL, AT EACH SUCH MEETING, PROVIDE STATE WITH WRITTEN DOCUMENTATION OF ANY PROBLEM OR CIRCUMSTANCE ENCOUNTERED BY CONTRACTOR WHICH (i) MAY PREVENT OR TEND TO PREVENT CONTRACTOR FROM COMPLETING ANY OF ITS OBLIGATIONS HEREUNDER, OR (ii) MAY CAUSE OR TEND TO CAUSE STATE TO GENERATE UNNECESSARY OR EXCESSIVE FEES OR OTHER CHARGES UNDER THIS CONTRACT.

### BACKGROUND CHECK

THE STATE RESERVES THE RIGHT TO CONDUCT CRIMINAL BACKGROUND CHECKS ON ANY AND ALL OF CONTRACTOR'S PERSONNEL ASSIGNED TO THIS CONTRACT, INCLUDING INTERPRETERS/TRANSLATORS PROVIDING SERVICES HEREUNDER. IN THE EVENT AN INDIVIDUAL'S FILE/BACKGROUND CHECK PROVES OTHER THAN SATISFACTORY, AS DETERMINED SOLELY BY STATE, STATE RESERVES THE RIGHT TO HAVE THE INDIVIDUAL(S) IMMEDIATELY REMOVED FROM PERFORMING UNDER THIS CONTRACT AND REPLACED BY ACCEPTABLE PERSONNEL AT NO ADDITIONAL COST TO STATE.

### REPORTING

CONTRACTOR AGREES TO SUBMIT ALL REQUIRED DOCUMENTATION AND REPORTS ON A TIMELY BASIS AND IN ACCORDANCE WITH THE SPECIFIED TIME FRAMES PURSUANT TO THIS CONTRACT. PENALTIES FOR DELINQUENT REPORTING MAY INCLUDE WITHHOLDING OF PAYMENTS UNTIL SUCH TIME ALL REPORTS ARE RECEIVED, CANCELLATION AND/OR TERMINATION OF THIS CONTRACT WITH NO OBLIGATION TO PAY FOR UNDOCUMENTED SERVICES, OR BOTH. CONTRACTOR SHALL NOT BE RESPONSIBLE, AND SHALL NOT BE PENALIZED, FOR STATE'S LOSS OF DOCUMENTATION AND REPORTS.

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INTERPRETING AND TRANSLATION SERVICES MPA 54	
<b>Award Number</b> 3257794	<b>Effective Period:</b> 01-DEC-11 - 31-DEC-12

<b>S H I P  T O</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States
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<b>Date:</b> 30-NOV-11
<b>Buyer:</b> C McGurn
<b>Shipping:</b> Paid
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<b>Vendor#:</b> 39778

<b>I N V O I C E</b>	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST,RI MPA United States
--	--

Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

AUDIT  
THE STATE AUDITOR, IT ASSIGNS, OR ANY OTHER GOVERNMENTAL ENTITY APPROVED BY THE STATE SHALL HAVE THE UNRESTRICTED RIGHT TO AUDIT ALL DATA OR DOCUMENTS RELATED TO THIS CONTRACT. SUCH DATA SHALL BE FURNISHED IN CONTRACTOR'S OFFICES AT A MUTUALLY CONVENIENT TIME WITHIN A REASONABLE TIME. SHOULD STATE DETERMINE IT REASONABLY NECESSARY, CONTRACTOR SHALL MAKE ALL OF ITS RECORDS, BOOKS, AND DOCUMENTS REASONABLY RELATED TO THIS CONTRACT AVAILABLE TO AUTHORIZED STATE PERSONNEL, AT REASONABLE TIMES AND WITHIN REASONABLE PERIODS, FOR INSPECTION OR AUDITING PURPOSES OR TO SUBSTANTIATE THE PROVISIONS OF SERVICES UNDER THIS CONTRACT.

<b>STATE PURCHASING AGENT</b>
Lorraine A. Hynes

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**State of Rhode Island Department of Administration Division of Purchases**

*\*Pricing effective 12/01/2011 - 12/31/2016*

**For On-Site Interpretation:**

**Rate per Hour**

Language (List by dialect if applicable)

Spanish

\$60.00

French, Italian, Portuguese, German

\$60.00

Arabic

\$60.00

Slavic and Baltic Languages

\$65.00

Indian Languages/Dialects

\$70.00

Scandinavian/Nordic Languages

\$70.00

African Languages/Dialects

\$70.00

Asian and Southeast Asian Languages

\$70.00

Haitian-Creole

\$60.00

American Sign Language (2 hour minimum)

\$65.00

Standard notice requested (# business days)

48 hours

Rate per hour for certified interpreter

additional \$10.00 per hour

Rate per hour for uncertified interpreter

n/a

Rate per hour for certified interpreter for emergency (service within 24 hours of request)

additional \$10.00 per hour

Rate per hour for uncertified interpreter for emergency (within 24 hours of request)

n/a

***\*Please note: thebigword only utilizes certified interpreters; however, should you require specialized certification (e.g. court certification) an additional \$10.00 per hour will apply***



**For Over-the-Phone Interpretation:**

\$0.85 per minute (all languages)

**For Translation:**

<b>Language (List by dialect if applicable)</b>	<b><u>Per Word Rate</u></b>
Spanish	\$0.13
Portuguese	\$0.15
Cambodian	\$0.18
Russian	\$0.15
French	\$0.17
German	\$0.15
Italian	\$0.16
Polish	\$0.14
Chinese	\$0.14
Japanese	\$0.20
Korean	\$0.20
Thai	\$0.18
Czech	\$0.15
Greek	\$0.18
Hindi	\$0.20
Tagalog	\$0.20

\*All other languages

Pricing provided on demand -  
approximately \$0.15 - \$0.23

Standard Turnaround Time (# business days)  
Rate per hour for certified translator

2,000 words per day per linguist  
n/a

Rate per hour for uncertified translator n/a

Rate per hour for certified translator for emergency (deliverable within 24 hours of request) n/a

Rate per hour for uncertified translator for emergency (deliverable within 24 hours of request) n/a

***\*Please note: There is no hourly fee as all translation costs are absorbed fully within the per word rates***

**For Translation Review:**

Layout of languages with unique fonts (e.g. Khmer, Russian, Arabic) per hour \$45.00 per hour  
Language (List by dialect if applicable) \$55.00 per hour  
Standard Turnaround Time (# business days) 8,000 per words per day, per linguist  
Rate per hour for certified translator \$55.00 per hour  
Rate per hour for uncertified translator \*n/a  
Rate per hour for certified review for emergency (deliverable within 24 hours of request) \$55.00 per hour

Rate per hour for uncertified review for emergency (deliverable within 24 hours of request) n/a

***\*Please note: thebigword only utilizes certified translators***