

## Vendor Cost Information

|                      |                         |   |
|----------------------|-------------------------|---|
| 207 Interpreters LLC |                         |   |
| Service Category     | Hourly Weekdays 8AM-5PM | Hourly After hours (weekends, holidays) |
| Standard             | \$50.00                 | \$65.00                                 |
| Short Notice         | \$50.00                 | \$65.00                                 |
| Emergency            | \$50.00                 | \$65.00                                 |
| Legal                | \$50.00                 | \$65.00                                 |
| Medical              | \$50.00                 | \$65.00                                 |

|                          |                         |   |
|--------------------------|-------------------------|---|
| Catholic Charities Maine |                         |   |
| Service Category         | Hourly Weekdays 8AM-5PM | Hourly After hours (weekends, holidays) |
| Standard                 | \$50.00                 | \$65.00                                 |
| Short Notice             | \$50.00                 | \$65.00                                 |
| Emergency                | \$50.00                 | \$65.00                                 |
| Legal                    | \$50.00                 | \$65.00                                 |
| Medical                  | \$50.00                 | \$65.00                                 |

|                    |                         |   |
|--------------------|-------------------------|---|
| House of Languages |                         |   |
| Service Category   | Hourly Weekdays 8AM-5PM | Hourly After hours (weekends, holidays) |
| Standard           | \$50.00                 | \$75.00                                 |
| Short Notice       | \$50.00                 | \$75.00                                 |
| Emergency          | \$50.00                 | \$75.00                                 |
| Legal              | \$50.00                 | \$75.00                                 |
| Medical            | \$50.00                 | \$75.00                                 |

|                        |                         |   |
|------------------------|-------------------------|---|
| Interpreters Unlimited |                         |   |
| Service Category       | Hourly Weekdays 8AM-5PM | Hourly After hours (weekends, holidays) |
| Standard               | \$44.99                 | \$59.99                                 |
| Short Notice           | \$44.99                 | \$59.99                                 |
| Emergency              | \$44.99                 | \$59.99                                 |
| Legal                  | \$44.99                 | \$59.99                                 |
| Medical                | \$44.99                 | \$59.99                                 |

|                        |                         |   |
|------------------------|-------------------------|---|
| Maine Language Connect |                         |   |
| Service Category       | Hourly Weekdays 8AM-5PM | Hourly After hours (weekends, holidays) |
| Standard               | \$44.00                 | \$60.00                                 |
| Short Notice           | \$44.00                 | \$60.00                                 |
| Emergency              | \$44.00                 | \$60.00                                 |
| Legal                  | \$44.00                 | \$60.00                                 |
| Medical                | \$44.00                 | \$60.00                                 |

**Location of Performance:** 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.

## Contacting and Scheduling an In-person Spoken Language Interpreter

All in-person interpretation vendors listed below received contracts based on a competitive process. Therefore, each department or agency is free to choose the vendor with which it would like to work by using the information below. Contracts are available on Purchases website

<https://www.maine.gov/dafs/bbm/procurementservices/reports/statewide-contracts/in-person-spoken-language-interpreting>

***Be sure to agree upon an estimated total price for the appointment (including travel, if applicable) in advance.***

Once you have agreed upon an estimated total price with the vendor and scheduled the interpreter appointment, follow these instructions ([AdvantageME Delivery Order Instructions](#)) to create a Delivery Order against the Master Agreement (MA) number shown below the vendor's name. When you receive the invoice after the service has been provided, **payment must be made within 30 days from when you receive the invoice.** You may need to contact your Service Center to accomplish this part of the process, which will vary by department.

|   |   |   |  |
|---|---|---|--|
| Vendor Name:  | 207 Interpreters, LLC, 445 Maine Street, Suite 7, Saco, ME 04072  |   |  |
| Master Agreement #  | 18P- 19011500000000000082   |   |  |
| Point(s) of Contact<br>General Information: Setting up an account: Quality Resolution: Billing/Invoicing Questions: | Name:<br>Benoit Akoa<br>Benoit Akoa<br>Julia Cassango/Benoit Akoa<br>Benoit Akoa                                      | Telephone(s):<br>207-494-8004<br>207-494-8004<br>207-553-0913<br>207-494-8004 | Email:<br><a href="mailto:info@207interpreters.com">info@207interpreters.com</a><br><a href="mailto:benoit@207interpreters.com">benoit@207interpreters.com</a><br><a href="mailto:benoit@207interpreters.com">benoit@207interpreters.com</a><br><a href="mailto:invoice@207interpreters.com">invoice@207interpreters.com</a> |
| Scheduling Portal:  | <a href="https://207interpreters.ersp.biz">https://207interpreters.ersp.biz</a>                                       |   |  |
| Website:  | <a href="http://www.207interpreters.com">http://www.207interpreters.com</a>   |   |  |
| Printable Form  | Attached to this Master Agreement   |   |  |
| Request Form Fax #  | 888-428-4613  |   |  |
| Staff Training Request  | Benoit Akoa telephone: 207-553-0913 email: <a href="mailto:benoit@207interpreters.com">benoit@207interpreters.com</a> |   |  |

### How to Schedule an Interpreter At 207 Interpreters, LLC

#### By Fax or Email

- Step 1 - Call 207-494-8004 to setup an account
- Step 2 – Print form from this Master Agreement
- Step 3 - Fax Form to **888-428-4613** or email form to **interpreter@207interpreters.com**
- General Response Time 30 Minute to 1 hour

#### Via the Online Portal

- Step 1 Go to <https://207interpreters.ersp.biz> and click on "Customer"
- Step 2 Click on "My Account" in upper left corner and choose "Submit New Job".
- Step 3 Choose the consumer's name from the drop-down list or if the name is not listed write the name in the comments' box (optional)
- Step 4 Choose the language/service needed
- Step 5 Fill out other information and push a button "Submit Request"
- Use Comments box for languages not in the drop menu and we will add it, for future use.
- Interpreter Assigned appointment time will turn green.

|   |  |                                   |                                 |
|---|--|-----------------------------------|---------------------------------|
| Vendor Name:  | Catholic Charites Maine, 307 congress Street, Portland, ME 04101   |                                   |                                 |
| Master Agreement #  | 18P- 19012500000000000088  |                                   |                                 |
| Point(s) of Contact:<br>General Information & quality resolution;<br>Setting up an account & requesting services;<br>Billing questions  | Names:<br><br>Guyin Lucy Liu   | Telephone(s):<br><br>207-772-4517 | Emails:<br><br>gliu@ccmaine.org |
| Scheduling Portal:  | <a href="https://ccm.ersp.biz">https://ccm.ersp.biz</a> or <a href="https://www.ccmaine.org/language-partners/interpreter-services/interpreter-request">https://www.ccmaine.org/language-partners/interpreter-services/interpreter-request</a> |                                   |                                 |
| Website:  | <a href="https://www.ccmaine.org/language-partners">https://www.ccmaine.org/language-partners</a>  |                                   |                                 |
| Online Request Form:  | <a href="https://www.ccmaine.org/language-partners/interpreter-services/interpreter-request">https://www.ccmaine.org/language-partners/interpreter-services/interpreter-request</a>  |                                   |                                 |
| Other:  | Hardcopy Request Form attached   |                                   |                                 |
| <p><b>Catholic Charites Maine maintains secure online interpreter schedule at <a href="https://ccm.ersp.biz">https://ccm.ersp.biz</a></b><br/> <b>Contact Catholic Charites Maine at 207-523-2700 to obtain or establish your department's user name and password.</b></p> <p>Scheduling – Cheat Sheet attached to the Master Agreement</p> |  |                                   |                                 |

|  |   |   |   |
|--|---|---|---|
| Vendor Name:   | House of Languages, 151 Newbury Street, Portland, ME 04101  |   |   |
| Master Agreement #   | 18P- 19011700000000000085   |   |   |
| Point(s) of Contact<br>General Information & quality resolution:<br>Setting up an account & requesting services:<br>Billing questions: | Names:<br><br>Dolgormaa Hersom, President<br><br>Majlinda Mulla-Everett,<br>Interpreter Scheduler<br><br>Rick Hersom, Business<br>Manager | Telephone(s):<br><br>207-423-9962<br><br>207-590-8920<br><br>207-423-8664 | Emails:<br><br>dhersom@houseoflanguages.com<br><br><a href="mailto:int@houseoflanguages.com">int@houseoflanguages.com</a><br><br>billing@houseoflanguages.com |
| Scheduling Portal:   | <a href="https://hol.ersp.biz/">https://hol.ersp.biz/</a>   |   |   |
| Website:   | www.houseoflanguages.com  |   |   |
| Online Request Form:   | www.houseoflanguages.com/request-interpreter/   |   |   |

**House of Languages maintains secure online interpreter schedule at <https://hol.ersp.biz/>**  
**Contact House of Languages at 207-423-9962 to obtain or establish your department's user name and password.**

Once you have your login information:

1. Go to <https://hol.ersp.biz/> and click on "Customer Login"
2. Log in using the username and password provided to you by House of Languages staff. The username and password are not case sensitive
3. Click on "My Account" in upper left corner and choose "Submit New Job"
4. Choose the consumer's name from the drop-down list or if the name is not listed write the name in the Comments' box (optional)
5. Choose the language/service needed
6. Fill out other information and push a button "Submit Request". PO Number is not required.

If a location does not appear in the drop box it can be written in the comments' box and House of Languages' staff can add it, so next time it appears in the list.

Additional information related to the appointment, e.g. name of a specific interpreter you are requesting, location details, etc. can be added in the Comments box.

Once the interpreter is assigned to your appointment, the name of the interpreter will appear in green under the appointment time. You can click on the appointment to see the assigned interpreter's photo. eRSP does not send automatic notifications that the interpreter has been scheduled for your request, so you'd need to login to the calendar to see if the interpreter has been assigned.

|  |   |               |  |
|--|---|---------------|--|
| Vendor Name:   | Interpreters Unlimited, 10650 Treena St, Suite 308, San Diego, CA 92131 |               |  |
| Master Agreement #   | 18P- 1901250000000000089  |               |  |
| Point(s) of Contact  | Name:   | Telephone(s): | Email:   |
| General Information:   | Any Team Member   | 800-726-9891  | <a href="mailto:yourteam@iugroup.com">yourteam@iugroup.com</a>                     |
| Setting up an account:   | Any Team Member   | 800-726-9891  | <a href="mailto:yourteam@iugroup.com">yourteam@iugroup.com</a>                     |
| Quality Resolution:  | Angela Casarrubias  | 800-726-9891  | <a href="mailto:angela.casarrubias@iugroup.com">angela.casarrubias@iugroup.com</a> |
| Billing/Invoicing Questions:   | Edith Elizondo  | 800-726-9891  | <a href="mailto:edith.elizondo@iugroup.com">edith.elizondo@iugroup.com</a>         |
| Scheduling Portal:   | Erp.iugroup.com   |               |  |
| Website:   | www.interpretersunlimited.com   |               |  |
| Online Request Form:   | n/a   |               |  |
| Other:   | n/a   |               |  |
| <p><b>Interpreters Unlimited maintains secure online interpreter schedule at <a href="https://erp.iugroup.com">https://erp.iugroup.com</a> Contact IU at 800-726-9891 to obtain or establish your department's user name and password.</b></p> |   |               |  |

|                              |   |               |  |
|------------------------------|---|---------------|--|
| Vendor Name:                 | Maine Language Connect, LLC, 203 Anderson Street, Suite 2A, Portland, ME 04101            |               |  |
| Master Agreement #           | 18P- 19011700000000000086   |               |  |
| Point(s) of Contact          | Name:   | Telephone(s): | Email:   |
| General Information:         | Mahmoud Hassan  | 207-6136511   | <a href="mailto:info@mlcmaine.com">info@mlcmaine.com</a> |
| Setting up an account:       | Ali Al Mshakheel  | 207-423-1246  |  |
| Quality Resolution:          |   | 207-274-9330  |  |
| Billing/Invoicing Questions: |   |               |  |
| Scheduling Portal:           | <a href="https://mlcmaine.scheduling.online">https://mlcmaine.scheduling.online</a>       |               |  |
| Website:                     | <a href="http://www.mlcmaine.com">www.mlcmaine.com</a>                                    |               |  |
| Online Request Form:         | <a href="https://mlcmaine.com/request-service/">https://mlcmaine.com/request-service/</a> |               |  |
| Other:                       |   |               |  |

**Maine Language Connect maintains secure online interpreter schedule at <https://mlcmaine.scheduling.online> . You can click on the link or go directly to website [www.mlcmaine.com](http://www.mlcmaine.com) and select the “login “tab.**

**You will have a choice to sign up as a “Requester” and create username and password. This password is personalized and specific to each new account. To comply with HIPPA rules regarding patient privacy, and to safeguard account accuracy, MLC recommend that you do not share account credential with anyone else.**

**Once you establish an account, the system will notify MLC. MLC will then contact you to discuss authorizing your account.**

**If you have any question to what steps needed to accomplish this task, please call 207-613-6511 or email [info@mlcmaine.com](mailto:info@mlcmaine.com).**

Once you have your login information:

1. To set up an account, you will first need to register by following the link above to launch MLCMaine Portal.
2. Once you have completed the registration, the systems will notify MLC so that MLC can authorize the account.
3. MLC will authorize each additional user linked to the account as a unique user to safeguard consumers’ privacy.
4. Once logged in, click on “I Agree” tab.
5. Start requesting interpreters.

How to request an Interpreter:

1. Scroll down to “Add appointment” on the bottom of the page.
2. This will open a fillable form to enter appointment location, time and other information specific to the request. (Do not forget to selection language in the drop-down menu)
3. Click Save
4. The systems will notify MLC and MLC will assign an interpreter.
5. Click “Calendar” icon to review, add to or change appointments. You can also review account to authorize invoices and organize billed services by clicking on “\$ billing”.