

# Language Access at all Touchpoints

**Meet the Garcias.** They speak a language other than English at home. No one can predict or dictate the situation this family will be in when they need language access services. Be prepared to communicate with them in the most effective and efficient manner no matter the circumstances. Build trust, loyalty and ensure outstanding customer care while maximizing the productivity of the encounter.

## On-Demand Interpretation

**240+ Languages 24/7/365, in Seconds**

### The LanguageLine® App

One-touch access to video/audio interpreters

### Phone Interpreting

Outbound calls to audio interpreters

### DirectResponse<sup>SM</sup>

Inbound calls in-language from limited English proficient (LEP) communities

### Telehealth and Virtual Meetings

Integrated access to video/audio interpreters

## Face-to-Face Interpretation

**150+ Languages**

### OnSite Interpreting

Interpreters by appointment at a specified location

### Virtual OnSite Interpreting

Interpreters by appointment for virtual meetings



## Translation and Localization

**290+ Languages, 480+ Language Pairs**

### Translation

Documents and marketing materials

### Localization

Websites, software, apps, eLearning

### Transcription

Digital and multimedia content

### Clarity®

Macro and micro content simplification

## Testing and Training

**50+ Languages**

### Testing

Fluency testing of bilingual staff and recruits

### Training

Ongoing in-house interpreter skills development

**Let's Talk Solutions:** Contact your Account Executive, email [info@languageLine.com](mailto:info@languageLine.com), or call Customer Service at 1-800-752-6096

## Interpretation and Translation Services and Related Services Contract #R210605 Administered by OMNIA Partners

Participating Public Agency ("Customer"): <b>Dekalb County School District</b>	Customer # (if applicable): <b>26492</b>
OMNIA Participation ID: <b>4040994</b>	

This Statement of Work is subject to cooperative purchasing Contract #R210605 (the "Contract") between Region 4 Education Service Center, administered by OMNIA Partners, Public Sector ("OMNIA") on behalf of Participating Public Agencies, and Language Line Services, Inc. ("Company") for Interpretation and Translation Services and Related Solutions. This document is the sole document that reflects Customer's participation in the Contract and pricing for these services. This document must be signed by an authorized representative of you, the Customer. Pricing is only final upon a signature by an authorized officer of Language Line Services. Pricing changes, if any, will be made on next full monthly billing cycle.

### 1. LANGUAGELINE PHONE INTERPRETING

#### 1.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for Phone Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken language statements between English and another language.
- (b) **SERVICE DELIVERY.** Services are delivered on-demand via telephone, as initiated by Customer's service providers and invoiced monthly following service delivery. Services are available twenty-four (24) hours a day; seven (7) days a week; 365 days a year, including holidays, in over 240 spoken languages.

#### 1.2. PHONE INTERPRETING FEES

- (a) **PER MINUTE USAGE FEES** for LanguageLine Phone and InSight Audio Interpreting

Language Tiers	Languages	Per Minute Charge
1	Spanish	\$0.64
2	All other languages	\$0.69

#### 1.3. PHONE INTERPRETING EQUIPMENT

- (a) **OPTIONS AND DEFINITIONS.** Equipment purchase and lease options are available for the equipment identified below for use with the Phone Interpreting services. All Equipment requests must be submitted in writing over the term of this Agreement and the appropriate fees will apply.
- (b) **PHONE INTERPRETING EQUIPMENT LEASE FEES.** A monthly lease fee per unit applies, and the Equipment remains the property of LanguageLine. The monthly fee covers the cost of equipment programming and providing any necessary replacements and maintenance.
  - 1Solution™ Analog Dual Handset Phone.....\$4.50
  - 1Solution Dual Handset IP Phone.....\$12.50
  - Panasonic® Cordless Phone with Dual Handsets.....\$10.50
- (c) **PHONE INTERPRETING LEASED EQUIPMENT ADDITIONAL TERMS.** Upon the termination of the Agreement, Customer shall, at its cost, return the Equipment to Language Line Services within thirty (30) days following the termination date. Customer acknowledges that ownership of the Equipment remains with Language Line Services, and that the Equipment must be returned upon the termination of the Agreement.
- (d) **PHONE INTERPRETING EQUIPMENT PURCHASES.** The following Equipment is available for purchase from LanguageLine during the life of the agreement. Upon depletion of current Equipment models and release of new Equipment models, updated pricing will automatically apply. Purchased equipment is covered by a one-year replacement warranty from the

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manufacturer. Standard rates at the time of purchase will apply. If applicable, proof of sales tax exemption must be provided to [TaxDepartment@languageline.com](mailto:TaxDepartment@languageline.com) and [ContractAdministrationTeam@languageline.com](mailto:ContractAdministrationTeam@languageline.com). Details will be available from your Account Executive.

1Solution Analog Dual Handset Phone.....	\$60.00
1Solution Dual Handset IP Phone.....	\$150.00
Panasonic Cordless Phone with Dual Handsets.....	\$60.00
Panasonic Headset.....	\$25.00
Handsets with Splitter.....	\$10.00
Handset Splitters (price per unit).....	\$6.00
Wall Splitters (price per unit).....	\$6.00

### 2. LANGUAGELINE DIRECT RESPONSE

#### 2.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for Phone Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken language statements between English and another language.

**STANDARD**

- Standard in-language prompts for greeting messages, language menu, and hold/dial-out message
- Prompts recorded by a LanguageLine® Certified linguist
- Custom LanguageLine call flow and call routing
- Capability to integrate with Customer's IVR
- Capability to transmit call to Customer's Direct Inward Dial (DID) number

**PREMIUM**

- Customizable in-language prompts for greeting messages, language menu, and hold/dial-out message
- Prompts recorded by a LanguageLine® Certified linguist
- Custom LanguageLine call flow and call routing
- Customizable options menu
- Capability to integrate with Customer's IVR
- Capability to transmit call to Customer's Direct Inward Dial (DID) number

- (b) **SERVICE DELIVERY.** Services are delivered on-demand via telephone, as initiated by Limited English Proficient (LEP) individuals and routed directly to Customer's service providers, and invoiced monthly following service delivery. Services are available twenty-four (24) hours a day; seven (7) days a week; 365 days a year, including holidays.

#### 2.2. DIRECT RESPONSE FEES

- |   |          |
|---|----------|
| (a) <b>STANDARD</b> .....   | \$350.00 |
| (b) <b>PREMIUM</b> per language.....  | \$650.00 |
| (c) <b>DEDICATED TOLL-FREE LINE</b> per line .....  | \$150.00 |
| (d) <b>INCREMENTAL PRICE PER MINUTE</b> applied to Customer's contracted per minute usage fees for LanguageLine Phone Interpreting..... | \$0.25   |

### 3. LANGUAGELINE INSIGHT VIDEO INTERPRETING

#### 3.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for InSight Video Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken or signed language statements between English and another language. Equipment purchases are optional.

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- (b) **SERVICE DELIVERY.** Services are delivered on-demand via a native iOS or Android Application (the “App”) or a Mac/PC using a Chrome, Edge, or Firefox browser. Each call has full end-to-end encryption ensuring privacy. Services are available 24/7 for ASL, Spanish, Mandarin, Arabic, Polish, Cantonese, French, Korean, Portuguese, Vietnamese and Russian, and during business or extended business hours for 30 or more additional languages of lesser diffusion.

**3.2. INSIGHT VIDEO INTERPRETING FEES**

- (a) **ACTIVATION** Monthly Service Fee or One-Time Fee..... Waived
- (b) **PER MINUTE USAGE FEES** for LanguageLine InSight Video Interpreting Based on Total Volume

Sign Language Per Minute Charge	Spanish Per Minute Charge	Other Spoken Languages Per Minute Charge
\$2.25	\$1.50	\$1.85

**4. LANGUAGE ONSITE INTERPRETING**

**4.1. SCOPE OF WORK**

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide highly qualified interpreters in-person (physical onsite) at Customer’s business locations or using Customer’s online conferencing platform (virtual onsite) to perform consecutive interpreting between Customer’s Service Providers and Limited English Proficient (LEP) individuals, by converting spoken or signed language statements between English and another language.
- (b) **SERVICE DELIVERY**
  - Services are available by assignment, with language availability dependent upon regional resources.
  - Virtual onsite assignments using Customer’s online conferencing platform may be requested **1-2 days in advance** at 1-888-225-6056, option 1 or [onsiterequests@languageline.com](mailto:onsiterequests@languageline.com).
  - Physical onsite assignments at Customer’s business locations may be requested up to **5 days in advance** at 1-888-225-6056, option 1 or [onsiterequests@languageline.com](mailto:onsiterequests@languageline.com).
  - Business locations (city/state/region) where physical onsite assignments will be requested:

City and State: **Stone Mountain, GA**

**4.2. LANGUAGELINE ONSITE INTERPRETING FEES**

- (a) **MINIMUM ASSIGNMENT TIME** is two (2) hours, with time beyond minimum assignment time billed in 15-minute increments.
- (b) **MILEAGE/TRAVEL REIMBURSEMENT**
  - Charged at the prevailing IRS rate.
  - For one-way travel exceeding 60 miles, travel time may be charged at the applicable hourly rate.
  - Parking/tolls charged if applicable.
- (c) **CANCELATION.** Assignments canceled with less than one full business days’ notice will be charged at the applicable rate for the greater of the minimum assignment time or reserved time for the assignment.

**4.3. PRICING TABLE.**

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Rate	Spanish	American Sign Language	Other Spoken Languages
Standard Hourly Rate	\$75.00	\$100.00	\$90.00
Non-Standard Hourly Rate	\$112.50	\$150.00	\$135.00
Emergency/Holiday Hourly Rate	\$150.00	\$200.00	\$180.00

- (a) Standard Hourly Rate is applied for assignments between 8:00 a.m. and 5:00 p.m. local time Monday through Friday, with more than one full business days' notice.
- (b) Non-Standard Hourly Rate is applied for assignments occurring before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or for assignments with less than one full business days' notice.
- (c) Emergency/Holiday Rate is applied for assignments with less than one hour's notice or assignments on federally recognized holidays. Emergency service not available in all areas.

### 5. LANGUAGELINE TESTING & TRAINING

#### 5.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** Testing and training programs assess Customer's bilingual staff and interpreters' ability to provide quality, careful communication and proficiency in two languages, as well as competence in the requisite medical or other industry-specific vocabulary. Programs focus on the critical interpretation skills of accuracy, efficiency, and cultural competency. Tests and training courses are delivered remotely by assessors with a proven internal record of superior performance as an interpreter and typically hold advanced degrees in language related fields. The content and curricula have been developed in conjunction with leading academic experts and validated by psychometricians.
- (b) **DELIVERABLES.**
  - Assessments and courses offered in 46 languages.
  - Test results delivered within 5 business days.
  - Training deliverables will be agreed-upon at the beginning of the project.

#### 5.2. LANGUAGELINE TESTING AND TRAINING FEES

##### (a) CANCELTION

- Cancellation policy for live Language Tests:

Notice	Credit
At least three business days' notice	Credit in full
Less than three business days' notice	Credit at 50% of fee
One business day or less notice	No credit

- Training courses can be rescheduled or canceled only by the person who submitted the original Training Registration Form.
- Written cancellation of onsite training courses with at least 10 business days' notice prior to the course start date will be fully credited.
- Written cancellation of web training courses with at least three business days' notice prior to the Learning Management System registration will be credited in full.
- To reschedule or cancel, please e-mail [LLA@LanguageLine.com](mailto:LLA@LanguageLine.com).

- (b) **PRICING TABLES.** Prices are in U.S. dollars, per individual test or course, and are subject to change.

##### Language Skills Test Fees

Language Test Name	1-49* Tests	50-99* Tests	100-499* Tests	500* or More
Language Proficiency Test (LPT)	\$165	\$155	\$145	\$135

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Specialty LPT	\$200	\$200	\$200	\$200
eLanguage Proficiency Test (eLPT)	\$150	\$140	\$130	\$115
Specialty eLPT	\$185	\$185	\$185	\$185
Bilingual Fluency Assessment (BFA)	\$145	\$135	\$120	\$115
Specialty BFA	\$175	\$175	\$175	\$175
eBilingual Fluency Assessment (eBFA)	\$135	\$120	\$110	\$105
Specialty eBFA	\$155	\$155	\$155	\$155
Bilingual Fluency Assessment for Clinicians	\$160	\$150	\$140	\$135
Specialty BFAC	\$190	\$190	\$190	\$190
eBilingual Fluency Assessment for Clinicians	\$145	\$135	\$120	\$115
Specialty eBFAC	\$175	\$175	\$175	\$175

### Interpreter Skills Test Fees

Interpreter Test Name	1-49* Tests	50-99* Tests	100- 499* Tests	500* or More
Interpreter Readiness Assessment (IRA)	\$155	\$145	\$135	\$125
eInterpreter Readiness Assessment (eIRA)	\$140	\$125	\$115	\$110
Interpreter Skills Test (IST)	\$200	\$185	\$165	\$150
Specialty IST	\$225	\$225	\$225	\$225
eInterpreter Skills Test (eIST)	\$185	\$165	\$150	\$135
Specialty eIST	\$200	\$200	\$200	\$200
Medical Certification Test (MCT)	\$220	\$210	\$195	\$185
Court Certification Test (CCT)	\$220	\$210	\$195	\$185

### Interpreter Training Course Fees

Course Title	Training Delivery	1-4* Courses	5-9* Courses	10* or More
Fundamentals of Interpreting	Web	\$445	\$400	\$285
Advanced Medical Training (AMT)	Web	\$575	\$520	\$500
Module 1 - Medical Interpreter Training: Professional Skills and Ethics	Phone or Onsite	**	\$390	\$290
Module 1 - Medical Interpreter Training: Professional Skills and Ethics	Web	\$230	\$230	\$175
Module 2 – Medical Interpreting Training: Working in the Healthcare System	Phone or Onsite	**	\$520	\$400
Module 2 – Medical Interpreting Training: Working in the Healthcare System	Web	\$290	\$290	\$230
Module 3 – Medical Interpreter Training: Terminology and Advanced Skills	Phone or Onsite	**	\$520	\$400
Module 3 – Medical Interpreter Training: Terminology and Advanced Skills	Web	\$290	\$290	\$230
Combined Modules – Intensive Advanced Medical Interpreter Training (2 of the 3 above modules)	Phone or Onsite	**	\$805	\$635
Combined Modules – Intensive Advanced Medical Interpreter Training	Web	\$460	\$460	\$345

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(2 of the 3 above modules)				
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- eTests will be billed when the test link is delivered to the client.
- \*Group discounts for tests are applied once the minimum number of tests have been completed within the calendar year. Group training discounts are based on the actual number of participants.
- \*\*Delivered via phone or onsite, and requires a minimum of 5 participants to conduct the training.
- A training manual may be purchased for \$69 with the advanced Medical Interpreter Training. A training manual with in-language glossary may be purchased for \$99 with the advanced Medical Interpreter Training.
- Interpreter association members qualify for group discounts upon submission of a copy of their membership card to [LLA@languageline.com](mailto:LLA@languageline.com).
- Group training discounts are based on the actual number of participants.

### 6. LANGUAGELINE TRANSLATION AND LOCALIZATION

#### 6.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine utilizes ISO-certified workflows to convert CUSTOMER's written and/or digital content between languages with attention to accuracy, tone, style, and attention to regional language and cultural sensitivities, including:

- Translation of written text
- Modifying graphics and design to properly display translated text
- Changing content to suit preferences
- Converting to local currencies and units of measurement
- Using proper formatting for elements like dates, addresses, and phone numbers
- Addressing local regulations and legal requirements

- (b) **DELIVERABLES.**

- Services may be requested at <https://www.languageline.com/s/RequestAQuote> , via email to [translation@languageline.com](mailto:translation@languageline.com) or by calling 1-800-878-8523.
- LanguageLine will provide all deliverables as agreed-upon at the beginning of the project.

- 6.2. **PRICING TABLES.** Translation fees, which include Translation and copyediting, are based on the English word count.

TIERS	BI-DIRECTIONAL: ENGLISH>LANGUAGE AND LANGUAGE>ENGLISH	TRANSLATION FEE (PER WORD)
Tier 1	Spanish (US/Latin America)	\$0.15/word
Tier 2	Arabic, Chinese, Portuguese (Brazil), Russian, Vietnamese	\$0.18/word
Tier 3	Bengali, Czech, Farsi, French, German, Hindi, Hungarian, Italian, Korean, Malay, Polish, Portuguese (Portugal), Tagalog, Thai, Urdu	\$0.22/word
Tier 4	Albanian, Bulgarian, Estonian, Haitian Creole, Japanese, Khmer, Lao, Latvian, Lithuanian, Nepali, Slovak, Slovenian, Somali, Turkish	\$0.26/word
All other (LanguageLine supports 240+ languages)		\$0.29/word

ADDITIONAL PRICING COMPONENTS	PRICING
Minimum charge per document translation order	\$75.00 – Spanish \$99.00 – all other listed language
Proofreading (third linguistic step when required)	\$60.00/hour
Basic Layout/Formatting/Desktop Publishing	\$45.00/hour

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Localization Engineering Services	\$55.00/hour
In-Language Recordings	Individual Quote
Transcription/Translation of Audio or Video files	Individual Quote
Project Management	10% of the invoice value (0.5-hour minimum @\$55.00/hour)
Rush Fees	0% rush charge applies when an expedite delivery date is requested
Unless indicated otherwise, a one-hour minimum will apply to all hourly services.	

**6.3. DELIVERY GUIDELINES.** Because the actual number of English words is not known until the source document has been translated, turn-around commitments are based on the estimated number of English words that will be delivered, as determined in LanguageLine's best judgment before commencing work. Additional services could add extra days to a project timeline.

ESTIMATED NUMBER OF ENGLISH WORDS	STANDARD DELIVERY
Less than 1,500 words	1 - 3 business days
1,501 to 4,000 words	4 - 6 business days
4,001 to 7,500 words	6 - 8 business days
7,501+ words	8 + business days
A 0% rush charge will apply when an expedited delivery date is requested.	
Requests received on weekends and holidays will be processed on the next business day.	
Holidays are New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, and Christmas Day.	

The person signing this SOW on behalf of Customer certifies that such person has read, acknowledges, and understands all of the terms and conditions, and is fully authorized to execute this SOW on behalf of and bind the Customer to all its terms and conditions. Both Parties agree the delivery of the signed SOW by facsimile or e-mail or use of a facsimile signature or electronic signature or other similar electronic reproduction of a signature shall have the same force and effect of execution and delivery as the original signature, and in the absence of an original signature, shall constitute the original signature.

<b>Dekalb County School District</b>	<b>LanguageLine</b>
Accepted and agreed to date:	Accepted and agreed to date:
Signature:	Signature:
Name:	Name: Bonaventura A. Cavaliere

# Statement of Work

## Interpretation and Translation Services and Related Services Contract #R210605 Administered by OMNIA Partners

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Title:	Title: CFO
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## LanguageLine® Phone<sup>SM</sup> Interpreting Pricing Page

Dekalb County School District	CN 12712
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1. **PRICE PER MINUTE.** Price per minute is based on the language requested. Price per minute does not include international call fees.
2. **ENROLLMENT AND SETUP PACKAGES**
  - One time setup charge per Customer ..... \$275.00
  - Fee for each subsequent Client Identification Number with corresponding statement..... \$125.00
3. **CLIENT IDENTIFICATION NUMBER.** Monthly minimum charge per Client Identification Number ..... \$100.00
4. **PLATFORM ACCESS CHARGE.** Platform access per call ..... \$0.25
5. **LONG DISTANCE DIAL OUT.** Long distance dial out charge applied per dial out (in addition to per minute charges) ..... \$5.00
6. **PAPER INVOICE CHARGE.** Electronic invoices are provided free of charge. If paper invoices are preferred, fees apply. .. \$1.75
7. **FINANCE CHARGE.** Finance charges are applied to any past due balances. Interest will accrue from the date on which payment is due at a rate equal to the lesser of 1.5% per month or the maximum rate permitted by applicable law.
8. **FCC SURCHARGE AND FEES.** Fees that Language Line Services has or will pay to these third parties: surcharges, fees, taxes, payments to the Universal Service Administrative Company (USAC).
9. **OPTIONAL TRAINING ASSISTANCE AND MATERIALS**
  - Customized reference and support materials development (per hour) .....\$179.00
  - Training/awareness assistance (on site per day/per trainer ..... \$500.00
10. **OPTIONAL CUSTOMIZED REPORT CONFIGURATION**
  - Report setup (per hour)..... \$250.00
  - Report maintenance (monthly) ..... \$30.00
11. **OPTIONAL INTERPRETER APPOINTMENT AT SPECIFIC TIME**
  - Applied per appointment ..... \$100.00
  - Cancellation per appointment will be charge \$200 for any missed appointment ..... \$200.00

**Per Minute Usage Fees for LanguageLine® Phone Interpreting and InSight Audio Interpreting**

Tiers	Languages	Per Minute Charge
1	Spanish	\$1.10
2	Chinese (Mandarin and Cantonese), French, Japanese, Polish, Russian, and Vietnamese	\$1.10
3	Armenian, Cambodian, German, Haitian Creole, Italian, Korean, and Portuguese	\$1.10
4	Farsi, Tagalog, Thai, Urdu, and all other languages	\$1.10