



**MASTER AGREEMENT CONTRACT AMENDMENT**

DATE: 12/30/2024
ADVANTAGE CONTRACT (Master Agreement) #: MA 18P 1901170000000000085
CONTRACTED SERVICE: In-Person Spoken Language Interpreting Services

This Contract Amendment is between the following State of Maine Department and Provider:

<b>STATE OF MAINE DEPARTMENT</b>		
DEPARTMENT NAME: Department of Administrative and Financial Services		
ADDRESS: 111 Sewall Street, Burton Cross Building		
CITY: Augusta	STATE: ME	ZIP CODE: 04333-0009

<b>PROVIDER</b>		
PROVIDER NAME: House of Languages, Inc.		
ADDRESS: 151 Newbury Street		
CITY: Portland	STATE: ME	ZIP CODE: 04101
PROVIDER'S VENDOR CUSTOMER #: VC0000200467		

Each signatory below represents that the person has the requisite authority to enter into this Contract. The parties sign and cause this Contract Amendment to be executed.

Department of Administrative and Financial Services, Division of Procurement Services

Provider House of Languages, Inc.

DocuSigned by:  
  
 2A644AF5681F482...

Signed by:  
  
 5AE9C5521EBA485...

David Morris, Acting Chief Procurement Officer  
Date 12/30/2024

Dologormaa Hersom  
Date 12/30/2024

**AMENDMENT**

The contract is hereby amended as follows:

<input checked="" type="checkbox"/>	Amended Period:	Original Start Date: 5/1/2019      Current End Date: 12/31/2024 Amendment Start Date: 1/1/2025      New End Date: 1/31/2026 Reason: Extend contract to allow time for a new competitive process.
<input checked="" type="checkbox"/>	Amended Contract Amount:	Extend at current contracted rates.
<input type="checkbox"/>	Amended Scope of Work:	The Scope of work in Rider A is amended as follows:

All other terms and conditions of the original contract and subsequent contract amendments remain in full force and effect.

Service Category	Hourly Rate for Weekdays, 8AM – 5 PM	Hourly Rate for After-hours, weekends, and holidays
Standard In-Person Spoken Language Interpreting Services	\$60/hour	\$75/hour
Short Notice In-Person Spoken Language Interpreting Services	\$60/hour	\$75/hour
Emergency In-Person Language Interpreting Services	\$60/hour	\$75/hour
Legal In-Person Spoken Language Interpreting Services	\$75/hour	\$75/hour
Medical In-Person Spoken Language Interpreting Services	\$75/hour	\$75/hour
Pre-scheduled remote interpreter services over the phone or via third party platforms (Zoom, Google Meet, etc.)	\$60/hour	\$75/hour

**Location of Performance:** The location of performance has the potential to vary greatly, therefore, the interpreting services required by the State could take place anywhere that the State conducts its business. It is the responsibility of the Provider to ensure all interpreter assignments are the most cost-effective taking into consideration mileage and travel reimbursement.

**Mileage Reimbursement:** The State will reimburse for mileage of more than 10 miles (each way). Reimbursement shall be at the current State of Maine mileage rate currently at \$0.44 per mile. Local travel, 10 miles or fewer each way, is not reimbursed. Spoken language interpreters shall seek the

most practical direct route as determined by Google Maps. Any persons traveling by an indirect route shall assume extra expense incurred. Mileage allowance is calculated by this method: (Total Miles x \$0.44)

**Travel Reimbursement:** The State will reimburse for travel time more than two hours' round trip at one-half the interpreter's hourly rate.

Example: 6 hours (actual round-trip travel time) – 2 hours (non-billable travel time) = 4 hours (billable travel time) x \$20.00 (hourly rate \$40.00/2=\$20.00). \$80.00 (billable travel time)

**Minimum Guarantee for In-Person Spoken Language Interpreting Assignments:** Interpreters will be eligible to receive a minimum payment of two hours for their services, even if the assignment's duration is less than two hours.

**Cancellation Policy/No Show:** When a cancellation is necessary, the State will provide the Contractor with varying degrees of notice, depending on the number of service hours scheduled.

Table 1 below shows the variation between assignment length and notice given.

Table 1-Cancellation Notice and Corresponding Penalties.

Assignment Length	Cancellation Notice Given				
	Less than 2 business days	2 to 3 business days	4 to 5 business days	6 to 10 business days	More than 10 business days
Less than 3 hours	100% of scheduled service hours	Not billable	Not billable	Not billable	Not billable
3 or more hours in a single day	100% of scheduled service hours	100% of scheduled service hours	Not billable	Not billable	Not billable
2 to 3 days	100% of scheduled service hours	100% of scheduled service hours	100% of scheduled service hours	50% of scheduled service hours	Not billable
4 or more days	100% of scheduled service hours	100% of scheduled service hours	100% of scheduled service hours	100% of scheduled service hours	Not billable

The following considerations are considered for cancellations:

1. Billing for cancelled assignments shall be at the same hourly rate as the service category for the scheduled time period.
2. Billing shall apply for any *actual* travel time that the interpreter(s) incurred.
3. Full or partial cancellation of assignments greater than 10 business days will not be reimbursed for more than 10 cancelled business days. (For example, if an interpreter has a six-month assignment, and it is cancelled with less than 10 days' notice, per the chart above, then the State will only be liable to pay for up to 10 days of the six-month assignment, not the full six-months.)
4. Special conditions for cancellations may be negotiated, if necessary, at the time of each request by a State agency or any participating entity; otherwise the chart shown above shall apply. Such special conditions must be captured in writing and agreed upon by the State and the Contractor. (For example, the Administrative Office of the Courts may negotiate with a Contractor at the time of a service request to deviate from the cancellation policy above. Both the Contractor and the State must agree in writing, and the State is not bound to procure services through the Contractor if a satisfactory arrangement cannot be made.)