

# LANGUAGE INTERPRETATION SERVICES MASTER AGREEMENT (LISMA)



## LIST OF APPROVED CONTRACTORS

CONTRACTOR	CATEGORY A Spanish Only	CATEGORY B Core Languages	CATEGORY C Medical Interpretation	TOLL-FREE ACCESS PHONE NUMBER
Language Line Services, Inc.	\$0.70	\$0.70	\$0.77	1-855-267-1141
TransPerfect Translations International, Inc.	\$0.92	\$0.98	\$1.04	1-855-784-4523
WorldWide Interpreters, Inc.	\$0.49	\$0.56	\$0.99	1-888-995-8134

Provide the operator with the following information:

- Language needed
- Department Name
- Six-digit Employee Number
- Cost Center Number

Guide to Effective Interpretation:

- Speak in short phrases, pausing to allow interpretation.
- Ask one question at a time.
- Use simple language to express your meaning.
- Do not use slang.
- Explain complex terms when necessary.
- Allow the interpreter to stop you and seek an explanation when necessary.
- Allow the interpreter to repeat to you all critical information.



Visit [purchasingcontracts.co.la.ca.us](http://purchasingcontracts.co.la.ca.us) for additional information.



# LANGUAGE INTERPRETATION SERVICES

## MASTER AGREEMENT (LISMA)



### LISMA Skill Categories

Category A: Spanish Language Interpretation Services

Category B: County Core Languages Interpretation Services

COUNTY CORE LANGUAGES			
ALBANIAN	FARSI	INDONESIAN	RUSSIAN
AMHARIC	FRENCH	ITALIAN	SERBIAN
ARABIC	FUKIENESE	JAPANESE	SINHALESE
ARMENIAN	FUZHOU	KHMER	SOMALI
AZERBAIJANI	GERMAN	KOREAN	SWAHILI
BAHAMIAN	GREEK	LAOTIAN	TAGALOG
BENGALI	GUJARATI	LITHUANIAN	TAIWANESE
BOSNIAN	HAITIAN CREOLE	MALAY	TAMIL
BULGARIAN	HAUSA	MANDARIN	THAI
BURMESE	HEBREW	MONGOLIAN	TOISHANESE
CAMBODIAN	HINDI	NEPALI	TONGAN
CANTONESE	HMONG	POLISH	TURKISH
CHAO-CHOW	HUNGARIAN	PORTUGUESE	UKRAINIAN
CROATIAN	IBO	PUNJABI	URDU
DARI	ILOCANO	ROMANIAN	VIETNAMESE

Category C: Medical Language Interpretation Services  
 ➤ Spanish and County Core Languages

# LANGUAGE INTERPRETATION SERVICES MASTER AGREEMENT (LISMA)



## Contact Information

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