Quantity Purchase Agreement With The State Of Indiana

Qty Purchase Agreement QPA Number		Page
0000000000000000000013336		1 of 2
Requisition Nbr.:	Telephonic Interpretation	
Effective Date:	01/01/2015	
Expiration Date:	11/30/2020	
Agency Number:		
Facility:	ASA-14-69	
Vendor ID:	0000320968	
Vendor Telephone Nbr:		
Name Of Contact Pers:		
Contact Email:		
FAX Number:		

Vendor Remit to: PROPIO LS LLC
PO BOX 12204
OVERLAND PARK KS 66282-2204

Name and Address of Vendor: PROPIO LS LLC
PO BOX 12204
OVERLAND PARK KS 66282-2204

In accordance with your bid, submitted in response to the above referenced solicitation, the Vendor agrees that the Indiana Department of Administration, Procurement Division, has the option to purchase the items listed below under the terms of this agreement.
The Vendor agrees to charge these prices for any products ordered on any QPA release received after the expiration of the QPA but issued prior to the expiration date.
The quantity listed herein is an estimate of the requirements. The state may order substantially more or substantially less pursuant to the terms of this agreement.
Orders are to be delivered only upon receipt of properly approved Quantity Purchase Award Release.

This is a request to establish a Quantity Purchase Agreement for telephonic interpretive services. QPA can be mutually renewed yearly for two additional years under the same terms and conditions. Renewals subject to the approval of the Department of Administration and the State Budget Agency. Total term of this agreement including all renewals, shall not exceed four years.

Services are available 24/7, with no additional charges for after-hours calls.

Tips for Working with a Telephone Interpreter:

1. If you expect the call to last more than 30 minutes, tell the interpreter at the beginning. Interpreters accept scheduled assignments and adjust their on-demand call time accordingly.

2. Always speak in first person, just as you would in normal conversation. For example, say, “Do you have a fever?” rather than, “Ask her if she has a fever.”

3. When using a speakerphone, make sure all parties speak clearly and loud enough to allow the interpreter to accurately provide service. Be close to the speakerphone when talking.

4. After speaking a few sentences, pause to give interpreter time to interpret.

5. If several people are on the conference call, manage the discussion. Discourage side-conversations that the interpreter will not hear.

6. Please note that static and poor audio connections can be caused by any party on the line. If audio interference makes it difficult to communicate, have all parties hang up and reinitiate the call. If this approach fails, call Propio’s customer service at 1-888-528-6692, option 0, and ask for assistance.

Instructions for using this contract:

- Dial the unique 800 number provided to your agency and/or division.

- Press 1 for Spanish or 2 for all other languages.

- If non-Spanish, enter the appropriate two-digit language code found on card provided by vendor.

- Enter four-digit account number found on the card provided by the vendor. Authorized users may be asked intake questions as requested by their agencies.

For billing or account questions, or to establish an account with this vendor, please contact Windy Taylor, wtaylor@propio-ls.com, (913) 396-6045, ext. 1015. The contract manager for this QPA is Jacob Pardue, who can be contacted at jpardue1@idoa.in.gov for all other questions.

Line Number	Quantity	UNIT	Article and Description	Unit Price
1	99,999,999.00	EA	000000000100231643 Telephonic Interpreter Spanish, per minute	0.5600
2	99,999,999.00	EA	000000000100231644 Telephonic Interpreter non-Spanish, per minute	0.7300

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Line Number	Quantity	UNIT	Article and Description	Unit Price
		The following UN/CEFACT Unit of Measure Common Codes are used in this document:		
		EA	Each	

Signature of Purchasing Officer	**Typed Name**	**Signature Of Approval Office Of the State Attorney General**	
	Date Signed	**Typed Name**	**Date Signed**
Authorized Signature	**Indiana Department Of Administration Procurement Division 402 West Washington Street, Rm W468 Indianapolis, Indiana 46204 Telephone: (317) 232-3150**		