

**Quantity Purchase Agreement
With The State Of Indiana**

Qty Purchase Agreement QPA Number 000000000000000000050146	Page 1 of 2
Requisition Nbr.:	Interpretation Services
Effective Date:	01/08/2021
Expiration Date:	02/01/2024
Agency Number:	
Facility:	ASA 20-1311
Vendor ID:	0000320968
Vendor Telephone Nbr:	
Name Of Contact Pers:	
Contact Email:	ACCOUNTING@PROPIO-LS.COM
FAX Number:	

Vendor: PROPIO LS LLC
Remit to: 10801 MASTIN ST
STE 580
OVERLAND PARK KS 66210

Name and Address of Vendor: PROPIO LS LLC
10801 MASTIN ST
STE 580
OVERLAND PARK KS 66210

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.**

Line Number	Quantity	UNIT	Article and Description	Unit Price
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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 Victor Lewis, VLewis@propio-ls.com, (913) 538-4433. IDOA Vendor Manager: Kristine Kruger, available at KrKruger@idoa.in.gov

2	99,999,999.00 EA	00000000100376823	Telephonic Interpreter, Spanish per min.	0.4700
3	99,999,999.00 EA	00000000100376824	Telephonic Interpreter, Burmese per min.	0.6500
4	99,999,999.00 EA	00000000100376825	Telephonic Interpreter, Chin per min.	0.6500
5	99,999,999.00 EA	00000000100376826	Telephonic Interpreter, Arabic per min.	0.6500
6	99,999,999.00 EA	00000000100376827	Telephonic Interpreter, French per min.	0.6500
7	99,999,999.00 EA	00000000100376828	Telephonic Interpreter, Karen per min.	0.6500
8	99,999,999.00 EA	00000000100376829	Telephonic Interpreter, Vietnamese per min.	0.6500
9	99,999,999.00 EA	00000000100376830	Telephonic Interpreter, Swahili per min.	0.6500
10	99,999,999.00 EA	00000000100376831	Telephonic Interpreter, Mandarin per min.	0.6500
11	99,999,999.00 EA	00000000100376832	Telephonic Interpreter, Kinyarwanda per min.	0.6500
12	99,999,999.00 EA	00000000100376833	Telephonic Interpreter, Non-Core Language per min.	0.6500

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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		