

FOREIGN LANGUAGE INTERPRETATION SERVICE  
DIRECT-FUNDED OPTIONS

	<b>OPTION 1:</b> New State Contract - Voiance	<b>OPTION 2:</b> California Multiple Awards Schedule (CMAS)
Agreement Between	CA 9-1-1 Branch and Voiance	PSAP and other vendor(s)
Contract Term	Specified within state contract	Specific to PSAP's purchase order (PO) term
Action by PSAP	<ul style="list-style-type: none"> <li>▪ <b>No action needed</b></li> <li>▪ Voiance will contact PSAP with further instructions</li> </ul>	<ul style="list-style-type: none"> <li>▪ PSAP chooses CMAS vendor &amp; initiates a Purchase Order (PO) agreement</li> <li>▪ Please send to Lori Toy AND the vendor</li> <li>▪ Contact vendor to activate service</li> </ul>
Contract Rate	\$0.58 per interpretation minute	State will directly fund per minute rate up to \$0.58
Monthly Billing	Invoice is sent directly to and paid directly by the CA 9-1-1 Branch	
Client ID	Client ID will be assigned by the vendor	
PSAP Input/ Feedback	<ul style="list-style-type: none"> <li>▪ Service issues can be submitted online to Voiance (CA 9-1-1 Branch is copied to monitor input and track resolutions)</li> <li>▪ Feedback forms and URLs will be shared with PSAPs once finalized</li> </ul>	PSAP is responsible for contacting vendor to report issues and monitor resolutions (CA 9-1-1 Branch isn't part of this process)
Vendor Reporting	CA 9-1-1 Branch receives reports of monthly data and customer service	Varies by vendor
Please direct any inquiries to: <b>Lori Toy</b> [ Lori.Toy@CalOES.ca.gov / (916) 657-9183 ].		