



State of New Mexico  
General Services Department  
Purchasing Division

Statewide Price Agreement Amendment Cover Page

**Awarded Vendor:**  
**0000110933**  
**Voiance Language Services, LLC**  
**2650 E. Elvira Road, Suite 132**  
**Tucson, AZ 85756-7123**  
  
Bill Martin  
Email: [bmartin@voiance.com](mailto:bmartin@voiance.com)  
Telephone No.: **866-742-9080 ext. 1708**  
Cell: **480-258-3430**

Price Agreement Number: **90-000-18-00003AG**

Price Agreement Amendment No.: **Two**

Term: **November 4, 2019 - November 3, 2022**

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

Procurement Specialist: **Travis Dutton-Leyda** *JDL*

Telephone No.: **505-795-1076**

Email: **travis.dutton-leyda@state.nm.us**

**Invoice:**  
As Requested at time of order

Title: **On-Demand Remote Interpreting (OPI and VRI) and Document Translation**

**This Price Agreement Amendment is to be attached to the respective Master Agreement and Participating Addendum and become a part thereof.**

**Amend the agreement as follows:**

- 1. In accordance with Price Agreement provisions, and by mutual agreement of all parties, this Price Agreement is extended from November 4, 2021 to November 3, 2022, terms and conditions.**
- 2. Replace Attachment C: Cost as shown below.**
- 3. The Agreement does not include medical or legal interpretation.**

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

**NASPO ValuePoint**  
**Master Agreement Amendment # 2**  
NASPO ValuePoint Master Agreement for  
On-Demand Remote Interpreting (OPI and VRI) and Document  
Translation  
90-000-18-00003AA



THIS AMENDMENT No. 2 to the NASPO ValuePoint Master Agreement and New Mexico Participating Addendum (“Agreement” or “Contract”) for On-Demand Remote Interpreting (OPI and VRI) and Document Translation is entered into by and between the **State of New Mexico, General Services Department, State Purchasing Division**, hereinafter referred to as the “Lead State” or a “Participating Entity” and **Voiance Language Services, LLC**, hereinafter referred to as the “Contractor” and collectively referred to as the “Parties.”

IT IS MUTUALLY AGREED BETWEEN THE PARTIES THAT THE FOLLOWING PROVISION OF THE ABOVE-REFERENCED MASTER AGREEMENT IS AMENDED AS FOLLOWS:

**In accordance with Price Agreement provisions, and by mutual agreement of all parties, this Price Agreement is extended from November 4, 2021 to November 3, 2022 at the same price, terms and conditions.**

**Also, replace Attachment C: Cost as shown below.**

**All other articles of the original Master Agreement and New Mexico Participating Addendum remain the same.**

IN WITNESS WHEREOF, the Parties hereby execute this Agreement, which will take effect on the last signature date of the required approval authorities below. Each of the signatories, below, may execute this Agreement by hard copy original, facsimile, digital or electronic signature, any of which shall be deemed to be a true and original signature hereunder.

By: *J. Austin Wade, Senior Vice President* Date: 8/4/2021  
J. Austin Wade, Senior Vice President  
Voiance Language Services, LLC

Approved for legal sufficiency:

By: *Paul Kippert* Date: 8/5/2021  
Paul Kippert  
General Services Department, State Purchasing Division

The records of the Taxation and Revenue Department reflect that the Contractor is registered with the Taxation and Revenue Department of the State to pay gross receipts and compensating taxes:

CRS ID Number: **All services performed out of state.**

**NOTE: Taxation and Revenue is only verifying the registration and will not confirm or deny taxability statements contained in this contract.**

By: *Ann Marie Lucero* Date: 8/5/2021  
Taxation & Revenue Department

This Agreement has been approved by the State Purchasing Agent:

By: *Valerie Paulk* Date: 8/5/2021  
Purchasing Agent  
State of New Mexico

This amendment was signed on behalf of the State Purchasing Agent

## 90-000-18-00003AG On-Demand Remote Interpreting (OPI and VRI) and Document Translation

**Attachment C: Cost**

All pricing includes the cost of Offer preparation, servicing of accounts, and complying with all contractual requirements for non-medical and non-court language interpretation. Unit Price is calculated on a *per minute/per word* basis for all languages specified in Attachment A and Attachment B, **as well as for all unlisted languages that may be provided through the resultant Contract.**

Net 30 days

<b>Item No.</b>	<b>Description</b>	<b>Unit Price</b>		
<b>Over-the-Phone Interpretation</b>				
1a.	Over-the-Phone Interpretation (OPI) Services for the most requested language: <b>Spanish</b>	\$	<b>0.69</b>	/min
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	\$	<b>0.69</b>	/min.
1c.	Over-the-Phone Interpretation (OPI) Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$	<b>0.69</b>	/min
1d.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in <i>Attachment B</i> , <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.69</b>	/min.
<b>Video Remote Interpretation</b>				
2a.	Video Remote Interpretation (VRI) Services for the top VRI language: American Sign Language (ASL) if other than proposed for 2b.	\$	<b>1.25</b>	/min.
2b.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	<b>0.69</b>	/min.
2c.	Video Remote Interpretation (VRI) Services for all other languages specified Attachment B <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.69</b>	/min
<b>Document Translation Services</b>				
3a.	Standard Document Translation Services for the most requested language: <b>Spanish</b>	\$	<b>0.12</b>	/word
3b.	Standard Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	<b>0.21</b>	/word
3c.	Standard Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$	<b>0.18</b>	/word
3d.	Standard Document Translation Services for all other languages specified in <i>Attachment B</i> , <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.26</b>	/word

Item No.	Description	Unit Price		
<b>Document Translation Services</b>				
3e.	Expedited Document Translation Services for the most requested language: <b>Spanish</b>	\$	<b>0.15</b>	/word
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	\$	<b>0.23</b>	/word
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	\$	<b>0.26</b>	/word
3h.	Expedited Document Translation Services for all other languages specified in <i>Attachment B</i> , <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.32</b>	/word
3i.	Desktop Publishing (DTP)	\$	<b>65.00</b>	/hour
3j.	Minimum Charge	\$	<b>90.00</b>	project
<b>Combined Services for Over-the Phone and Video Remote Interpretation</b>				
4a.	Over-the Phone Interpretation (OPI) Services for twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	<b>0.69</b>	/min.
4b.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in <i>Attachment B</i> , <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.69</b>	/min.
4c.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$	<b>0.69</b>	/min.
4d.	Video Remote Interpretation (VRI) Services for all other languages specified in <i>Attachment B</i> , <b>as well as for all unlisted languages that may be provided through the resultant Contract.</b>	\$	<b>0.69</b>	/min.
4e.	Video Remote Interpretation (VRI) Services for American Sign Language (ASL) if other than proposed for 4b.	\$	<b>1.25</b>	/min.

Item No.	Optional Pricing Models (optional – not included in cost evaluation)	Equipment Available	Cost or % Discount off MSRP
<b>6.</b>	Offerors should submit any associated equipment available for use under the resultant contract. (Include additional rows/columns as necessary to include all available options)		
	Analog	<b>See below</b>	
	Digital		

<b>Item No.</b>	<b>Optional Pricing Models</b>	<b>Equipment Available</b>	<b>Cost or % Discount off MSRP</b>
	Dual Handset Phones (corded)	<b>Waived</b>	100%
	Dual Cordless Phones, optional	<b>\$5.95/month</b>	N/A
	Lost or Damaged Phone Replacement	<b>\$50.00 each</b>	N/A
	Splitters for facility phones	<b>\$8.00 each</b>	N/A
	Tablet Mobile Unit (TMU) w/iPad – Lease 12 Month Minimum	<b>\$69.95/month plus tax, if applicable, for no less than 12 months</b>	N/A
	Tablet Mobile Unit (TMU) w/iPad – Lease 12 Month Minimum	<b>\$1,395.00 plus tax, if applicable</b>	N/A
	Flex Elite Stand/Cart w/iPad Pro – Lease 12 Month Minimum	<b>\$99.95/ month plus tax, if applicable, for no less than 12 months</b>	N/A
	Flex Elite Stand/Cart w/iPad Pro – Purchase	<b>\$1,895.00 plus tax, if applicable</b>	N/A
	Flex Elite Stand/Cart Only w/Bracket	<b>\$1,069.00 plus tax, if applicable</b>	N/A

**Certificate Of Completion**

Envelope Id: B499631795AF47D9B921B94B10893404  
 Subject: Please DocuSign: 90-000-18-00003AG A002  
 Source Envelope:  
 Document Pages: 6  
 Certificate Pages: 5  
 AutoNav: Enabled  
 Envelopeld Stamping: Enabled  
 Time Zone: (UTC-07:00) Mountain Time (US & Canada)

Status: Completed  
  
 Envelope Originator:  
 Travis Dutton-Leyda  
 13 Bataan Blvd  
 Santa Fe, NM 87508  
 travis.dutton-leyda@state.nm.us  
 IP Address: 73.127.219.222

**Record Tracking**

Status: Original 8/4/2021 12:58:12 PM	Holder: Travis Dutton-Leyda travis.dutton-leyda@state.nm.us	Location: DocuSign
Security Appliance Status: Connected	Pool: StateLocal	
Storage Appliance Status: Connected	Pool: GSD	Location: DocuSign

**Signer Events**

J. Austin Wade, Senior Vice President  
 AWade@cyracom.com  
 Senior Vice President  
 Security Level: Email, Account Authentication  
 (None)

**Signature**

*J. Austin Wade, Senior Vice President*

Signature Adoption: Pre-selected Style  
 Using IP Address: 74.187.200.42

**Timestamp**

Sent: 8/4/2021 1:02:04 PM  
 Viewed: 8/4/2021 1:05:58 PM  
 Signed: 8/4/2021 1:06:45 PM

**Electronic Record and Signature Disclosure:**

Accepted: 8/4/2021 1:05:58 PM  
 ID: 2a94b50d-feba-4cb7-bb1d-fc3a957178e4

Ann Marie Lucero  
 AnnMarie.Lucero@state.nm.us  
 Tax Examiner Supervisor  
 State of New Mexico, Dept of Information  
 Technology  
 Signing Group: 33300 - CRS Verification  
 Security Level: Email, Account Authentication  
 (None)

*Ann Marie Lucero*

Signature Adoption: Pre-selected Style  
 Using IP Address: 164.64.133.193

Sent: 8/4/2021 1:06:47 PM  
 Viewed: 8/5/2021 9:48:14 AM  
 Signed: 8/5/2021 9:48:22 AM

**Electronic Record and Signature Disclosure:**

Accepted: 6/2/2020 2:28:54 PM  
 ID: 4e14c1ed-cee7-47c4-9f77-dc41a9cef910

Paul Kippert  
 Paul.Kippert@state.nm.us  
 State of New Mexico, Dept of Information  
 Technology  
 Security Level: Email, Account Authentication  
 (None)

*Paul Kippert*

Signature Adoption: Pre-selected Style  
 Using IP Address: 164.64.62.10

Sent: 8/5/2021 9:48:24 AM  
 Viewed: 8/5/2021 10:07:48 AM  
 Signed: 8/5/2021 10:07:59 AM

**Electronic Record and Signature Disclosure:**

Accepted: 9/9/2020 1:49:21 PM  
 ID: 666bb93b-caef-4912-aa64-05b4aa8bcffb

Vanessa LeBlanc  
 Vanessa.LeBlanc@state.nm.us  
 New Mexico General Services  
 Security Level: Email, Account Authentication  
 (None)

*VL*

Signature Adoption: Pre-selected Style  
 Using IP Address: 76.127.41.204

Sent: 8/5/2021 10:08:01 AM  
 Viewed: 8/5/2021 10:24:49 AM  
 Signed: 8/5/2021 10:30:27 AM

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

Travis Dutton-Leyda  
 travis.dutton-leyda@state.nm.us  
 IT & Construction Bureau Chief  
 New Mexico General Services, State Purchasing  
 Division  
 Security Level: Email, Account Authentication  
 (None)




Signature Adoption: Pre-selected Style  
 Using IP Address: 164.64.62.10

Sent: 8/5/2021 10:30:29 AM  
 Viewed: 8/5/2021 10:48:19 AM  
 Signed: 8/5/2021 10:48:30 AM

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

Valerie Paulk  
 valerie.paulk@state.nm.us  
 Signed of Behalf of State Purchasing Agent  
 New Mexico General Services  
 Security Level: Email, Account Authentication  
 (None)



Signature Adoption: Pre-selected Style  
 Using IP Address: 174.205.0.226  
 Signed using mobile

Sent: 8/5/2021 10:48:32 AM  
 Viewed: 8/5/2021 10:49:03 AM  
 Signed: 8/5/2021 10:49:43 AM

**Electronic Record and Signature Disclosure:**  
 Accepted: 5/29/2020 9:40:59 AM  
 ID: f12ca6d0-7cba-4de4-b58f-8180244887ff

In Person Signer Events	Signature	Timestamp
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Editor Delivery Events	Status	Timestamp
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Agent Delivery Events	Status	Timestamp
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Intermediary Delivery Events	Status	Timestamp
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Certified Delivery Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
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Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Envelope Sent	Hashed/Encrypted	8/4/2021 1:02:04 PM
Certified Delivered	Security Checked	8/5/2021 10:49:03 AM
Signing Complete	Security Checked	8/5/2021 10:49:43 AM
Completed	Security Checked	8/5/2021 10:49:43 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure
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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.