20-21

SANTA ROSA CITY SCHOOLS
Excellence is our Common Ground

SANTA ROSA CITY SCHOOLS
SERVICE CONTRACT

This CONTRACT is hereby entered into between the Governing Board of the Santa Rosa City Schools, hereinafter referred to as "DISTRICT", OR "BOARD" andLANGUAGE PEOPLE, hereinafter referred to as "CONTRACTOR".

SCHOOL SITE/DEPARTMENT USE ONLY

Check one of the following:

☐ Independent Contractor/Business/Organization* **X Professional Services**** ☐ Partnership***

* Any person, business, or organization that will be providing non-professional services to the District

** Any person, business, or organization that will be providing professional services to the District (Usually as a result of an RFP, i.e., services that require extensive technical knowledge or training in their particular area of expertise.) Engineers, Financial Advisors, Architects, Auditors, Surveyors, Inspectors, etc.

*** Two or more persons, businesses, corporations, or organizations that will be partnering with the District to perform certain services with the District

SCHOOL SITE/DEPARTMENT USE ONLY

Funding Source: 01-6500-0-5770-1180-5875/5175-119-5198 01-6500-0-5770-1180-5875/5175-249-5198

Funding Category: ☐ Base ☐ Supplemental ☐ Concentration
☐ Restricted: _____ ☐ Other: _____

For Billing *(if applicable)*: ☐ Bill to: _____ Billing frequency: _____

Contract is: ☐ New X Renewal ☐ Addendum ☐ Amendment

Number of Individuals Served: _____

Approved at Site by*: _____ Date: _____
* Signature - FOR CONTRACTS ORIGINATED BY SCHOOL SITE

Departmental Approval:** Sonya Randolph Date: _____
** Signature - DISTRICT OFFICE DEPT. SIGNATURE

Contract Created by: Patricia Cons-Fujii Phone #: 707-890-3800 x80807
Name of SRCS employee AND dept. or school site

Proposed Contract Start Date: August 17, 2020 Proposed Contract End Date: June 30, 2021

Requisition #: Elementary: R21-01054 Secondary: R21-01055

BUSINESS SERVICES USE ONLY

Verified Receipt of: ☐ Insurance(s) ☐ W-9 Form ☐ HR Clearance, if applicable
Funding Source /Funding Category verified: ☐ YES ☐ NO ***Board Approval Date:*** _____

Verified by: _____ Date: _____

Funding Source /Funding Category verified: ☐ YES ☐ NO *Board Approval Date:* _____

Verified by: _____ Date: _____

Fiscal Services Authorizer

1. Services.

(a) DISTRICT's Responsibilities and Duties:

District will provide tools, equipment and testing materials. If required, district will provide necessary guidance to LANGUAGE PEOPLE.

Agency shall be liable for any district equipment not returned or damaged. Final payment may be withheld pending closing out of the account.

(b) CONTRACTOR's Responsibilities and Duties:

Language People will provide translation services as needed for Special Education Department/Students/Families.

2. Term. CONTRACTOR shall commence providing services under this CONTRACT on August 17, 2020, and will continue through June 30, 2021, subject to revision and renewal with BOARD approval in subsequent years. Pursuant to Education Code §17596, in no event shall this CONTRACT exceed a term of five (5) years.

3. Compensation. DISTRICT agrees to pay CONTRACTOR for services satisfactorily rendered pursuant to this CONTRACT a total fee not to exceed One hundred fifty four thousand Dollars ($154,000). DISTRICT shall pay CONTRACTOR according to the following terms and conditions:

Payment shall be made upon receipt of monthly/bi-monthly/weekly invoices.

4. Expected Outcomes (Deliverables). DISTRICT expects the following outcomes from the services performed by CONTRACTOR pursuant to this CONTRACT (What was the positive impact on the students? How will/is it measured?):

[Develop metrics—Describe the metrics to be used to measure the effectiveness of services. Indicate benchmark metrics as well as the goal by the end of the contract. Data to be gathered by the CONTRACTOR and provided to the DISTRICT]

Translation services fulfill 100% of the requested needs as scheduled by client w/contractor.

5. Alignment with DISTRICT Strategic Plan. This CONTRACT supports the following Strategic Plan Goals (check all that apply):

- [X] Provides a coherent, rigorous, and relevant teaching and learning program to graduate college and career ready students.
- [X] Increases student and family wellness and engagement through the full-service community school model.
- [X] Serves all students with a fair, just, and equitable distribution of resources: Personnel, financial, and instructional.
- [X] Provides safe and inviting facilities with current technology.

6. Expenses. Except as set forth herein, DISTRICT shall not be liable to CONTRACTOR for any costs or expenses paid or incurred by CONTRACTOR in performing services for DISTRICT.

7. Independent Contractor. CONTRACTOR, in the performance of this CONTRACT, shall be and act as an independent contractor. CONTRACTOR understands and agrees that he/she and all of his/her employees shall not be considered officers, employees or agents of the DISTRICT, and are not entitled to benefits of any kind or nature normally provided employees of the DISTRICT and/or to which DISTRICT'S employees are normally entitled, including, but not limited to, State Unemployment Compensation, Workers' Compensation, Health and Welfare Benefits, Paid Vacation, Retirement Program Participation, or any other employee benefits. CONTRACTOR assumes the full responsibility for the acts and/or omissions of his/her employees or agents as they relate to the services to be provided under this CONTRACT. CONTRACTOR shall assume full responsibility for payment of all federal, state, and local taxes or contributions, including unemployment insurance, social security, and income taxes with respect to CONTRACTOR and CONTRACTOR'S employees.

8. Materials. CONTRACTOR shall furnish, at his/her own expense, all labor, materials, equipment, supplies and other items necessary to complete the services to be provided pursuant to this CONTRACT. CONTRACTOR'S services will be performed, findings obtained, reports and recommendations prepared in accordance with generally and currently accepted principles and practices of his/her profession.

9. Taxes. Federal Internal Revenue Service's regulations require that school districts report all payments to individuals for CONTRACTOR services. CONTRACTOR agrees to file federal and state tax returns and pay all applicable state and federal taxes on amounts paid pursuant to this CONTRACT. In the event DISTRICT is audited for compliance regarding any applicable taxes, CONTRACTOR agrees to furnish DISTRICT with proof of payment of taxes on these earnings.

10. Indemnification:

(a) CONTRACTOR shall indemnify, defend with counsel acceptable to DISTRICT, and hold harmless to the full extent permitted by law, DISTRICT and its Board of Trustees, officers, agents, employees and volunteers from and against any and all liability, loss, damage, claims, expenses and costs (including, without limitation, attorney fees and costs and fees of litigation) (collectively, "Liability") of every nature arising out of or in connection with CONTRACTOR'S performance or failure to perform its obligations under this CONTRACT, except such Liability caused by the active negligence, sole negligence or willful misconduct of the DISTRICT. This indemnification obligation is not limited in any way by any limitation on the amount or type of damages or compensation payable to or for CONTRACTOR or its agents under workers' compensation acts, disability benefit acts, or other employee benefit acts.

(b) CONTRACTOR shall be liable to DISTRICT for any loss or damage to DISTRICT property arising from or in connection with CONTRACTOR'S performance hereunder.

11. Insurance: With respect to the performance of work under this CONTRACT, CONTRACTOR shall maintain and shall require all of its subcontractors, if any, to maintain insurance as indicated below:

(a) Worker's compensation insurance with statutory limits as required by the Labor Code or the State of California. The policy shall be endorsed with the following specific language: "This policy shall not be canceled or materially changed without first giving thirty (30) days prior written notice to the DISTRICT".

(b) Commercial or Comprehensive General Liability insurance covering bodily injury and property damage using an occurrence policy form, in an amount no less than $1,000,000 per occurrence, $2,000,000 aggregate. Such insurance shall include, but not be limited to premises and operations liability, independent CONTRACTOR's liability, and personal injury liability.

(c) Automobile liability insurance covering bodily injury and property damage in an amount no less than $1,000,000 combined single limit for each occurrence. Such insurance shall include coverage for owned, hired, and non-owned vehicles.

(d) Each such comprehensive or commercial general liability and automobile liability insurance policy shall be endorsed with the following specific language:

(1) DISTRICT, its officers and employees, is named as additional insured for all liability arising out of the operations by or on behalf of the named insured in the performance of this CONTRACT.

(2) The inclusion of more than one insured shall not operate to impair the rights of one insured against another insured, and the coverage afforded shall apply as though separate policies

had been issued to each insured, but the inclusion of more than one insured shall not operate to increase the limits of the company's liability.

(3) The insurance provided herein is primary coverage to DISTRICT with respect to any insurance or self-insurance programs maintained by DISTRICT and no insurance held or owned by DISTRICT shall be called upon to contribute to a loss.

(4) This policy shall not be canceled or materially changed without first giving thirty (30) days prior written notice to DISTRICT.

(e) Sexual Abuse and Molestation coverage in an amount no less than $1,000,000 per occurrence, with an annual aggregate of $2,000,000, endorsed with the following specific language: "This policy shall not be canceled or materially changed without first giving thirty (30) days prior written notice to DISTRICT." **[Required if Contractor will be directly supervising children]**

(f) Professional Liability (Errors and Omissions) Insurance for all activities of the CONTRACTOR arising out of or in connection with this CONTRACT is an amount no less than $1,000,000 combined single limit for each occurrence endorsed with the following specific language: "This policy shall not be canceled or materially changed without first giving thirty (30) days prior written notice to DISTRICT." **[Required if Professional Services is checked on first page]**

(g) Documentation: The following documentation shall be submitted to the DISTRICT:

(1) Properly executed certificates of insurance clearly evidencing all coverages, limits, and endorsements required above. The certificates shall be submitted prior to commencement of services under this CONTRACT.

(2) Signed copies of the specified endorsements for each policy. Said endorsement copies shall be submitted within thirty (30) days of execution of this CONTRACT.

(3) Upon DISTRICT'S written request, certified copies of insurance policies. Such policy copies shall be submitted within thirty (30) days of DISTRICT'S request.

(h) Policy Obligations: CONTRACTOR'S indemnity and other obligations shall not be limited by the foregoing insurance requirements.

(i) Material Breach: If CONTRACTOR, for any reason, fails to maintain insurance coverage, which is required pursuant to this CONTRACT; the same shall be deemed a material breach of contract. DISTRICT, at its sole option, may terminate this CONTRACT and obtain damages from the CONTRACTOR resulting from the breach. Alternatively, DISTRICT may purchase such required insurance coverage, and without further notice to CONTRACTOR, County may deduct from sums due to CONTRACTOR any premium costs advanced by DISTRICT for such insurance. These remedies shall be in addition to any other remedies available to DISTRICT.

12. Termination:

(a) DISTRICT may terminate this CONTRACT without cause by giving thirty (30) calendar days written notice to CONTRACTOR. In the event DISTRICT elects to terminate the CONTRACT without cause, it shall pay CONTRACTOR for services satisfactorily rendered to such date.

(b) If either party fails to perform any of its obligations hereunder, within the time and in the manner hereunder provided or otherwise violates any of the terms of the CONTRACT, either party may immediately terminate this CONTRACT by giving written notice of such termination, stating the reason for such termination. In such event, CONTRACTOR shall be entitled to receive payment for all services satisfactorily rendered, provided, however, that there shall be deducted from such amount the amount of liquidated damages, if any, sustained by DISTRICT by virtue of any breach of the CONTRACT by CONTRACTOR.

13. Fingerprints. The DISTRICT has considered the totality of the services to be provided under this CONTRACT and has determined that CONTRACTOR and CONTRACTOR'S employees are subject to the fingerprinting requirements of Education Code section 45125.1. CONTRACTOR shall submit fingerprints for review by the Department of Justice and authorize DISTRICT to receive subsequent arrest and conviction notifications.

14. Confidentiality. CONTRACTOR acknowledges the protections afforded to student health and related information under regulations adopted pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), student records under the Family Educational Rights and privacy Act (FERPA), and under provisions of state law and DISTRICT policy relating to privacy. CONTRACTOR shall ensure that all activities undertaken pursuant to this CONTRACT comply with these requirements.

15. Ownership of Work Product: DISTRICT shall be the owner of and shall be entitled to immediate possession of accurate reproducible copies of any work product gathered or computed by CONTRACTOR prior to termination of this CONTRACT by DISTRICT or upon completion of the work pursuant to this CONTRACT.

16. Assignment. The obligations of the CONTRACTOR pursuant to this CONTRACT shall be performed solely by CONTRACTOR and shall not be assigned or transferred by the CONTRACTOR to any third party or employee/agent of CONTRACTOR without the DISTRICT'S prior written consent.

17. Compliance with Applicable Laws. The services completed herein must meet the approval of the DISTRICT and shall be subject to the DISTRICT'S general right of inspection to secure the satisfactory completion thereof. CONTRACTOR agrees to comply with all federal, state, and local laws, rules, regulations, and ordinances that are now or may in the future become applicable to CONTRACTOR, CONTRACTOR'S business, equipment, and personnel engaged in operations covered by this CONTRACT or accruing out of the performance of such operations.

18. Permits/Licenses. CONTRACTOR shall secure and maintain in force such permits and licenses as are required by law in connection with the furnishing of services pursuant to this CONTRACT.

19. Entire CONTRACT/Amendment. This CONTRACT and any attachments constitute the entire CONTRACT among the parties to it and supersede any prior or contemporaneous understanding or CONTRACT with respect to the services contemplated, and may be amended only by a written amendment executed by both parties. Should the CONTRACT terms conflict with any amendments attached hereto, this CONTRACT shall govern.

20. Notice. All notices or demands to be given under this CONTRACT by either to the other shall be in writing and given either by (a) personal service or (b) by postage prepaid U.S. Mail, registered or certified, return receipt requested. Service of notice or demand shall be considered given when received if personally served or, if mailed, on the second day after deposited at any U.S. Post Office. The address to which either party may give notices or demands may be changed by written notice given in accordance with

the notice provisions of this section. At the date of this CONTRACT, the addresses of the parties are as follows:

DISTRICT:	**CONTRACTOR:**
Santa Rosa City Schools	Name: LANGUAGE PEOPLE, INC
211 Ridgway Ave	Street: 38750 Sky Canyon Drive Suite C
Santa Rosa, CA 95401	City/State/Zip: Murrieta, CA 92563
707-528-5381	Phone: 707-538-8900
mmartin@srcs.k12.ca.us	Email: ggomez@languagepeople.com

21. Nondiscrimination. CONTRACTOR shall comply with all applicable federal, state, and local laws, rules and regulations in regard to nondiscrimination in employment because of race, color, ancestry, national origin, religion, sex, marital status, age, medical condition, handicap, or other prohibited basis. All nondiscrimination rules or regulations required by law to be included in this CONTRACT are incorporated by this reference.

22. Extra (Changed) Work. Only the Superintendent may authorize extra (and/or changed) work, which shall be in writing and thereafter ratified by the Board. The parties expressly recognize that DISTRICT and DISTRICT personnel are without authorization either to order extra (and/or changed) work or to waive contract requirements. Failure of the CONTRACTOR to secure proper authorization for extra work shall constitute a waiver of any and all right to adjustment in the contract price or contract time due to such unauthorized extra work and the CONTRACTOR thereafter shall be entitled to no compensation whatsoever for the performance of such work.

23. Conflict of Interest. CONTRACTOR represents that it presently has no interest, which would conflict in any manner or degree with the performance of services contemplated by this CONTRACT. CONTRACTOR further represents that in the performance of this CONTRACT, no person having such interest will be employed. If CONTRACTOR participates in the planning, development, or negotiation of a contract for the District, CONTRACTOR may not subsequently acquire a financial interest in that contract in violation of Government Code section 1090.

24. Severability. If any term, condition, or provision of this CONTRACT is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force and effect, and shall not be affected, impaired or invalidated in any way.

25. Governing Law. The terms and conditions of this CONTRACT shall be governed by the laws of the State of California with venue in Sonoma County, California, and no other place.

THIS CONTRACT IS ENTERED INTO THIS 17 DAY OF August, 2020

DISTRICT	**AUTHORIZED SIGNER *or* CONTRACTOR**
Signature: _____	Signature: Michael Erickson

Rick Edson

Deputy Superintendent

mmartin@srcs.k12.ca.us

707-890-3800

Print Name: Michael Erickson

Title: Sales & Operations

Email: merickson@languagepeople.com

Phone: 707-538-8900 x1006

Fees for Services Agreement

This Agreement for Service shall be between Language People, Inc. and Santa Rosa City Schools (hereinafter "CLIENT").

Service Contact

Company: Santa Rosa City Schools

Address: 211 Ridgeway Ave.
Santa Rosa, CA 95401

Contact: _____
Title: _____
Email: _____
Phone: _____
Fax: _____

Billing Contact

Company: Santa Rosa City Schools

Address: 211 Ridgeway Ave.
Santa Rosa, CA 95401

Contact: _____
Title: _____
Email: _____
Phone: _____
Fax: _____

Thank you for contacting Language People, Inc. regarding language services. The quote in this Fee for Services Agreement is valid for 30 days from the time of receipt. Once signed by both parties, this Agreement will become the contract between Language People, Inc. and CLIENT regarding such services for **twelve (12)** months from the date signed.

Please note that a signature on this document does not bind or obligate CLIENT to utilize every service listed, but rather simply provides a written understanding that in the event a representative of CLIENT requests any type of service documented here, that financial obligations associated with those requests are understood and agreed to.

Services Provided by Language People, Inc. **Page #**

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Face-to-Face Interpretation

On-site Interpretation (Face-to-Face):
LP will send interpreters to appointments at the times and locations specified by CLIENT to interpret between staff and their clients. This type of service also includes interpretation of small group meetings where simultaneous or conference interpretation is not necessary. Interpreter's minimum hours shall include travel time from specified beginning location to County's specified address. In no event shall interpreter's minimum hours be less than two (2) hours (interpreting and travel combined).

Spoken Language Interpreters:
Spoken language interpreters assigned to appointments, conferences, etc. greater than two (2) hours in length shall receive a fifteen (15) minute break every two (2) hours.

American Sign Language Interpreters (ASL):
ASL interpreters shall receive a fifteen-minute break after each hour of service. For all ASL appointments beyond one hour, team interpreters must be used (two interpreters). Any exceptions to Teamed Interpreting requirements will be evaluated on a case by case basis by LP dispatchers and consultants and shall only be at the discretion of Language People.

Minimum Appointment: Two Hours
Every appointment will be billed a minimum of two hours. Hours will be billed in hourly increments beyond two hours. A grace period of five minutes at the end of the hour is allowed to "wind up" your appointment. If the appointment continues beyond the grace period, the next billed increment will be charged.

Rates Per Interpreter:
Qualified Interpreter rates are as follows:

1 hour spoken language interpreting (Common):	$90.00*
1 hour spoken language interpreting (Rare):	$100.00**
1 hour ASL interpreting*:	$105.00*
Cancellation Charge (less than 24 hour notice)	Full Charge for Scheduled Appointment
Unscheduled appt. (Less than 24 hour notice)	$35.00 per hour additional*
Weekend or After Business Hours	$35.00 per hour additional*

**Rates are for Medically Tested and Qualified Interpreters. ASL Interpreters are RID/NAD/Qualified and tested in ASL and medical terminology.*

***Rare and/or certified interpreter rates may be higher and vary depending on assigned interpreter, their credentials, and date of availability. These rates will be provided at the time interpreter is scheduled.*

Services are available throughout the US.

Medical Interpreters:
LP Medical interpreters provided to CLIENT are SB853/JC compliant and HIPAA trained and tested interpreters. They are tested and trained Medical Interpreters, with proficiency in Medical Terminology and General Terminology in their languages of service. *ASL Interpreters are RID/NAD/Qualified and tested in ASL and medical terminology.*

Certified Legal Interpreting:
LP Legal interpreters are court-certified and court-qualified linguist professionals who are chosen for each assignment, not only on the basis of their proficiency in both source and target languages, but also in the specialized, field-specific knowledge they possess. Certifications for court appearances and depositions vary from state and federal/supreme court jurisdictions. Rates vary due to the unique situation of each assignment's requirements and must be quoted based on the individual project.

Mileage Charges:
Mileage will be charged for total miles at current IRS published rate for travel to and from your facility.

Customer Support
Our office is available to you 24-Hours a day, seven days a week, for last-minute or evening or weekend requests. If you have an urgent request, please call (707) 538-8900 and follow the prompts. If, for some reason, our phone service is disrupted and you cannot reach us at this number, please call our back-up number (800) 873-0595. This number should **ONLY** be used if our main line service is disrupted. Please make sure appropriate staff has this back-up alternate number.

Over-the-Phone Interpreting (OPI)

LP will provide telephone interpreters to CLIENT at the following rates:

Basic Telephone Interpreting:

Weekdays (M-F 8 AM – 6 PM)	**$2.50** per minute
Evenings (6 PM to 8 AM),Weekend & Holidays	**$3.50** per minute
Minimum time charge per call	10 minutes
After-hours Connection Fee (evenings, weekends, holidays)	**$20.00**

Specialty Telephone Interpreting Services:

One-time Customer Set-up Fee	$50.00
Training on Phone System	6 Hours - No Charge
Additional Training/Support	$75.00 per hour

For a complete list of languages available and more information regarding telephone interpreting, refer to the following page or contact your sales associate for more details and options.

Information/Language Identification Cards

LP will provide four copies of Language Identification Cards at no cost. Additional copies are $1.00 each. These helpful cards are used to identify by written word which language an individual recognizes as the written version of the spoken language they wish to communicate in.

Operator Time/Customer Assistance

LP operators can assist in identifying language spoken, or in helping to conference third-parties into the phone system. They can also answer other questions. Time spent with the Operator is charged at the minute rate, and is considered part of the interpretation call. Some questions may be part of the no-cost training on use of the phone system.

Training and Technical Support

LP will provide to Customers up to six hours of introductory training in the use of the telephone system per year, and customers receive up to four hours per year. Additional time is charged at $75.00 per hour.

Customer Support

Our office is available to you 24-Hours a day, seven days a week, for last-minute or evening or weekend requests. If you have an urgent request, please call (707) 538-8900 and follow the prompts. If, for some reason, our phone service is disrupted and you cannot reach us at this number, please call our back-up number (800) 873-0595. This number should **ONLY** be used if our main line service is disrupted. Please make sure appropriate staff has this back-up alternate number.

Recording Conversations for Client Records

Interpreted phone calls may be recorded and saved upon request of the CLIENT. Call recording requests must be made in advance of the actual interpreted call, and extra fees apply.

Trained Customer Support Representatives

For an additional fee, LP interpreters will be trained in Customer's policies and businesses processes, and perform the task of Customer Support Representatives on behalf of Customer. In this level of service, we answer the telephone and field questions in language exactly as your own customer support representatives would do. Customer can train our staff in the use of their proprietary data collection and customer support tools, so that our staff seamlessly integrates with your own English-speaking customer support staff. This service frees up your personnel to do other tasks (they do not have to be on the line with our staff, the LP interpreter/CS rep does the work for them!). Please ask your salesperson to provide you with a custom quote for this level of service.

Partial Language List

Language	Rare or Common
Afghani	Common
Albanian	Common
Amharic	Common
Anar Dari	Common
Arabic	Common
Aramaic	Rare
Arbresh	Rare
Armenian	Common
ASL	Common
Assyrian	Common
Bahasa	Common
Bengali	Rare
Berber	Rare
Bosnian	Common
Bulgarian	Common
Burmese (Myanmar)	Rare
Cantonese	Rare
Catalan	Rare
Chamorro	Rare
Croatian	Common
Czech	Common
Danish	Common
Dari	Common
Dutch	Common
Estonian	Common
Ethiopian	Common
Farsi	Common
Fijian Hindi	Rare
Finnish	Common
Flemish	Common
French	Common
French Canadian	Common
Fukienese	Common

Language	Rare or Common
German	Common
Greek	Common
Gujarati	Common
Hakka	Common
Hausa	Common
Hebrew	Common
Hindi	Common
Hmong	Rare
Hungarian	Common
Iilcano	Common
Indonesian	Common
Italian	Common
Japanese	Common
Khmer (Cambodian)	Rare
Kmhu	Common
Korean	Rare
Kurdish	Common
Laotian	Common
Latvian	Rare
Lithuanian	Rare
Malay	Rare
Maltese	Rare
Mandarin	Rare
Marathi	Rare
Mien	Rare
Mongolian	Rare
Nepali	Rare
Nigerian	Common
Oromo	Rare
Pampangan	Rare
Pashto	Common
Polish	Common
Portuguese	Common

Language	Rare or Common
Romanian	Common
Russian	Common
Samoan	Rare
Scandinavian	Common
Serbo-Croatian	Common
Shanghai	Common
Sindhi	Common
Slavic	Common
Slovak	Common
Somali	Common
Spanish	Common
Swahili	Common
Swedish	Common
Sindhi	Rare
Tagalog	Common
Tahitian	Rare
Taiwanese	Common
Tamil	Common
Telugu	Rare
Thai	Common
Tibetan	Rare
Tigrinya	Common
Toishanese	Common
Tongan	Rare
Turkish	Common
Ukrainian	Common
Urdu	Common
Uzbek	Rare
Vietnamese	Common
Visayan	Common
Wu	Common
Yiddish	Common
Yogad	Rare

If a language is not listed on this list, it is considered rare.

P.O. BOX 2635 • TEMECULA, CA • 92593 • TEL:(707) 538-8900 • FAX:(707) 324-8811

SALES@LANGUAGEPEOPLE.COM • WWW.LANGUAGEPEOPLE.COM

Document Translation Services

Translators

LP translators are tested, reviewed, and qualified to interpret in the languages in which they work. We match subject matter experts with the terminology requirement of your project and use third party linguists to proofread and ensure the most accurate translation product.

Documents

LP will provide document translation services according to the complete list of languages available (following page). For instance, Spanish is charged at $0.18 cents per word. Other Roman languages (*i.e.*, German, French) will be charged $0.20 based on final word count in "target" language (language translated into). For character-based languages (*i.e.*, Thai, Chinese) charges will be based on English or Roman language word count at $0.20 per word.

LP will accept documents by fax, email or postal mail. Documents will be returned in Word format. It is the client's responsibility to take returned translation from Word into any other graphic product they desire (*i.e.*, PowerPoint, PDF, etc.), or to agree to extra charges for LP to arrange graphics editing for them. Formatting, proofreading and rush deadlines all incur additional charges.

A minimum charge (per project/language) of $100.00 applies for any document below that fee. A charge of $25.00 applies to certificates of attestation and a $15.00 fee for any documents needing notarization. Rush fees apply to all documents requiring less than five business day return time; rush fees are an additional 30% of the project total.

Transcription Services

CLIENT may request written transcription of telephone conversations by our Translation Department. Transcriptions can be provided at a rate of $90.00 per hour of work, which would cover an estimated 6 minutes of (clear) recorded audio.

Formatting and Desktop Publishing

LP can provide additional formatting of documents for an additional $0.04 per word. LP can also provide advanced desktop publishing (graphic design) for a fee of $90.00 per hour. Document formats that LP supports include Microsoft Office® (Word, Excel, PowerPoint), PDF, EPS, Image files (jpeg, tiff), and Adobe® InDesign®. Total charges may vary depending on the length of the assignment.

Website Globalization

LP will provide website translation services according to the complete list of languages available (following page). LP will accept website text by URL, fax, email or postal mail. Text will be returned in Word format. It is the client's responsibility to take returned translation from Word into the actual website, or to agree to extra charges for LP to arrange text for them on the web.

A minimum charge per project of $100.00 applies if word count does not equal this minimum charge. Rush fees apply to all website text projects requiring less than five business day return time; rush fees are an additional 30% of the project total. LP can provide services such as formatting and uploading for a fee of $90.00 per hour; total charges may vary depending on the length of assignment.

Notice and Cancellation Policy

Any project for written translation given to LP will be charged in full as translation begins immediately upon receipt of documents unless document is submitted as a quote request.

Customer Support

Our office is available to you 24-hours a day, 7 days a week, for last-minute or evening or weekend requests. If you have an urgent request, please call (707) 538-8900 and follow the prompts. If, for some reason, our phone service is disrupted and you cannot reach us at this number, please call our back-up number (800) 873-0595. This number should **ONLY** be used if our main line service is disrupted. Please make sure appropriate staff has this back-up alternate number.

**We return all documents in Word 2016 format to support all clients' technology & file format needs, unless otherwise requested.*

Written Translation Language Price List

Language	¢ per word
Afghani	22
Albanian	22
Amharic	22
Anar Dari	22
Arabic	24
Aramaic	24
Arbresh	24
Armenian	22
ASL	N/A
Assyrian	22
Bahasa	24
Bengali	24
Berber	24
Bosnian	24
Bulgarian	22
Burmese (Myanmar)	24
Catalan	24
Chamorro	24
Chinese (Simplified)	20
Chinese (Traditional)	20
Croatian	22
Czech	22
Danish	22
Dari	22
Dutch	24
Estonian	24
Ethiopian	24
Farsi	20
Fijian Hindi	24
Finnish	22
Flemish	22
French	20
French Canadian	24
Fukienese	22

Language	¢ per word
Georgian	22
German	20
Greek	24
Gujarati	22
Hakka	24
Hausa	24
Hebrew	22
Hindi	20
Hmong	22
Hungarian	22
Iilcano	22
Indonesian	24
Italian	20
Japanese	24
Khmer (Cambodian)	24
Kmhu	24
Korean	28
Kurdish	22
Laotian	22
Latvian	24
Lithuanian	24
Malay	24
Maltese	24
Marathi	24
Mien	24
Mongolian	24
Nepali	24
Nigerian	22
Oromo	24
Pampangan	24
Pashto	20
Polish	22
Portuguese	20
Punjabi	20

Language	¢ per word
Romanian	22
Russian	20
Samoan	24
Scandinavian	22
Serbo-Croatian	22
Shanghai	22
Sindhi	22
Slavic	22
Slovak	22
Somali	22
Spanish	18
Swahili	25
Swedish	22
Swiss	22
Tagalog	20
Tahitian	24
Taiwanese	22
Tamil	22
Telugu	24
Thai	20
Tibetan	24
Tigrinya	22
Toishanese	22
Tongan	24
Turkish	22
Ukrainian	22
Urdu	22
Uzbek	24
Vietnamese	24
Visayan	22
Wu	22
Yiddish	22
Yogad	24
Yoruba	24

If you don't see the language you need, please contact LP.

Prices effective Jan. 2020

P.O. BOX 2635 • TEMECULA, CA • 92593 • TEL:(707) 538-8900 • FAX:(707) 324-8811

SALES@LANGUAGEPEOPLE.COM • WWW.LANGUAGEPEOPLE.COM

Additional Terms & Conditions of Agreement

Payment Policy
Subject to credit approval, Language People, Inc. may extend COD or 30-Day credit terms to CLIENT. A deposit may be required, due prior to receipt of product for conference interpretation or legal interpretation services. Invoices will be billed on the date of service and must be paid within stated terms. A late fee equal to 1.5% per month will be charged on any outstanding balances. Language People, Inc. will also be entitled to recover its attorneys' fees expended in any action to collect the amounts owed it. All legal actions to enforce this agreement shall be in the jurisdiction of Riverside County, CA.

Termination of Agreement
Either party may terminate agreement upon a 30 day written notice. In the event of an early termination, Language People, Inc. shall be paid for all services rendered up to the cancellation date.

Business and Trade Secrets
Language People, Inc. interpreter and translator personal information and pricing information in this Agreement shall remain the business and trade secret property of Language People, Inc. except where legally authorized by subpoena or court order, CLIENT shall not contact Language People, Inc. interpreters or translators directly. CLIENT also agrees not to solicit any work directly from Language People, Inc. interpreters or translators without the written consent of Language People, Inc. Language People, Inc., translators and Language People, Inc. administrative staff agree to keep confidential the business and trade secrets of CLIENT. CLIENT shall mark any confidential information shared with the word "CONFIDENTIAL" on all copies of documents. All telephone conversations for CLIENT shall be deemed confidential.

Scope of Work
Where Language People, Inc. shall provide interpretation or translation services to CLIENT, interpreters and translators will not be required to engage in any type of task other than interpreting and translating between CLIENT staff and client unless specifically described in an Addendum to this contract. In providing all other services, CLIENT agrees that Language People, Inc. and its agents are only acting as communication facilitators, and are not in any way providing advice, counsel, or professional help or opinions of any kind regarding the subject matter or meeting topic Language People, Inc. is facilitating.

Availability
Language People, Inc. does not guarantee that on any given date or time its resources will be available to CLIENT, but will always make a good faith effort to provide services that CLIENT requests.

Customer Support
Assistance is available to you 24 hours a day, seven days a week, for last-minute or evening or weekend requests. If you have an urgent request, please call (707) 538-8900 and follow the prompts. If, for some reason, our phone service is disrupted and you cannot reach us at this number, please call our back-up number (800) 873-0595. This number should **ONLY** be used if our main line service is disrupted. Please make sure appropriate staff has this back-up alternate number.

Entire Agreement
This Agreement constitutes the entire agreement among the Parties regarding the subject matter of this Agreement, and no previous statement, promise, agreement, inducement or representation, whether oral or written, shall be of any further force or effect unless expressly set forth herein.

Governing Law
The interpretation and enforcement of this Agreement shall be governed by California law, without regard to the conflicts of law provisions thereof.

Signed:	*Michael Erickson*	*Signed:*	
	Authorized Signature		*Authorized Signature*
Print Name:	Michael Erickson	*Print Name:*	
	Language People, Inc.		Client Name
Dated:	09/18/2020	*Dated:*	