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October 2, 2019

**ADDENDUM NUMBER 4  
TO  
REQUEST FOR STATEMENT OF QUALIFICATIONS  
FOR  
AS-NEEDED LANGUAGE ASSISTANCE SERVICES RFSQ #2019-006**

On July 31, 2019, the County of Los Angeles (County) Department of Public Health (DPH) released a Request for Statement of Qualifications (RFSQ) for As-Needed Language Assistance Services.

As indicated in the RFSQ, Section 1.8, County Rights and Responsibilities, the County has the right to amend the RFSQ by written addendum.

This Addendum Number 4 consists of two (2) parts as outlined below:

- PART 1 – Modifications and Revisions to RFSQ
- PART 2 – Revisions to Addendum Number 2

**PART 1 – MODIFICATIONS AND REVISIONS TO RFSQ**

Part 1 of this Addendum Number 4 amends the RFSQ as indicated below (new language is shown in **highlight** and deleted language is shown in ~~strike through~~ for easy reference).

1. RFSQ, Appendix K-1, Statement of Work, Document Translation Services, is deleted and replaced in its entirety with Appendix K-1 (Revised), Statement of Work, Document Translation Services, attached hereto and incorporated by reference. Wherever Appendix K-1 is referenced in the RFSQ shall be deemed amended to read Appendix K-1 (Revised).

2. RFSQ, Appendix L-1, Price Sheet, Document Translation Services, is deleted and replaced in its entirety with Appendix L-1 (Revised), Price Sheet, Document Translation Services, attached hereto and incorporated by reference. Wherever Appendix L-1 is referenced in the RFSQ shall be deemed amended to read Appendix L-1 (Revised).
3. RFSQ, Appendix L-2 (Revised), Price Sheet, In-Person Oral Interpretation Services, is deleted and replaced in its entirety with Appendix L-2.1 (Revised), Price Sheet, In-Person Oral Interpretation Services, attached hereto and incorporated by reference. Wherever Appendix L-2 (Revised) is referenced in the RFSQ shall be deemed amended to read Appendix L-2.1 (Revised).
4. RFSQ, Appendix L-3, Price Sheet, Telephonic and Video Remote Interpretation Services, is deleted and replaced in its entirety with Appendix L-3 (Revised), Price Sheet, Telephonic and Video Remote Interpretation Services, attached hereto and incorporated by reference. Wherever Appendix L-3 is referenced in the RFSQ shall be deemed amended to read Appendix L-3 (Revised).
5. RFSQ, Appendix L-4 (Revised), Price Sheet, Simultaneous Oral Interpretation Services, is deleted and replaced in its entirety with Appendix L-4.1 (Revised), Price Sheet, Simultaneous Oral Interpretation Services, attached hereto and incorporated by reference. Wherever Appendix L-4 (Revised) is referenced in the RFSQ shall be deemed amended to read Appendix L-4.1 (Revised).

## **PART 2 – REVISIONS TO ADDENDUM NUMBER 2**

Part 2 of this Addendum Number 4 amends Addendum Number 2, Part 2 – Responses to Vendors' Questions, as indicated below (new language is shown in **highlight** and deleted language is shown in ~~strikethrough~~ for easy reference).

### **APPENDIX L-1 – PRICE SHEET AS-NEEDED LANGUAGE ASSISTANCE SERVICES DOCUMENT TRANSLATION SERVICES**

**Q85. It appears that the County is requesting a single per word rate for all languages. Can vendors provide per word rates for each language?**

A85. **No Yes.** Vendors shall submit fixed rate per word based on Standard Requests, Expedited Requests, and Emergency Requests, as described in Appendix L-1 (Revised), Price Sheet, Document Translations Services, of this RFSQ.

**See Part 1 – Modifications and Revisions to RFSQ, item 2, of Addendum 4.**

#### **APPENDIX L-2 – PRICE SHEET AS-NEEDED LANGUAGE ASSISTANCE SERVICES IN-PERSON ORAL INTERPRETATION SERVICES**

**Q86. It appears the County is requesting a single per hour/per 15 minute rate for all languages. Can vendors provide per hour/15 minutes rates for each language?**

A86. **No Yes.** Vendors shall submit fixed rate per word based on Standard Requests and Emergency Requests, as described in Appendix L-2.1 (Revised), Price Sheet, In-Person Oral Interpretation Services, of this RFSQ.

**See Part 1 – Modifications and Revisions to RFSQ, item 3, of Addendum 4.**

**Q88. Will the County consider separate price tiers of certain languages distinguishing commonplace languages like Spanish from languages of lesser diffusion like Sinhalese?**

A88. **No Yes.** Vendors shall submit fixed rate per word based on Standard Requests and Emergency Requests, as described in Appendix L-2.1 (Revised), Price Sheet, In-Person Oral Interpretation Services, of this RFSQ.

**See Part 1 – Modifications and Revisions to RFSQ, item 3, of Addendum 4.**

#### **APPENDIX L-4 – PRICE SHEET AS-NEEDED LANGUAGE ASSISTANCE SERVICES SIMULTANEOUS ORAL INTERPRETATION SERVICES**

**Q89. It appears the County is requesting a single per hour/per 15 minute rate for all languages. Can vendors provide per hour/15 minutes rates for each language?**

A89. **No Yes.** Vendors shall submit fixed rate per word based on Standard Requests and Emergency Requests, as described in Appendix L-4.1 (Revised), Price Sheet, Simultaneous Oral Interpretation Services, of this RFSQ.

**See Part 1 – Modifications and Revisions to RFSQ, item 5, of Addendum 4.**

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Pursuant to RFSQ, Section 1.8, County's Rights and Responsibilities, Addendum Number 4 has been made available on the Department of Public Health Contracts and Grants website at <http://publichealth.lacounty.gov/cg/index.htm> and on the County's website at <http://camisvr.co.la.ca.us/lacobids/BidLookUp/BidOpenStart.asp>.

Thank you for your interest in contracting with the County of Los Angeles. Except for the revisions contained in Addendum Number 1, Addendum Number 2, Addendum Number 3, and Addendum Number 4 there are no other revisions to the RFSQ. All other terms and conditions of the RFSQ remain in full force and effect.

As stated in Section 2.7.4, Price Sheet(s) (Section C), of the RFSQ, Vendor must complete and include one Price Sheet for **each** category for which they are attempting to qualify. For your convenience, attached are the price sheets for each category under this RFSQ. **Vendor must use the price sheets provided in this Addendum Number 4 for submission of their Statement of Qualifications.**

Attachments (6)

#04504

**STATEMENT OF WORK  
FOR  
AS-NEEDED LANGUAGE ASSISTANCE SERVICES  
DOCUMENT TRANSLATION SERVICES**

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Attachment:

Attachment A – Sample Service Request Form

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**1.0 SCOPE OF WORK**

**1.1 Overview of Document Translation Services**

For purpose of this Statement of Work, Document Translation Services (hereafter referred to as “translation services”) are services provided by professional qualified human translators and consist of the process of converting words or text from one language to another language. The objective of translation services is to convey the original tone and intent of a message to enable the Department to make linguistically appropriate documents available to Individuals.

**1.2 Document Translation Services Required**

Contractor shall provide translation services of documents (public facing, client specific, etc.) that relay information (including medical documents, pamphlets, flyers, reports, etc.) needed to facilitate non-English monolingual or limited English proficiency individuals access to and understanding of information. Contractor shall deliver translation of written English to any other written language, as identified in Section 1.3 below, and Braille, as ~~may be~~ required by Department. **Contractor’s translation services shall include a second translator review to ensure accuracy of translation.**

Additionally, Contractor shall deliver translation services from any written language, as identified in Section 1.3, and Braille, to written English, as ~~may~~ be required by Department.

Contractor shall provide translation services, on an as-needed basis, as required by the Department based on the following types of service request: a) Standard Request; b) Expedited Request; and c) Emergency Request, as further described in Section 4.0, Definitions, and in Section 8.0, Service Requests and Specific Work Requirements, of this Statement of Work.

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**1.3 Languages for Document Translation Services**

<b>COUNTY CORE LANGUAGES (Listed in Alpha Order)*</b>			
ALBANIAN	FRENCH	JAPANESE	SOMALI
AMHARIC	FUKIENESE	KHMER	SPANISH
ARABIC	FUZHOU	KOREAN	SWAHILI
ARMENIAN	GERMAN	LAOTIAN	TAGALOG
AZERBAIJANI	GREEK	LITHUANIAN	TAIWANESE
BAHAMIAN	GUJARATI	MALAY	TAMIL
BENGALI	HAITIAN CREOLE	MANDARIN	THAI
BOSNIAN	HAUSA	MANGOLIAN	TOISHANESE
BULGARIAN	HEBREW	NEPALI	TONGAN
BURMESE	HINDI	POLISH	TURKISH
CAMBODIAN	HMONG	PORTUGUESE	UKRAINIAN
CANTONESE	HUNGARIAN	PUNJABI	URDU
CHA-CHOW	IBO	ROMANIAN	VIETNAMESE
CROATION	ILOCANO	RUSSIAN	
DARI	INDONESIAN	SERBIAN	
FARSI	ITALIAN	SINHALESE	
<b><i>*Additional languages not listed, including Braille, may be requested.</i></b>			

**2.0 QUALITY CONTROL**

Contractor shall establish and utilize a comprehensive Quality Control Plan to assure quality and consistency of service to the County throughout the term of this Master Agreement. The plan shall be submitted to the Department Master Agreement Project Monitor for review. The plan shall include, but may not be limited to the following:

- 2.1 Method of monitoring to ensure and demonstrate that the services effectively fulfill the Master Agreement requirements in a timely manner.

**3.0 QUALITY ASSURANCE PLAN**

Department will evaluate the Contractor's performance under this Master Agreement using the quality assurance procedures as defined in this Master Agreement, Paragraph 8, Standard Terms and Conditions, Sub-paragraph 8.15, County's Quality Assurance Plan.

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**3.1 Meetings**

Contractor shall meet with County as requested.

**4.0 DEFINITIONS**

- 4.1 Contractor's Project Manager:** Contractor's designee responsible for managing the Master Agreement operations and to liaise with Department during the term of the Master Agreement.
- 4.2 Department's Master Agreement Project Monitor(s):** A specific County employee designated by each Department requesting services under this Master to monitor the daily operations and responsible for inspecting any and all tasks, deliverables, goods, services, and other work provided by Contractor.
- 4.3 County's Master Agreement Program Director:** Person designated by the Department of Public Health with authority on contractual or administrative matters relating to this Master Agreement that cannot be resolved by the County's Project Manager.
- 4.4 Department's Project Manager(s):** A specific County employee designated by each Department requesting services to manage the day-to-day administration under this Master Agreement.
- 4.5 Day(s):** Calendar day(s) unless otherwise specified.
- 4.6 Department:** Any of the three County departments under the Health Agency, consisting of Departments of Public Health, Health Services, and Mental Health, which may obtain translation services under this Master Agreement.
- 4.7 Fiscal Year:** The twelve (12) month period beginning July 1st and ending the following June 30th.
- 4.8 Individual:** Any person conducting business or requesting information or services from a department within the Health Agency.

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- 4.9 Limited English Proficiency:** A limited ability to speak and/or understand English that may reduce a client's ability to understand and respond to information provided by the Department.
- 4.10 Monolingual:** Involving, using, or speaking one language.
- 4.11 Standard Request:** A request that requires Contractor to complete translation services within 10 business days from the date of request from the Department or at a later date as determined by the Department.
- 4.12 Expedited Request:** A request that requires Contractor to complete translation services within three (3) business days from the date of request from the Department.
- 4.13 Emergency Request:** A request that requires Contractor to complete translation services within 24 hours, which includes weekends, evenings, and County observed holidays, from the date and time of request from the Department.
- 4.14 Service Request Form:** Form used to submit a Service Request.

**5.0 RESPONSIBILITIES**

County's and Contractor's responsibilities are as follows:

**COUNTY'S RESPONSIBILITIES**

**5.1 Personnel**

DPH will administer the Master Agreement according to the Master Agreement, Paragraph 6.0 Administration of Master Agreement – County. Specific duties will include:

- 5.1.1 Monitoring Contractor's performance in the daily operation of this Master Agreement.
- 5.1.2 Providing direction to Contractor in areas relating to policy, information and procedural requirements.

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5.1.3 Preparing Amendments in accordance with the Master Agreement, Paragraph 8.0, Standard Terms and Conditions, Sub-paragraph 8.1 Amendments.

5.1.4 Approving additional languages for translation services, on an as-needed basis.

**5.2 Furnished Items**

County will not provide any items under this Master Agreement.

**CONTRACTOR'S RESPONSIBILITIES**

5.3 Contractor shall have a minimum of three (3) years' experience within the last five (5) years providing document translation services as described in Section 1.0, Scope of Work, of this Statement of Work.

5.4 Contractor shall ensure that all staff providing services under this Master Agreement are qualified to perform the functions and duties under this Master Agreement.

5.5 Contractor shall assign sufficient staff to perform the provided services under this Master Agreement.

5.6 Contractor shall ensure that all staff providing services under this Master Agreement:

5.6.1 Comply with sub-paragraph 7.6 – Confidentiality, of the Master Agreement.

5.6.2 Comply with Health Insurance Portability and Accountability Act of 1996 (HIPAA), Code of Federal Regulations (CFR) 42, Part 2, confidentiality and nondisclosure agreements that address privacy of communications, confidentiality, personal responsibility, and protection of information belonging to Individuals and the Department. Signed acknowledgments and evidence of trainings to meet this requirement shall be maintained in the personnel's file at Contractor's Los Angeles County office.

5.6.3 Comply with the applicable Office of Civil Rights' requirements, including Code of Federal Regulations, Title 45, Part 92, non-

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discrimination requirements of Section 1557 of the Affordable Care Act.

- 5.7 Contractor shall staff a full-time Project Manager, and a designated alternate, (all hereafter “Project Manager”) to act as a central point of contact with County under this Master Agreement as follows:
  - 5.7.1 Project Manager shall have two (2) years of experience in project management within the last five (5) years.
  - 5.7.2 Project Manager must be physically located at the Contractor’s office in Los Angeles County.
  - 5.7.3 Project Manager shall have full authority to act for Contractor on all matters relating to the daily operation of the Master Agreement. Project Manager shall be able to effectively communicate, in English, both orally and in writing.
  - 5.7.4 Project Manager must be available to County as further described in Section 5.10, Contractor’s Office, of this Statement of Work.
  
- 5.8 Contractor shall assign professional human translators that are available to provide services as described in Section 8.0, Service Requests and Specific Work Requirements, of this Statement of Work, during Pacific Time (PT) and that meet the following requirements:
  - 5.8.1 Have at least one (1) year of experience performing translation services in the healthcare field.
  - 5.8.2 Be at least 18 years of age.
  - 5.8.3 Have at a minimum a high school diploma or General Educational Development (GED) or its equivalent from another country.
  - 5.8.4 Be proficient in English and have a mastery in fluency of the target language that is equivalent to that of an educated native speaker and cultural awareness of the language being requested for translation.
  - 5.8.5 Adhere to the highest ethical standards, act professionally and maintain the confidentiality of the clients’ records, and all information translated.

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- 5.8.6 Have tested for and passed Contractor's documented and formalized certification procedure that adheres to the California State Personnel Board's Specification and Performance Standards for Contract Interpreter and Translation Services Certification of Interpreters & Translators in the language(s) for which they are providing translation service.
- 5.8.7 Have a valid certification from the American Translators Association (ATA) **for languages certified by ATA** and maintain a proficiency level that is equivalent to the standards set forth by the ATA whose Code of Professional Conduct requires the following components to maintain excellence:
- a) Mastery of the target language equivalent to that of an educated native speaker, including regional idioms and colloquialisms;
  - b) Follow a code of ethics and ethical standards as prescribed by the professional interpreters' organization;
  - c) Recognize and address common misunderstandings that may arise due to differing cultural expectation and assumptions;
  - d) Maintain current knowledge of the subject material and its terminology in both languages;
  - e) Maintain appropriate professional boundaries avoiding any conflict of interests;
  - f) Continue efforts to improve, broaden, and deepen skills and knowledge;
  - g) Render communication accurately and transparently, including brief written translations (i.e. signs, instructions, etc.); and
  - h) Maintain impartiality when conveying information.
- 5.8.8 Provide translation services only for the language(s) they have been certified to translate.
- 5.8.9 Contractor's staff providing translation services shall display non-judgmental, culture-affirming attitudes and provide work in a professional and courteous manner.

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5.8.10 Provide translation services in a manner without interjecting personal opinions and without personal commentary.

**5.9 Training Requirements**

5.9.1 Contractor shall provide training programs and continuing in-service training for all staff providing services under this Master Agreement.

5.9.2 Contractor shall train, test, and qualify translators to ensure they provide translation services in accordance with the confidentiality and non-disclosure requirements included in the Master Agreement, HIPAA and 42 CFR Part 2 Confidentiality.

In addition to HIPAA and 42 CFR Part 2 Confidentiality requirements, Contractor shall train, test and qualify translators to ensure that they provide all Services in accordance with Health Care Information Technology for Economic and Clinical Health Act (HITECH).

5.9.3 Contractor shall maintain complete training and certification records for all translators and make records available to County for review within five (5) days of County's Request. Training and certification records must contain, at a minimum, the following:

- b) Information that specifies how the translator's language fluency was verified/tested;
- c) Date that translator's fluency was verified/tested;
- d) Identification of the language(s) which the translator is qualified to translate;
- e) Identification of the level of competency verified/tested;
- f) Documentation demonstrating that the translator has professional translator experience in the certified language; and
- g) Dates and types of all trainings provided by Contractor to meet confidentiality and non-disclosure requirements.

**5.10 Contractor's Office**

Contractor shall maintain an administrative office location in Los Angeles County with a telephone number and an electronic mail (e-mail) address in

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the company's name where Contractor conducts business. The administrative office shall be staffed during the hours of 8:00 a.m. to 5:00 p.m., PT, Monday through Friday, by at least one employee who can respond to inquiries or complaints which may be received about Contractor's performance under this Statement of Work, or other issues or concerns.

Responses to Service Requests shall be provided on a 24 hours per day, seven (7) days per week, and 365 days per year basis, as described in Sections 7.0 Hours/Days of Work for Services and 8.0 Service Requests and Specific Work Requirements.

**6.0 MATERIALS AND EQUIPMENT**

- 6.1 Contractor shall provide all materials, supplies, and/or equipment needed for the provision of services under this Statement of Work.
- 6.2 Contractor shall purchase maintain all materials, supplies, and/or equipment needed to provide translation services under this Statement of Work. Contractor shall use materials, supplies, and/or equipment that are safe for the environment and safe for use by staff.
- 6.3 In no event shall County be liable or responsible for payment for any materials, supplies, and/or equipment obtained and/or maintained by Contractor to provide services under this Master Agreement.

**7.0 HOURS/DAYS OF WORK FOR SERVICES**

Contractor shall provide a telephone number and an e-mail address where Department can request translation services, as further described in Section 8.0, Service Requests and Specific Work Requirements, and to respond to questions and/or concerns from the Department regarding the service request on a 24 hours per day, seven (7) days per week, and 365 days per year basis.

Holidays observed by the County are as follows:

- 1) New Year's Day (January 1)
- 2) Martin Luther King, Jr. Day (Third Monday in January)
- 3) Presidents' Day (Third Monday in February)
- 4) César Chávez Day (March 25)
- 5) Memorial Day (Last Monday in May)

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- 6) Independence Day (July 4<sup>th</sup>)
- 7) Labor Day (First Monday in September)
- 8) Indigenous People's Day (Second Monday in October)
- 9) Veterans Day (November 11<sup>th</sup>)
- 10) Thanksgiving Day and the Friday following (Fourth Thursday and Friday in November)
- 11) Christmas Day (December 25<sup>th</sup>)

## **8.0 SERVICE REQUESTS AND SPECIFIC WORK REQUIREMENTS**

- 8.1 On an as-needed basis, the Department will contact Contractor via telephone or e-mail, with a Service Request Form, Appendix K-1 Attachment A, that will: a) identify the type of service request (i.e., Standard Request, Expedited Request, or Emergency Request); b) describe services needed; c) as applicable, provide the document to be translated in an editable format; and d) provide any additional information needed.
- 8.2 Upon receipt of a Standard Request, Contractor shall:
- 8.2.1 acknowledge receipt of service request received via email by responding to the Department's e-mail within three (3) business hours;
  - 8.2.2 provide confirmation of ability to perform translation services within one (1) business day of the service request from the Department; and
  - 8.2.3 translate documents, **including second translator review**, within 10 business days from the date of request from the Department or at a later date as determined by the Department and as confirmed through a Service Request Form provided by Department.
- 8.3 Upon receipt of an Expedited Request, Contractor shall:
- 8.3.1 acknowledge receipt of service request received via email by responding to the Department's e-mail within one (1) business hour;
  - 8.3.2 provide confirmation of ability to perform translation services within one (1) business day of the service request from the Department; and

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- 8.3.3 translate documents, including second translator review, within three (3) business days from the date of request from the Department as confirmed through a Service Request Form provided by Department.
- 8.4 Upon receipt of an Emergency Request, Contractor shall:
- 8.4.1 acknowledge receipt of service request received via email by responding to the Department's e-mail within one (1) hour;
- 8.4.2 provide confirmation of ability to perform translation services within two (2) hours of the service request from the Department; and
- 8.4.3 translate documents, including second translator review, within 24 hours, which includes weekends, evenings, and County observed holidays, from the date of request from the Department as confirmed through a Service Request Form provided by Department.
- If Department does not receive a response within the deadlines as described in 8.2, 8.3, and 8.4 above, the Department will select another Contractor.**
- 8.5 Contractor shall provide translated document(s), in which a second translator review has been conducted to ensure accuracy in translation, as described in Section 8.8, 8.9, and 8.10, to Department for review and confirmation of satisfactory completion.
- 8.6 Contractor shall, at no additional cost to County, work with Department to make any adjustments and modifications to translated document to ensure satisfactory completion.
- 8.7 County shall withhold payment for services provided until Department determines translated document(s) have been satisfactorily completed.
- 8.8 Contractor shall provide translation services to Department in accordance with laws, regulations, and the terms of the Master Agreement.
- 8.9 Contractor shall translate documents to ensure a readability level no greater than the source document and at approximately a 6th grade level.

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- 8.10 Contractor shall return translated documents in the format requested on the Service Request Form, with proper headings, margins, and text alignment to ensure translated document closely resembles source document.
- 8.11 Contractor shall ensure that translation of document content, including unknown words, is not word for word from the source language. Translation of document content shall adhere to the requirements described in Sections 5.8.4, 5.8.7, 5.8.8, 5.8.9, and 5.8.10.
- 8.12 Contractor shall ensure that the document content is not translated word for word or if a word is not known, the word shall not be spelled out in the written form of the source language. Translation shall include cultural awareness to ensure original tone and intent of source language is not lost.
- 8.13 Contractor shall maintain adequate records on each service performed in sufficient detail to permit an evaluation of translation services provided. Program records shall include, but not be limited to:
- a) Name, address and telephone number of Department requesting services;
  - b) Name or description of materials to be translated;
  - c) Number of words;
  - d) Number of pages;
  - e) Name of translator; and
  - f) Time spent providing translation services per document.

**PRICE SHEET(S)**  
**FOR**  
**AS-NEEDED LANGUAGE ASSISTANCE**  
**SERVICES**

- Appendix L-1 (Revised), Price Sheet, Document Translation Services
  
- Appendix L-2.1 (Revised), Price Sheet, In-Personal Oral Interpretation Services
  
- Appendix L-3 (Revised), Price Sheet, Telephonic and Video Remote Interpretation Services
  
- Appendix L-4.1 (Revised), Price Sheet, Simultaneous Oral Interpretation Services
  
- Appendix L-5 (Revised), Price Sheet, Sign Language Interpretation Services

## PRICE SHEET AS-NEEDED LANGUAGE ASSISTANCE SERVICES DOCUMENT TRANSLATION SERVICES

<b>VENDOR NAME:</b>	
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		*Language(s)	*Language(s)	*Language(s)	*Language(s)	*Language(s)
<b>Standard Requests:</b> Completed within 10 business days of request.	**Fixed Rate Per Word	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
<b>Expedited Requests:</b> Completed within 3 business days of request.	**Fixed Rate Per Word	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
<b>Emergency Requests:</b> Completed within 24-hours of request, which includes weekends, evenings, and County observed holidays.	**Fixed Rate Per Word	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

**\* Please group languages with the same rate. Print additional sheets, if necessary.**

**\*\* Fixed Rate includes second translator review.**

As-Needed Language Assistance Services - Document Translation Services will be provided at the fixed rate(s) referenced above.

"County Core Languages" are listed in 1.0 Scope of Work, of Appendix K-1 (REVISED), Statement of Work for Document Translation Services.

**PRICE SHEET  
AS-NEEDED LANGUAGE ASSISTANCE SERVICES  
IN-PERSON ORAL INTERPRETATION SERVICES**

**VENDOR NAME:**

The Contractor shall be paid for As-Needed Language Assistance Services - In Person Oral Interpretation Services rendered at hourly rate/fee listed below. Payment shall be made in accordance with the hours of service rendered, exclusive of travel to destination where service is to be performed. Increments of less than one full hour shall be compensated in 15 minute increments after the 2 hour minimum.

	* Language(s)	* Language(s)	* Language(s)	* Language(s)
Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)			

Fixed Rate/Fee	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)
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Emergency Request Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)			
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Emergency Request Fixed Rate/Fee	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)
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**\* Please group languages with the same rate. Print additional sheets, if necessary.**

"County Core Languages" are listed in 1.0 Scope of Work, of Appendix K-2 (REVISED), Statement of Work for In Person Oral Interpretation Services.

**PRICE SHEET  
AS-NEEDED LANGUAGE ASSISTANCE SERVICES  
TELEPHONIC AND VIDEO REMOTE INTERPRETATION SERVICES**

<b>VENDOR NAME:</b>	
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	* Language(s)	* Language(s)	* Language(s)	* Language(s)
Telephonic Interpretation Fixed Rate	\$ _____ Per Minute			
Video Remote Interpretation Fixed Rate	\$ _____ Per Minute			

**\* Please group languages with the same rate. Print additional sheets, if necessary.**

As-Needed Language Assistance Services - Telephonic and Video Remote Interpretation Services will be provided at the fixed rate referenced above.

"County Core Languages" are listed in 1.0 Scope of Work, of Appendix K-3, Statement of Work for Telephonic and Video Remote Interpretation Services.

**PRICE SHEET  
AS-NEEDED LANGUAGE ASSISTANCE SERVICES  
SIMULTANEOUS ORAL INTERPRETATION SERVICES**

<b>VENDOR NAME:</b>	
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The Contractor shall be paid for As-Needed Language Assistance Services - Simultaneous Oral Interpretation Services rendered at hourly rate/fee listed below. Payment shall be made in accordance with the hours of service rendered, exclusive of travel to destination where service is to be performed. Increments of less than one full hour shall be compensated in 15 minute increments after the 2 hour minimum.

	* Language(s)	* Language(s)	* Language(s)	* Language(s)
Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)			

Fixed Rate/Fee	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)
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Emergency Request Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)			
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Emergency Request Fixed Rate/Fee	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)	\$ _____ Per 15 minutes (after 2 hour minimum)
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**\* Please group languages with the same rate. Print additional sheets, if necessary.**

"County Core Languages" are listed in 1.0 Scope of Work, of Appendix K-4 (REVISED), Statement of Work for Simultaneous Oral Interpretation Services.

**PRICE SHEET  
AS-NEEDED LANGUAGE ASSISTANCE SERVICES  
SIGN LANGUAGE INTERPRETATION SERVICES**

<b>VENDOR NAME:</b>	
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The Contractor shall be paid for As-Needed Language Assistance Services - Sign Language Interpretation Services rendered at hourly rate/fee listed below. Payment shall be made in accordance with the hours of service rendered, exclusive of travel to destination where service is to be performed. Increments of less than one full hour shall be compensated in 15 minute increments after the 2 hour minimum.

<b>SIGN LANGUAGE INTERPRETATION SERVICES</b>	
Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)
Fixed Rate/Fee	\$ _____ Per 15 minutes (after 2 hour minimum)
Emergency Request Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)
Emergency Request Fixed Rate/Fee	\$ _____ Per 15 minutes (after 2 hour minimum)

<b>TACTILE AND TRILINGUAL SIGN LANGUAGE INTERPRETATION SERVICES</b>	
Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)
Fixed Rate/Fee	\$ _____ Per 15 minutes (after 2 hour minimum)
Emergency Request Fixed Rate/Fee	\$ _____ Per Hour (2 hour minimum)
Emergency Request Fixed Rate/Fee	\$ _____ Per 15 minutes (after 2 hour minimum)

As-Needed Language Assistance Services - Sign Language Interpretation Services will be provided at the fixed rate(s)/fee(s) referenced above.