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February 19, 2025

**ADDENDUM NUMBER 5  
TO  
REQUEST FOR STATEMENT OF QUALIFICATIONS NO. 2024-012  
FOR  
AS-NEEDED LANGUAGE ASSISTANCE SERVICES**

On November 21, 2024, the County of Los Angeles (County) Department of Public Health (Public Health) released a Request for Statement of Qualifications (RFSQ) for As-Needed Language Assistance Services.

The addendum consists of two (2) parts as outlined below:

- **PART 1 – MODIFICATIONS TO RFSQ**
- **PART 2 – RESPONSES TO VENDORS QUESTIONS**

**PART 1 – MODIFICATIONS TO RFSQ**

Pursuant to RFSQ Section 4.0, County Rights & Responsibilities, Public Health has the right to amend the RFSQ by written addendum. This Addendum Number 5 amends this RFSQ as indicated below (new RFSQ language in highlight and revised or deleted language in strikethrough for easy reference).

1. RFSQ, Appendix A, Sample Master Agreement, Section 5.0, Contract Rate/Fee, sub-section 5.3, is amended as follows:

5.3 Contractor’s rates/fees for each category(ies) will remain firm and fixed for the term of the Master Agreement, including pricing for optional years will be evaluated prior to master agreement extensions.

2. RFSQ, Appendix A, Sample Master Agreement, Section 7.0, Administration of Master Agreement – Contractor, sub-section 7.4 Contractor’s Staff Identification, first paragraph, is amended as follows:

**7.4 Contractor’s Staff Identification**

All staff of Contractor assigned under categories ~~3-6~~ 2 and 4 to County facilities, meetings, or events are required to have a County an Identification (ID) badge on their person and visible at all times. Contractor bears the expense of the badging.

3. RFSQ, Appendix A, Sample Master Agreement, Section 8.0, Standard Terms and Conditions, sub-section 8.24.4 Unique Insurance Coverage, 8.24.4.1 Sexual Misconduct Liability is amended as follows:

#### **8.24.4.1 Sexual Misconduct Liability**

**Contractors providing services under Category 2: Oral Interpretation Services and Category 4: Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People, must provide proof of Sexual Misconduct Liability Insurance.**

Insurance covering actual or alleged claims for sexual misconduct and/or molestation with limits of not less than \$2 \$1 Million per claim and \$2 \$1 Million aggregate, and claims for negligent employment, investigation, supervision, training or retention of, or failure to report to proper authorities, a person(s) who committed any act of abuse, molestation, harassment, mistreatment or maltreatment of a sexual nature.

4. RFSQ, Appendix B, Required Forms, Exhibit 1, Statement of Qualifications (SOQ) Checklist, is deleted and replaced with Exhibit B, Required Forms, Exhibit 1 (Revised) to revise the insurance coverage limit for sexual misconduct liability. Vendors are required to use the attached revised form when submitting their SOQ.
5. RFSQ, Appendix B, Required Forms, Exhibit 1.1, Abbreviated Statement of Qualifications (Abbreviated SOQ) Additional Categories Checklist, is deleted and replaced with Exhibit B, Required Forms, Exhibit 1.1 (Revised) to revise the insurance coverage limit for sexual misconduct liability.
6. RFSQ, Appendix B, Required Forms, Exhibit 8, Price Sheets, is deleted and replaced with Exhibit B, Required Forms, Exhibit 8 (Revised) to revise the Price Sheets. Vendors are required to use the attached revised form when submitting their SOQ.
7. RFSQ, Appendix B, Required Forms, Exhibit 8.1, Price Sheets, is deleted and replaced with Exhibit B, Required Forms, Exhibit 8.1 (Revised) to revise the Price Sheets.
8. RFSQ, Appendix E (Exhibit A of Sample Master Agreement), Statement of Work for Category 1, Document Translation and Other Written Services, Section 6.0, **CANCELLATIONS**, Sub-section 6.1, **County**, is amended as follows:

#### **6.1 COUNTY**

Department will have the right to cancel a request without incurring any financial liability if cancellation is made 48 hours prior to the appointment. If cancellation of a request is made at the 47th hour or less prior to the appointment, Department will incur a penalty fee equivalent to ~~two (2) hours of translation services.~~ **20% of estimated cost for the requested translation services.**

9. RFSQ, Appendix E (Exhibit A of Sample Master Agreement), Statement of Work for Category 2, Oral Interpretation Services, Section 4.0, **RESPONSIBILITIES, CONTRACTOR'S RESPONSIBILITIES**, Sub-section 4.3, **Personnel**, Sub-section 4.3.4.12, is amended as follows:
  - 4.3.5.12 Contractor must ensure that all its staff providing **in-person and on-site** services hereunder, have undergone and successfully passed a current physical health examination and are free from infectious diseases. In no event must County be liable or responsible for any cost incurred by Contractor to meet this requirement.
10. RFSQ, Appendix E (Exhibit A of Sample Master Agreement), Statement of Work for Category 4, Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People, Section 4.0, **RESPONSIBILITIES, CONTRACTOR'S RESPONSIBILITIES**, Sub-section 4.3, **Personnel**, Sub-section 4.3.5.11, is amended as follows:
  - 4.3.5.11 Contractor must ensure that all its staff providing **in-person and on-site** services hereunder, have undergone and successfully passed a current physical health examination and are free from infectious diseases. In no event must County be liable or responsible for any cost incurred by Contractor to meet this requirement.
11. RFSQ, Appendix F, Price Sheet Instructions, is deleted and replaced with Appendix F (Revised) to revise the instructions.

## **PART 2 – RESPONSES TO VENDORS QUESTIONS**

Pursuant to RFSQ Section 7.0, Statement of Qualification (SOQ) Requirements, Sub-section 7.2, Vendor's Questions, answers to questions received by the January 14, 2025, 3:00 p.m. Pacific Standard Time deadline are being issued as part of this Addendum. Vendors are advised that the County reserves the right to group similar questions when providing answers.

### **GENERAL QUESTIONS**

- Q1. Does this one change the current one that we are already on for the Department of Health that is valid through 2030?
- Q2. I would like to inquire about the upcoming RFP. Based on my research, it appears to be up for renewal 01/15/2025 for As Needed Language Assistance Services Interpreting and Translating Services. Our language agency is very interested in submitting a bid, should you decide not to renew with your current vendor. Could you kindly confirm if this RFP will go out for bid as scheduled, based on the date listed on the current contract?
- Q3. Does this one change the current one that we are already on for the Department of Health?
- Q4. How will this contract differ from the current contract for language services?

A1-A4.

The current As-Needed Language Assistance Service master agreements will be replaced by the master agreements to be awarded under this RFSQ #2024-012. The new master agreements expand the services for each category to meet the language needs of the three County health departments, Public Health, Health Services, and Mental Health.

**Q5. Why is the Department of Public Health going out to RFSQ at this time?**

A5. Please see response A1-A4.

**Q6. What pain points are you looking to address that you did not have fulfilled by your current language service provider?**

A6. Please see response A1-A4.

**Q7. Who is the current incumbent vendor the Department of Public Health uses?**

**Q8. Who is/are the incumbent vendor(s)?**

**Q9. Who are the current vendors for this contract?**

**Q10. How many vendors does the Department of Public Health currently utilize? Can you please identify the vendors and the scope of services they provide?**

A7-A10.

The current Master Agreement Contractors for As-Needed Language Assistance Services are:

1. Asian Youth Center  
(Document Translation Services and In-Person Oral Interpretation Services)
2. Barbier International, Inc.  
(Document Translation Services, In-Person Oral Interpretation Services, Telephonic and Video Remote Interpretation Services, Simultaneous Oral Interpretation Services, and Sign Language Interpretations Services)
3. Cal Interpreting & Translations  
(Document Translation Services, In-Person Oral Interpretation Services, Simultaneous Oral Interpretation Services, and Sign Language Interpretations Services)
4. Focus Language International  
(Document Translation Services and In-Person Oral Interpretation Services)
5. Green Translations, LLC  
(Document Translation Services, Telephonic and Video Remote Interpretation Services, Simultaneous Oral Interpretation Services, and Sign Language Interpretations Services)
6. Health Care Interpreters Network  
(Telephonic and Video Remote Interpretation Services and Simultaneous Oral Interpretation Services)
7. Korean American Family Services  
(Document Translation Services and In-Person Oral Interpretation Services)

8. Language Line Services, Inc.  
(Document Translation Services, In-Person Oral Interpretation Services, Telephonic and Video Remote Interpretation Services, and Sign Language Interpretations Services)
9. Linguabee, LLC  
(Sign Language Interpretations Services)
10. Magnus Language Services, Corp.  
(Document Translation Services, In-Person Oral Interpretation Services, Telephonic and Video Remote Interpretation Services, and Simultaneous Oral Interpretation Services)
11. Purple Communications  
(Sign Language Interpretations Services)
12. Special Service for Groups, Inc.  
(Document Translation Services, In-Person Oral Interpretation Services, and Simultaneous Oral Interpretation Services)
13. TranslateXpress, Inc.  
(Document Translation Services)
14. Translating Services, Inc. DBA Lazar Translating & Interpreting  
(Document Translation Services, In-Person Oral Interpretation Services, Simultaneous Oral Interpretation Services, and Sign Language Interpretations Services)
15. Translations 4 All, Inc.  
(In-Person Oral Interpretation Services, Simultaneous Oral Interpretation Services, and Sign Language Interpretations Services)
16. TransPerfect Translations International, Inc.  
(Document Translation Services and In-Person Oral Interpretation Services)

Each vendor provides services for the categories they qualified under the previously processed RFSQ.

- Q11. What is the anticipated contract value?**  
**Q12. What is the estimated contract value?**

A11-A12.

Funding amounts will be determined based on the specific language assistance services requested by the County health departments (Public Health, Health Services and Mental Health), on an as-needed basis.

Pursuant to RFSQ Section 2.6, Master Agreement Process, sub-section 2.6.1, Master Agreements will be executed with all Vendors determined to be qualified by the County to provide services in one (1) or more As-Needed Language Assistance Services category(ies). The execution of a Master Agreement does not guarantee Contractor any minimum or maximum amount of utilization of services, and may or may not be utilized at the County's sole discretion.

- Q13. What is the anticipated volume?**
- Q14. What is the anticipated and/or historical volume per month for phone interpretation and video interpretation?**
- Q15. Does the agency have an estimate or historical number of minutes/calls per year were required for over the phone interpretation services?**
- Q16. Roughly how many scheduled over the phone interpretation requests are used per year?**
- Q17. Is there any historical information available about past usage for written translation services, and over-the-phone interpretation services (words per month/year, minutes of interpretation, languages, etc.)**
- Q18. What is the number of minutes by language by month for telephonic services?**
- Q19. What is the number of minutes by language by month for video remote services?**
- Q20. Could you provide details on the previous volume of work?**
- Q21. Approximately what estimated hours of Onsite Interpreting Services will be used for Health Services?**
- Q22. Year-to-date, how many hours were used for onsite Interpreting?**
- Q23. Approximately what estimated hours of remote Interpreting Services will be used Health Services?**
- Q24. Year-to-date, how many hours were used for remote Interpreting?**
- Q25. Does the agency have any past usage reports of telephonic interpretation services to share with vendors?**
- Q26. Is there any historical information available about past usage for written translation services, and over-the-phone interpretation services (words per month/year, minutes of interpretation, languages, etc.)**
- Q27. Please provide historical volumes per service category, and with breakdown by language (for non-ASL categories). Re breakdown by language, please separate, at the very minimum, Spanish and All Other. For Category 3, please provide the breakdown for OPI, VRI and VRI ASL.**
- Q28. What is the number of minutes by month for remote ASL services?**
- Q29. How much did your organization spend on interpretation and on translation services in 2023?**
- Q30. How much do you spend on document translation in a year?**
- Q31. How much did you spend last year based on each services required?**
- Q32. Can you please share your anticipated annual budget or historic spend under this contract? Can you provide a breakdown by scope?**
- Q33. What percentage of OPI/VRI calls or minutes are handled by offshore interpreters today? Can you provide a breakdown by language?**
- Q34. Can the Department of Public Health please provide annual volumes (number of minutes):**
- OPI for Spanish
  - OPI for next 10 top languages
  - OPI for all other languages
  - VRI for Spanish
  - VRI for next top 10 languages
  - VRI for ASL
  - VRI for all other languages
- Please clarify if these volumes are projected or based off historical usage.**
- Q35. What is the breakdown between scheduled calls vs. on-demand calls?**
- Q36. How many new words on average does the Department of Public Health have annually? Please provide either as a raw number or as a percentage of the annual volume?**

**Q37. Appendix E/Exhibit A, Category 1, Section 1.3: Is LAC Public Health able to provide a breakdown of historic or anticipated translation volumes in each required language?**

**Q38. Roughly what percent of over the phone interpretation services are used for Spanish versus all other languages?**

A13-A38.

Public Health is unable to provide specifics on the utilization for as-needed language assistance services. A general historical overview of the utilization of the as-needed language assistance services is detailed in the table below:

COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH AS-NEEDED LANGUAGE ASSISTANCE SERVICES										
Fiscal Year (FY)	Category 1: Document Translations		Category 2: In-Person Oral Interpretation		Category 3: Telephonic and Video Remote Interpretation		Category 4: Simultaneous Interpretation		Category 5: Sign Language Interpretation	
	Service Requests	Spending	Service Requests	Spending	Service Requests	Spending	Service Requests	Spending	Service Requests	Spending
FY 2019-20	351	\$534,247	4	\$2,315	0	\$0	1	\$2,560	164	\$41,858
FY 2020-21	1234	\$1,303,370	45	\$5,308	0	\$0	0	\$0	145	\$54,377
FY 2021-22	641	\$819,262	29	\$4,260	0	\$0	20	\$7,218	287	\$194,095
FY 2022-23	284	\$170,422	2	\$470	3	\$788	27	\$14,166	100	\$105,920
FY 2023-24	280	\$188,681	4	\$860	11	\$53,972	48	\$24,569	28	\$11,104
<b>TOTAL</b>	<b>2790</b>	<b>\$3,015,982</b>	<b>84</b>	<b>\$13,213</b>	<b>14</b>	<b>\$54,760</b>	<b>96</b>	<b>\$48,513</b>	<b>724</b>	<b>\$407,354</b>

Public Health is unable to provide information on anticipated volume as these services will be requested by the County health departments on an as-needed basis.

**Q39. What is the average size of project in words or pages?**

**Q40. How many words do you translate in a month?**

**Q41. Will the Department please advise typical document sizes (in terms of # of words) for Emergency, Rapid and Expedited Rapid for Category 1?**

A39-A41.

Projects have averaged approximately 2,000 words per document. Public Health has sent about 18 service requests per month totaling approximately 31,000 words per month. Document sizes in terms of number of words average to 2,160 words for Standard Requests, 2,430 words for Expedited Requests, and 910 words for Emergency Requests. Please note that our existing as-needed language assistance master agreements do not include Rapid Request or Expedited Rapid Requests services.

**Q42. Can you share the rates you are currently being charged?**

**Q43. What are their rates for the current vendors for this contract?**

**Q44. What are the rates of incumbent vendor(s)?**

A42-A44.

In response to the prior RFSQ, existing Contractors provided their own rates through Pricing Sheet(s) for each category for which they were awarded. Rates vary per Contractor. The specific information is outlined in this addendum and incorporated by reference.

**Q45. Does County of Los Angeles use any on-demand ASL interpreting services where Interpreters are readily available within seconds without pre-scheduling?**

A45. Yes. Pursuant to RFSQ Appendix E, Exhibit A of the Sample Master Agreement for Category 3, Telephonic and Video Remote Interpretation Services, on demand ASL interpreting services via remote video is a service we utilize and are seeking vendors who offer it.

**Q46. Are vendors permitted to leverage interpreters located outside of the United States? This is industry standard to ensure coverage in lesser used languages and around-the clock coverage**

**Q47. Could we explore utilizing offshore interpreters to meet all contractual obligations, including security measures, while also achieving significant cost savings through reduced pricing?**

**Q48. Must all services be completed within the US, or can we use foreign based linguists?**

A46-A48.

Pursuant to RFSQ Section 3.0, Minimum Mandatory Requirements, sub-section 3.4, only the services provided under Category 2, Oral Interpretation Services, and Category 4, Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People, have a requirement to have an administrative office located within the geographic boundaries of Los Angeles County. The other two categories, Category 1, Document Translation and Other Written Services, and Category 3, Telephonic and Video Remote Interpretation Services, do not have this requirement, and the services may be provided by interpreters located outside the Los Angeles County, including outside the United States, provided that Vendor meets the MMRs described in the RFSQ, Section 3.0, and as revised in Addendum Number 2, as well as the Contractor's Responsibilities of Personnel and Training Requirements as described in Appendix E, Statements of Work for each category.

**Q49. What are the current challenges when it comes to providing language services?**

A49. Accommodating emergency requests, both for translation and especially for interpretation, are current challenges. While staff often plan ahead, not all staff or programs are able to do that given the nature of the work, which requires Public Health to move fast to respond to emerging/developing situations.

**Q50. What are the major languages in which desired services are required?**

A50. Public Health receives frequent translation and interpretation requests for all the threshold languages for Los Angeles County: Spanish, Chinese (Cantonese/Mandarin, Simplified/Traditional), Korean, Tagalog, Vietnamese, Khmer, Japanese, Armenian, Arabic, Farsi, and Russian. We also see frequent requests for Thai, and some requests for Pacific Islander languages. For interpretation specifically, we receive a high volume of



requests for ASL interpretation and multi-lingual assistive interpretation, as well as Dari, Pashto, and Ukrainian.

**Q51. What challenges, if any, has the Department of Public Health experienced with languages of lesser diffusion? Are there any specific languages that your existing provider has had difficulty fulfilling?**

A51. Public Health has received requests for and experienced challenges responding to requests for Mesoamerican Indigenous languages specifically, and Indigenous languages from Central and South America broadly. Additionally, Public Health has had difficulty responding to requests for Latin American Sign Languages.

While Public Health has had the resources to respond, due to volume or acuity of need Public Health desires to ensure sufficient capacity for the following languages:

- Thai – Large population in Los Angeles County and concerns about volume of interpretation & translation needs.
- Smaller populations but acute needs – Recent trends in clinic language needs – Urdu, Pashto, Russian, Ukrainian.

**Q52. How will the county make sure that the work is distributed evenly among the awarded vendors?**

A52. The County health departments are encouraged to use best efforts to evenly select from the pool of qualified Contractors for each service category to perform work being requested.

**Q53. Are references required and if yes, where are they to be listed? What is the number of references that the Department would like vendors to provide? What information is to be provided for each reference?**

A53. No, references are not required for this RFSQ.

**Q54. We currently have a series of long outstanding invoices with the Department of Public Health, will these invoices negatively impact our bid?**

A54. No, this will not negatively impact your bid/SOQ submission. The selection of the qualified Contractors is based meeting the requirements listed in RFSQ Section 3.0, Minimum Mandatory Requirements for each service category they apply, and as revised in Addendum Number 2.

**Q55. Does the Department of Public Health have a GPO affiliation (e.g., NASPO, BuyBoard, OMNIA, Vizient, etc.)? If so, will this contract utilize the GPO agreement? Is there a preference?**

A55. No, Public Health does not have a GPO affiliation.

**Q56. Will pricing be scored as part of the review process?**

A56. No, pricing will not be scored as part of the review process. If qualified to provide the service category(ies) to which the vendor applies, the pricing sheets received as part of the SOQ submission will become incorporated into the Master Agreement awarded.

**Q57. To confirm, we do not have to submit our financials, correct? And if we do, can we mark these as confidential/ proprietary?**

A57. No, Financial Statements are not to be included as part of Vendors' SOQ submissions. There **will not** be a review of Financial Statements as part of this RFSQ evaluation process.

**SECTION 1.0 – SOLICITATION INFORMATION TIMETABLE**

**Q58. Pg.1 SOQ's Due - "January 15, 2024, 3:00PM" - Should this be 2025 instead of 2024?**

A58. SOQ's are due March 5, 2025. Please refer to Addendum Number 4 for revised Solicitation Information Timeline.

**Q59. If there is a delay in posting answers to questions, will the Department of Public Health extend the submission deadline by that same length of time (or longer)? With the Holidays approaching, we are concerned that any delay will complicate efforts to submit a compliant bid that is responsive to the Department of Public Health's needs.**

A59. Yes. Please see response A58 above. Please continue to review the Public Health website for updated information on this RFSQ. The link is provide at the end of this Addendum Number 5.

**Q60. My question is on the anticipated start date of services listed below. Is this correct?**

**Q61. When is the anticipated contract award date?**

**Q62. When is the anticipated contract start date?**

A60-A62.

Pursuant to RFSQ, sub-section 2.7 Master Agreement Term. The Master Agreement term will be effective upon date of execution, but no sooner than the estimated County Board of Supervisors (Board) approval date of June 2025, and will continue in full force through June 30, 2030.

**SECTION 2.0 – GENERAL INFORMATION**

**Q63. Is this RFSQ ONLY For Translation Services and not Interpretation?**

A63. No. This RFSQ is for translation and interpretation services.

Pursuant to sub-section 2.3, Scope of Work, under this RFSQ, Vendors are encouraged to submit their Statement of Qualifications (SOQ) to apply for one (1) or more of the following categories, as outlined in Appendix E (Statements of Work):

- Category 1: Document Translation and Other Written Services
- Category 2: Oral Interpretation Services
- Category 3: Telephonic and Video Remote Interpretation Services
- Category 4: Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People

**Q64. Are vendors permitted to bid on one service, but not all services?**

**Q65. Can our company submit a bid for just one service (i.e. written translation)?**

A64-A65.

Yes. Pursuant to sub-section 2.3, Scope of Work, under this RFSQ, Vendors are encouraged to submit their Statement of Qualifications (SOQ) to apply for one (1) or more of the categories.

### **Sub-section 2.2, Purpose**

**Q66. How many vendors are expected to be awarded for each requested service?**

**Q67. How many vendors are anticipated to be awarded this time?**

A66-A67.

Pursuant to sub-section 2.2, Purpose, the purpose of this Request for Statement of Qualifications (RFSQ) is to secure a **pool** of qualified Vendors to enter into Master Agreements with the County to provide as-needed language assistance services required by LAC's health departments: Public Health, Health Services, and Mental Health. The Master Agreement will be coordinated by Public Health as the lead department for this RFSQ.

The Master Agreement will be offered to **all** agencies determined to be qualified. The execution of a Master Agreement does not guarantee any minimum or maximum amount of utilization of services, and may or may not be utilized, at the County's sole discretion.

### **Sub-section 2.4, Overview of Solicitation Document**

**Q68. In 2.4.4 , would Department of Public Health reconsider the non-negotiable policy when it comes to the Master Agreement?**

A68. No. Pursuant to RFSQ sub-section 2.4.4, the terms and conditions shown in the Master Agreement are not negotiable.

### **Sub-section 2.6, Master Agreement Process**

**Q69. The fixed rates for the term of the Master Agreement, does this entail one set price for the remainder of the contract or can multiple prices be set for each year that will remain firm and fixed?**

A69. Please see A92-A93.

**SECTION 3.0 – MINIMIM MANDATORY REQUIREMENTS**

**Q70. Pg. 6, Paragraph 3.1 - "Vendor must have (3) years of experience within three last five (5) years providing services in each category for which they are attempting to qualify." - Does the experience need to be paid?**

A70. No. Pursuant to Section 3.0 Minimum Mandatory Requirements, Interested and qualified Vendors that meet the Minimum Mandatory Requirements stated below are invited to submit an SOQ to qualify in one (1) or more of the As-needed Language Assistance Services categories.

**Q71. Does disallowed costs negatively impact a bid?**

A71. Pursuant to RFSQ Section 3.0 Minimum Mandatory Requirements, sub-section 3.2, if Vendor's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, Vendor must not have unresolved questioned costs identified by the Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for six months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

County will verify that Vendor does not have unresolved disallowed costs.

**Q72. Does this new need require a company LA physical presence?**

**Q73. Do we need to have a physical address in Los Angeles County?**

**Q74. Is there a preference for LA or CA-based vendors? Where are your current providers based?**

A72-A74.

There is no requirement that the company, agency, organization, etc. be located in Los Angeles County for Category 1, Document Translation and Other Written Services, or Category 3, Telephonic and Video Remote Interpretation Services. However, as indicated in RFSQ, Section 3.0 Minimum Mandatory Requirements, sub-section 3.4, additional requirement for Category 2, Oral Interpretation Services, and Category 4, Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People, vendor must have an administrative office located within the geographic boundaries of Los Angeles County.

**Q75. Pg. 6, Paragraph 3.4 - "Vendor must have an administrative office located within the geographic boundaries of Los Angeles County," - Is there a definition for "administrative office"?**

A75. Each Statement of Work for all service categories, include a description of an administrative office. Pursuant to RFSQ Appendix E (Exhibit A of the Sample Master Agreement), Statement of Work for Category 1, Document Translation and Other Written Services, sub-section 4.5, Contractor's Office, sub-section 4.5.1: Contractor must maintain an administrative office with a telephone number and an electronic mail (e-mail) address in the company's name where Contractor conducts business. The administrative office must be staffed during normal business hours, 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.

**Q76. Why does the Department of Public Health require an administrative Office within the geographic boundaries of Los Angeles LA County? Such a requirement would preclude non-local vendors and therefore, severely limit the competitiveness of this opportunity. To ensure maximum participation, we respectfully urge the County to grant an exception to this requirement for bidders who can demonstrate the ability to maintain a dedicated phone number and email during normal business hours.**

A76. Pursuant to RFSQ Section 3.0, Minimum Mandatory Requirements, sub-section 3.4, the requirement of an administrative office located within the geographic boundaries of LAC is only applicable to Category 2, Oral Interpretation Services, and Category 4, Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People. Local in-person event interpretation frequently requires the use of equipment such as headsets and transmitters or video projection of sign language interpreters, having a local administrative base to store and manage equipment logistics is critical. Additionally, having a local administrative base to troubleshoot other logistical issues and/or arrange for replacement interpreters is a priority for the timely and effective delivery of services.

**Q77. Where are vendors to list minimums for Exhibit 8, Category 1. For example, the industry standard is: The minimum per project translation fee is charged when the combined word count multiplied by the price per word is less than the minimum fee.**

**Q78. We have minimum charges for translation and interpreting services. Can vendors list these minimum charges on the Excel Price Sheet?**

A77-A78.

The Price Sheets have been revised to allow Vendors to add information regarding minimums. Please see Part 1 – Modifications to RFSQ, items 6 and 11, of this Addendum Number 5. Item 6, RFSQ, Appendix B, Required Forms, Exhibit 8, Price Sheets are amended. Item 11, RFSQ, Appendix F, Price Sheet Instructions, is amended.

**Q79. Can you use our secured platform for VRI or will you require us to use Zoom, Teams, or your own conferencing platform?**

**Q80. Does use of Zoom, Teams, Skype, Webex, etc. meet the MMR Category 3, 3.3. (p. 6): one (1) free application or use a web application, with required log-in, hosted within the United States that resides on a secure server and a web browser, with no plug-ins or applets downloaded to the end User's computer with uninterruptible power supply and fully redundant backup capabilities that complies with County security protocols, Exhibit L, Information Security and Privacy Requirements, of the Sample Master Agreement.**

A79-A80.

The applications used must meet the security requirements as described in Appendix A, Sample Master Agreement, Exhibit I, Health Information Technology for Economic and Clinical Health Act, and Exhibit J, Information Security and Privacy Requirements, included in RFSQ, Addendum Number 2. For instance, Public Health's accounts of Zoom are compatible for Sign Language, Oral Simultaneous, and Oral Consecutive Interpretation. For MS Teams and WebEx, Public Health's versions of these platforms are only compatible with Sign Language and Oral Consecutive Interpretation and cannot accommodate Oral Simultaneous. Other County departments may have different features available.

**Q81. Please advise regarding MMR Category 3, 3.3. (p. 6). Can vendor use subcontractors to meet the requirement of one centralized calling center in the US? Are we required to list such subcontractors in Exhibit, line 5?**

A81. No. Pursuant to section 3.0 Minimum Mandatory Requirements, Note: The minimum mandatory requirements may not be met through any collaboration or a subcontract relationship between two (2) or more organizations.

**Q82. Why does the Department of Public Health require a Call Center? Since the Covid-19 Pandemic, most Language Service Providers have moved away from a call center environment in favor of a distributed model. Will the Department of Public Health make an exception to this requirement if a vendor has 24/7/365 coverage and measures in place to ensure security and professionalism?**

A82. Pursuant to RFSQ Section 3.0, Minimum Mandatory Requirements, Sub-section 3.3 as revised in Addendum Number 2, this additional requirement is only applicable to Category 3, Telephonic and Video Remote Interpretation Services for Deaf and Hard of Hearing People. Per Addendum Number 2, a centralized call center must be either physical or cloud-based site equipped and staffed, locally or remotely to ensure connection to an interpreter for the requested language within the time generally promised to all their clients via publicly available materials or within 40 seconds but not longer, whichever is shorter.

#### **SECTION 4.0 – COUNTY’S RIGHTS AND RESPONSIBILITIES**

**Q83. Section 4.4: Are background checks required for contractors’ staff and/or translators? Please provide information on the type of scope of background checks that are (or may be) required**

A83. If qualified and awarded a Master Agreement as a result of this RFSQ, pursuant to Appendix A, Master Agreement, Paragraph 7.0, Administration of Master Agreement – Contractor, sub-paragraph 7.5, Background and Security Investigations, 7.5.1 Each of Contractor’s staff performing services under this Master Agreement who is in a designated sensitive position, as determined by County in County's sole discretion, must undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under this Master Agreement. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal-level review, which may include, but will not be limited to, criminal conviction information. The fees associated with the background investigation will be at the expense of Contractor, regardless if the member of Contractor’s staff passes or fails the background investigation.

The following are considered sensitive positions, which include contract personnel, interns, and volunteers performing duties within the service categories:

- Positions that involve the care or professional oversight and/or protection of persons and/or are in direct contact with such persons (which may include, but not be limited to Public Health Nurses, Home Nursing Attendant, Clinical Social Worker, Community Outreach Workers, Clinic Driver, Licensed Vocational Nurse, etc.).

- Positions having discretion to use or allocate funds, and direct or indirect access to such funds or negotiable instruments (for example: Chief Financial Officer, Finance Manager, Revenue Manager, Deputy Purchasing Agent, Cashier, etc.).
- Positions that require state and/or professional licensing (e.g., Physician, Registered Nurse, Certified Public Accountant, Pharmacist, Physical Therapist, etc.) for performance of activities under this agreement.
- Positions that involve public safety and/or law enforcement, (e.g., Safety Police Officer, Probation Officer, Public Health Investigator, Environmental Health Specialist, Health Facilities Evaluators, etc.) for performance of activities under this agreement.
- Positions that have access to or charge for drugs or narcotics (e.g., Pharmacist, Pharmacist Technician, Pharmacy Helper, Physician, Registered Nurse, etc.) for performance of activities under this agreement.
- Positions that have access to confidential (e.g private, individually-identifiable information in the case of information originating in medical records or provided by medical providers or facilities, personal financial information, etc.) or classified information including criminal conviction information (e.g., Personnel Officer, Department Personnel Technician, Psychiatric Social Worker, etc.).
- Positions that involve duties of care, oversight, or protection of County, public, or private property (e.g., Estate Property Custodian, Warehouse Worker, etc.).

## **SECTION 5.0 – NOTIFICATION TO VENDORS**

### **Sub-section 5.10, Consideration of GAIN/START Participants for Employment**

**Q84. 5.10.1 – If no proven track records of hiring within GAIN/START, can vendor consider involvement post-award?**

A84. Yes, Pursuant to RFSQ Section 5.0, Notification to Vendors, sub-section 5.10.1, Vendors must demonstrate a proven record of hiring participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) or Skills and Training to Achieve Readiness for Tomorrow (START) Programs, **or** must attest to a willingness to consider GAIN/START participants for any future employment openings if the meet the minimum qualifications for that opening.

The attestation of a willingness to consider GAIN/START participants for any future employment openings if the meet the minimum qualifications for that opening is included in Appendix B, Required Forms, Exhibit 3, Certification of Compliance. In that form, Vendors will be able to certify compliance, or a willingness to provide GAIN/START participants access to employee mentoring program.

### **Sub-section 5.20, Community Business Enterprise (CBE) Participation**

- Q85. Regarding the CBE requirements, if we are unable to identify qualified CBEs for the translation and interpretation NAICS services, can we document our CBE outreach efforts and use “to be determined” in Exhibit 5, CBE form to have a compliant bid?**
- Q86. There is 25% participation goal for CBE. Is it mandatory to achieve this goal? Can we exempt it?**

A85-A86.

RFSQ Section 5.0 Notification to Vendors, sub-section 5.20, Community Business Enterprise (CBE) Participation, third and fourth paragraph state:

The Vendor must document efforts it has taken to assure that CBEs will be utilized, when possible, to provide supplies, equipment, technical services, and other services under this Master Agreement. The Vendor must make documents related to these efforts available to the County upon request.

The County strongly encourages participation by CBEs; however, the final selection will be made without regard to race, color, creed, or gender. The final selection will be based on the Vendor's ability to provide the best service and value to the County.

## **SECTION 7.0 – STATEMENT OF QUALIFICATIONS (SOQ) REQUIREMENTS**

### **Sub-section 7.4. Required Forms (Section B)**

- Q87. Section 7.4.2 of the RFSQ says to include Exhibits 1, 2, 6, and 4. These Exhibits are also listed in section 7.4.3 to be included with the Required Forms. Should these Exhibits be submitted in \*both\* sections? If not, please advise as to what Section to include Exhibits 1, 2, 6, and 4 in.**

A87. Pursuant to RFSQ Section 7.0, Statement of Qualification (SOQ) Requirements, sub-section 7.4.3, Required Forms (Section B). Complete, sign and date all the forms, and if not submitted in previous Sections, submit in Section B.

### **Sub-section 7.4.2, Vendor's Qualifications**

- Q88. Are vendors allowed to submit their own 2-page descriptions of their experience to meet the requirements of Exhibit 6 but not the format of Exhibit 6? Such vendors' ages will be in addition to the Department template's pages in Exhibit 6 where Describe Experience will refer to see additional pages that follow. This way vendors can use text and graphics in Word first and then convert them to PDF and include them as part of vendors' responses to Exhibit 6.**

A88. No. Pursuant to Section 7.4, Preparation and Format of the SOQ. Any SOQ that deviates from the format may be rejected without review at the Public Health's sole discretion. Pursuant to sub-section 7.4.2.1, 3) Vendor must complete, sign and date RFSQ Appendix B, Required Forms, Exhibit 6 (Revised), (Vendor's Affidavit of Adherence to Minimum Mandatory Requirements), included in Addendum Number 2.



- Q89. Is registration with the CA Secretary of State required? We are a US-based foreign entity in CA where we provide services to CA entities (federal, state and local) without registration with the CA Secretary of State. If such a registration is not required, then will the Department drop the requirement of furnishing a copy of Statement of Information (Appendix B – Exhibit 1)?**
- Q90. Does the Vendor need to be registered in California in order to submit a bid for 2024-012 Request for Statement of Qualifications for As-Needed Language Assistance Services?**

A89-A90.

Yes, foreign-based agencies and out-of-state agencies are required to register with the Secretary of State prior to conducting business in California. Pursuant to RFSQ Section 7.0, Statement of Qualification (SOQ) Requirements, sub-section 7.4.2.1 Vendor's Background and Experience (Section A.1), Vendors must take into account the structure of the Vendor's organization (Corporation, Limited Liability, or Limited Partnership) and must provide the appropriate documentation.

- Q91. Are vendors allowed to meet the insurance requirements upon award? For example, our current Professional Liability coverage is \$1 million per claim and \$1 million aggregate whereas the RFQS is \$2 million aggregate.**

A91. Pursuant to RFSQ Section 7.0, Statement of Qualification (SOQ) Requirements, sub-section 7.4.4, Proof of Insurance (Section C), Vendor must provide proof of insurability that meets all insurance requirements set forth in Appendix A (Master Agreement), Paragraphs 8.23 (General Provisions for all Insurance Coverage) and 8.24 (Insurance Coverage). If a Vendor does not currently have the required coverage, a letter from a qualified insurance carrier indicating a willingness to provide the required coverage should the Vendor be selected to receive a Master Agreement award may be submitted with the SOQ.

#### **APPENDIX A – MASTER AGREEMENT**

- Q92. Since the pricing will not change for at least 5 years and possibly 10, can vendors submit the Maximum pricing that will be charged within those 10 years but charge ordering agencies less than that to start with?**
- Q93. Master Agreement, page 9, PDF page 48, Sections 5.1 and 5.3; and page 10, PDF page 49, Section 5.5.1: The Master Agreement does not allow small annual increases in rates/fees, which are customary in the industry. Our government clients and contracts typically allow this. Would the County consider allowing a 2% annual cost-of-living rate increase, both for the initial 5-year term through 6/30/2030 and for the additional optional 5 one-year terms?**

A92-A93.

Please see Part 1 – Modifications to RFSQ, item 1, of this Addendum Number 5. RFSQ, Appendix A, Sample Master Agreement, Section 5.0, Contract Rate/Fee, sub-section 5.3 is amended.

- Q94. Can we still bid on Virtual interpretation services in CAT 2 and CAT 4 without the Sexual Misconduct Insurance?**
- Q95. Master Agreement, page 33-34, PDF pages 72-73, Section 8.24.4.1: With regard to Sexual Liability Insurance Coverage, would you consider waiving this requirement based on the following:**
- Onsite CART captioners are never alone with a client; at least 1 other adult is present.
  - This insurance is quite difficult to obtain, and it is difficult to find insurance companies that offer it.
  - If this insurance can be found, the cost is prohibitively expensive.

A94-A95.

No. As described in RFSQ, Appendix A, Sample Master Agreement, sub-paragraph 8.24.4 Unique Insurance Coverage, 8.24.4.1 Sexual Misconduct Liability, Contractors providing services under Category 2: Oral Interpretation Services and Category 4: Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People, must provide proof of Sexual Misconduct Liability Insurance.

Please see Part 1 – Modifications to RFSQ, item 3, of this Addendum Number 5. RFSQ, Appendix A, Sample Master Agreement, Section 8.0, Standard Terms and Conditions, sub-section 8.24.4 Unique Insurance Coverage, 8.24.4.1 Sexual Misconduct Liability is amended.

- Q96. Please describe the current state of equipment used for interpreting services (e.g., dual handset phones, iPads, etc.)? What types of devices do you utilize and how many? Are they owned/leased by the Department of Public Health or provided by your current vendor? Is your current stock sufficient?**

A96. For in-person meetings, Public Health uses transmitters and headsets. Public Health has 3 sets with 1 transmitter and 15 headsets per set. To date, this stock has been sufficient, but we do not use these to the exclusion of vendor equipment. Public Health has purchased iPads and stands to be used in Public Health clinics for on-demand interpretation. If Contractors prefer to use their own equipment, Public Health can arrange for that on a case-by-case basis.

- Q97. Do you have any existing Translation Memory? How long have you been utilizing Translation Memory with your current vendor?**

- Q98. Will you be transitioning your existing Translation Memory database to a new vendor?**

A97-A98.

No. Public Health does not have an existing contractor that provides Translation Memory.

- Q99. Master Agreement, numbered page 42, PDF page 81, Section 8.37.5: Would you consider waiving this requirement for a small business as it would be an unreasonable burden?**

A99. No. The terms and conditions of the Master Agreement are not negotiable.

**Q100. Addendum 2 adds Exhibit J to the Master Agreement. Exhibit J describes various requirements that would pose an undue burden on a small business, including but not limited to # 2, 7, 8, 9, 10, and 13. Would you consider waiving these requirements for a certified small business, as they present an undue burden?**

A100. No. The terms and conditions of the Master Agreement are not negotiable.

**Q101. Master Agreement Appendix E, 6.0, Cancellations, Page 12, PDF page 173: As with most agencies that work with independent contractors, we are required to compensate ICs for the time they were scheduled to work in the event of a late cancellation. Our current policy requires a full-payment cancellation fee for all scheduled hours canceled less than 24 hours in advance. Would the County consider allowing a 24-hour full-payment cancellation fee, instead of the current 2-hour minimum for cancellations made 47 hours or less in advance? If we only receive payment for a 2-hour minimum, we may struggle to accommodate requests. Additionally, this policy could lead to an artificial shortage of ADA CART services.**

A101. No. Please see Part 1 – Modifications to RFSQ, item 8, of this Addendum Number 5. RFSQ, Appendix E (Exhibit A of Sample Master Agreement), Statement of Work for Category 1, Document Translation and Other Written Services, Section 6.0, CANCELLATIONS, Sub-section 6.1, County, had been amended.

**Q102. Master Agreement, p. 14, 7.4 – Badges: As with nearly all local agencies providing CART captioners, we are a small business working with independent professionals. They work from their own homes/offices, not out of a centralized office; we have no physical contact with them, and we do not control their schedules or know who will accept which County assignment. It will absolutely NOT be feasible to send the badges to us to then distribute to ICs. If you require ICs to wear County badges, in what form and how will you provide these badges, and how will they be sent? Can you provide something like a PDF that could be sent to ICs so they could perhaps print the badges themselves? If you are providing physical badges, what happens if there is a last-minute change of service provider, or you cannot otherwise mail the badge to the person on time? This badge situation/requirement may create an artificial shortage of ADA providers and jeopardize the County's ADA compliance.**

**Q103. Master Agreement, p. 14, 7.4 – Badges: County badges would only be required for providers working onsite, not working remotely, correct?**

**Q104. Master Agreement, p. 14, 7.4 – Badges: Regarding badging, what expenses do you anticipate we will be responsible for?**

A102-A103.

Please see Part 1, Modification to RFSQ, item 2, of this Addendum Number 5 for the revised Exhibit A, Sample Master Agreement, sub-section 7.4.

**Q104. Master Agreement, page 14, PDF page 53, Section 7.5.1; and Master Agreement Appendix E, page 6, PDF page 212, Section 4.3.3.1: Background Checks: In our 30+ years of experience, captioners are never alone with an individual. There is always at least one other adult present. The captioners we provide are independent contractors, not staff, and therefore, this would not normally be an expense we would cover.**

**- Can you please define and describe a “designated sensitive position” and how the County would determine this?**

**- Can you give examples of a “designated sensitive position”?**

**- Where and how would such background checks be performed (e.g., a County facility vs. third party) and what would the typical cost be?**

A104. Please see A83.

**Q105. Please provide Exhibit L (as per MMR Category 3, 3.3. (p. 6)). It is also referred to in the Master Agreement as Exhibit J (p. iv and page 4 of the Master Agreement).**

**Q106. Addendum 2 Exhibits: Can you confirm that Exhibits C through J are to be executed after the Master Agreement is signed, and do not have to be submitted at this time?**

A105-A106.

Master Agreement Exhibits were added to the RFSQ through Addendum Number 2. Please review Addendum Number 2 to view the exhibits.

Master Agreement Exhibits C through J will be required to be completed and signed by Contractor if and when a Master Agreement is awarded and executed.

## **APPENDIX B – REQUIRED FORMS**

**Q107. Addendum 2, PDF page 50, Exhibit 6 (Revised): The original Exhibit 6 was fillable; the revised Exhibit 6 is not. Can you please provide a fillable revised Exhibit 6?**

A107. Exhibit 6 (Revised) and Exhibit 6.1 (Revised) included in Addendum Number 2 are fillable. The exhibits may have to be downloaded and saved onto a computer, and then open from where they were saved, in order to view the fields to enter information.

**Q108. Appendices B and B.1: Could you clarify the difference between Appendix B (pages 97–129) and Appendix B.1 (pages 130–156)? Since both are listed as mandatory, should we submit them both?**

**Q109. Is there a difference between these two Excel sheets? Which should bidders use? RFP seems to refer to Exhibit 8 and 8.1 interchangeably.**

**Q110. What is the difference between RFSQ Appendix B\_Required Forms\_Exhibit 8 Price Sheets and RFSQ Appendix B\_Required Forms\_Exhibit 8.1 Price Sheets and which one do we use?**

**Q111. There are two Excel Files marked Price Sheets (Exhibit 8 and Exhibit 8.1). They seem to be identical. Which of these should we submit with our submission? Is there a difference between the two?**

**Q112. Could you kindly clarify how to complete form B.1, Exhibit 8.1? Is this a mandatory or optional form?**

A108-A112.

RFSQ, Appendix B, Required Forms, are all required to be completed and included in the Statement of Qualifications (SOQ) in response to this RFSQ.

RFSQ, Appendix B-1, Required Forms, are not applicable for Vendor's SOQ submission in response to this RFSQ at this time. Vendors awarded a Master Agreement under this RFSQ may, at any time during the term of this RFSQ, submit an **abbreviated SOQ** to qualify for additional As-needed Language Assistance Services category(ies).

### **Required Forms, Exhibit 8, Price Sheet(s)**

**Q113. As per Appendix F, how are vendors to check Yes or No in Exhibit 8, Price Sheets? Currently, Price Sheets for additional language services list Yes, FALSE, and No, False.**

A113. In some versions of Excel the check box next to "Yes" and "No" are showing as "FALSE". If this is the case for your agency, please delete the "FALSE" next to "Yes" and "No", and insert an "X" next to the applicable answer.

**Q114. Would the county consider revising the price sheet for OPI and VRI to indicate a per minute price for services?**

**Q115. Telephonic and video remote interpretation services are usually billed per minute basis rather than per hour. Can we rate these per minute basis?**

A114-A115.

RFSQ Appendix F, Price Sheet Instructions, Required Services, item 4, and Additional Language Services (Optional), item 4, states: Provide the unit (e.g., per word, page, hour, etc.) where applicable.

**Q116. Languages: In reference to Document 3. RFSQ Appendix B Required Forms Exhibit 8 Price Sheets, could you clarify the requirements for language tiers? Should we propose the languages included in each tier, or is there a predefined list?**

**Q117. In rate sheet, Tier 1 to Tier 5 languages are mentioned in heading. Can you explain?**

**Q118. Are vendors allowed to use fewer tiers than 5 in Exhibit 8?**

**Q119. Are vendors to list language groups and / or individual languages under Tiers in Exhibit 8? Or does the Department have its own tiers?**

**Q120. What are the tier list of languages?**

**Q121. I'm wondering if you can tell me what the Tier Breakdown is for the languages.**

**Q122. Exhibit 8, Price Sheet: May we add additional tiers to any or all services we are bidding on? E.g., Tier 6, Tier 7, etc. If so, would there be a limit to these additional added tiers?**

**Q123. Please provide Exhibit B -List of Languages, as it appears to be missing from the RFSQ.**

**Q124. What are the tier list of languages?**

**Q125. Appendix E/Exhibit A, Category 1, Section 1.3: This states that translation services must be available for all languages identified in Price Sheet, Exhibit B. However, it appears that the languages are not listed in Exhibit B. This exhibit indicates that there are 5 language tiers, but it does not state the languages included in each tier.**

A116-A125.

Public Health does not have a required list of languages. Vendors are required to group the languages they can provide by tier.

Please see Part 1, Modification to RFSQ, item 11, of this Addendum Number 5. Appendix F, Price Sheet instructions were revised.

**Q126. Where are vendors to list minimums and cancellation policies in Exhibit 8, Category 3 for prescheduled VRI?**

A126. Please see A77-A78 regarding minimums.

Pursuant to RFSQ Appendix E, Statements of Work (Exhibit A of Sample Master Agreement), Statement of Work for Telephonic and Video Remote Interpretation Services, Section 6.0, Cancellations for Pre-Scheduled Services, sub-section 6.1, County, Department will have the right to cancel a request without incurring any financial liability if cancellation is made 48 hours prior to the appointment. If cancellation of a request is made at the 47th hour or less prior to the appointment, Department will incur a penalty fee equivalent to two (2) hours of interpretation services. Sub-section 6.2, Contractor must immediately notify the Department of any cancellation and provide an explanation. Contractor must make arrangements to provide Department with the necessary replacement interpreter(s).

**Q127. Exhibit 8 does not differentiate between pre-scheduled and on-demand VRI. The industry standard is to bill them differently with the unit of measurement for pre-scheduled in hours and on-demand VRI in minutes.**

A127. Pursuant to RFSQ, Appendix E, Statements of Work, (Exhibit A of Sample Master Agreement), Statement of Work for Telephonic and Video Remote Interpretation Services, Section 5.0 Service Requests, sub-section 5.1 On-Demand Services, and sub-section 5.2 Pre-Scheduled Services, details the services.

Please see Part 1 – Modifications to RFSQ, item 6, of this Addendum Number 5. Item 6, RFSQ, Appendix B, Required Forms, Exhibit 8, Price Sheets are revised to reflect per minute rate for on-demand services.

**Q128. Please advise Exhibit 8, Category 3. Are vendors required to bid on all non-optional services or are vendors allowed to bid on select non-optional services similar to Category 1 (by listing N/A as per Appendix F)? As per above, are vendors allowed to bid on Spoken Language Over the Phone only in terms of non-optional services?**

**Q129. Appendix F: Must we provide one of the “Required Services” in order to bid on an “Additional/Optional Service”? For example, we only provide an Additional/Optional Language Service; we do not provide the “Required Service” of Sign Language. Can we bid solely on one or more Additional/Optional Services?**

**Q130. What if we are only able to provide some of the services listed within each service group (i.e. Braille Duplication Services – we only provide text, recorded speech, audio or video into Braille) How should we bid those services? Do we leave them blank? Will we be penalized and or be disqualified?**

A128-A130.

Vendors are required to provide all the services listed under Required Services. Vendors are not required to provide services listed under Additional Services. The Additional Services are optional, and Vendors will not be penalized or disqualified if they are unable to provide.

**Q131. How should we address the timelines (i.e. Expedited Rapid - depending on the service) if we are unable to meet those SLAs? Do we leave them blank? Will we penalized and or be disqualified?**

A131. Per Appendix F, Price Sheet instructions, Required Services, item 3. If your organization is not able to provide services for a certain type of service request (Standard, Expedited, Emergency, Rapid, Expedited Rapid), please indicate "N/A" next to the service type. [Example: Expedited Rapid – N/A 4 hours (including weeknights, weekends, and holidays)].

**Q132. Based on your price sheet's SLA what are your maximum word counts per delivery times (i.e. Standard, Expedited, Emergency, Rapid, and Expedited Rapid)?**

A132. Public Health is not setting a maximum word count. Please see A77-A78.

**Q133. What would you like us to price out on Translation Memory?**

A133. Please review RFSQ Appendix F, Price Sheet Instructions, Additional Language Services (Optional) for instructions.

**Q134. Can we provide a supplemental pricing sheet?**

A134. No. Pursuant to RFSQ Appendix F, Price Sheet Instructions, Vendor must submit a separate and complete Price Sheet for each category for which they are attempting to qualify. Refer to Required Form – Exhibit 8, Price Sheets (Excel spreadsheet). Please review RFSQ Appendix F, Price Sheet Instructions, Additional Language Services (Optional) for instructions on any services not reflected that you would like to offer.

**Q135. CAT 1 includes pricing for just Machine translation, would LA DPH be interested in AI pricing for other services?**

**Q136. There are a view services pertaining to translating web content, would LA DPH be interested in having information regarding our website localization technology and pricing?**

A135-A136.

If there are services not listed that fall under Additional Language Services (Optional) that you would like to offer, please indicate service and provide the rate in this section. Refer to RFSQ Appendix F, Price Instructions, Any services not reflected that you would like to offer.

**Q137. Can we provide varying pricing depending on volumes received?**

A137. Please see A77-A78.

**Exhibit 9 Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 C.F.R. Part 76)**

**Q138. Page 127: Should Exhibit 9 be signed, even though there is no designated space for a signature?**

**Q139. Exhibit 9 does not have any fields to complete nor a signature line. Do we submit as is? Is there any information that we need to add before submitting?**

A138-A139.

A signature is not required for each of the Required Forms of Appendix B. RFSQ Appendix B, Required Forms, Exhibit 10, Declaration, is the form that needs to be signed to attest that the information submitted in Exhibits 1-10 are true and correct.

Yes, include Exhibit 9, Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions (45 C.F.R. Part 76) as is under Required Forms, sub-section 7.4.3, of this RFSQ. All Required Forms of Appendix B are required to be included with Vendors SOQ submission.

**APPENDIX E – STATEMENT OF WORK**

**Statement of Work for Category 1: Document Translation and Other Written Services**

**Q140. SOW, Appendix E / Exhibit A refers to Price Sheet as Exhibit B (p. 1 and p. 9) whereas Price Sheets are Appendix B / Exhibit 8. Please confirm that there is no Exhibit B Price Sheets.**

A140. Exhibit 8, Price Sheet(s), of this RFSQ, will become Exhibit B, Price Sheet(s) to the Master Agreement if a Master Agreement is awarded.

**Q141. What types of resources (onshore or offshore) does the current vendor use to turn around rapid translation projects (especially those submitted after hours)?**

A141. This information is not available.

**Q142. What is the largest project (number of words) the current provider has turned around within 4 hours? Less than 8 hours? Less than 12 hours? Less than 24 hours?**

**Q143. What is the average project size (number of words) that your current vendor turns around within 4 hours? Less than 8 hours? Less than 12 hours? Less than 24 hours? If this is unknown, please share the Department of Public Health's expectations based on the timeframes (4 – 24 hours).**

A142-A143.

This information is not available. Presently Public Health does not capture data in timeframes. Please see A39-A41.



**Q144. What types of files are needed to be turned around within 4 hours? Less than 8 hours? Will DTP be needed on these rapid translation requests?**

A144. The types of files vary per request/project. Pursuant to Appendix E, Sample Master Agreement, Exhibit A, Statement of Work for Category 1, Document Translation and Other Written Services, sub-section 5.10, upon receipt of an Expedited Rapid Request, Contractor will acknowledge receipt of the Service Request within one (1) hour, provide confirmation of ability to perform translation services within (1) hour of the Service Request, and translate documents, including a second translator review, within four (4) hours, which includes weekends, evenings, and County Observed holidays, from the date of request from the Department.

**Q145. What percentage of the Department of Public Health's overall translation volume is considered "Rapid"? Do you have specific data by delivery time (e.g., Less than 4 hours, etc.)?**

A145. This information is not available.

**Q146. What percentage of Standard Translations are TEP vs MTPE?**

A146. Standard translations have been exclusively TEP. Public Health currently views human translation as the gold standard but acknowledges the growth and improvement in MTPE technology; however, high quality translation remains the exclusive goal.

**Q147. Can you please provide more information differences between Text Transcription Services & Transcription Services?**

A147. Pursuant to Appendix E, Sample Master Agreement, Exhibit A, Statement of Work for Category 4, Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People, Section 3.0, Additional Language Services, the following definitions are included:

Text Transcription Services: Consists of a human transcriber converting speech, audio or written word into a text message. This text message will be sent to County customers.

Transcription Services: Consist of a human translator converting speech or audio into a written, plain text document.

**Q148. Are you able to provide parameters for Transcreation?**

A148. Transcreation is often used for materials where a literal translation may not be effective. Contractors are invited to propose their pricing structure in the pricing sheet for Category 1, Document Translation and Other Written Services. Public Health understands that transcreation is a more time-intensive process than standard translation.

**Q149. For Category One, is it mandatory for vendors to provide pricing for Human Only, Machine Translation and Human and Machine? Can a vendor choose to only provide pricing for Human Only and leave the other blank?**

**Q150. Please advise Exhibit 8, Category 1. Are vendors allowed to bid on Direct Translation – Human Only without also bidding on Machine Only and Human and Machine?**

A149-A150.

Per Appendix E, (Exhibit A of the Sample Master Agreement) for Category 1, Document Translation and Other Written Services, Section 2.0, Specific Work Requirements, Sub-section 2.1, states that Contractor must provide document translation services that include, but are not limited, to Document Translation – Human, Document Translation – Machine Only, and Document Translation – Human and Machine Only.

Exhibit 8, Price Sheet for Category 1, Document Translation and Other Written Services, must include at a minimum, Direct Translation - Human Only, Direct Translation – Machine Only, and Direct Translation – Human and Machine are required services. The Additional Language Services are optional.

**Q151. Appendix E/Exhibit A, Category 1, Section 2.1.6: Are two versions of each translated document required for all requests, or is this required upon request for only certain translations?**

A151. Yes. Pursuant to Sample Master Agreement, Exhibit A, Category 1, Document Translation and Other Written Services, Section 2.0 Specific Work Requirements, sub-section 2.1.6, Contractor must return two versions of the translated document. This applies to requests that are a second review of a translation as described in the preceding sub-section 2.1.5.

**Q152. Appendix E/Exhibit A, Category 1, Section 3.0: Are contractors required to provide each of the 21 additional language services listed? If not, how are responses evaluated based on which services the contractor does or does not offer?**

A152. Vendor's are not required to provide all of the additional language services. RFSQ Section 8.0, SOQ Review/Selection/Qualification Process, details how the SOQ will be reviewed.

**Q153. Appendix E/Exhibit A, Category 1, Section 4.3.4.7: Are all translators for all languages required to hold a certificate from a professional language services association?**

A153. Yes. Appendix E (Exhibit A of the Sample Master Agreement), Statement of Work for Category 1, Document Translation and Other Written Services, Section 4.0, Responsibilities, Contractor's Responsibilities, sub-section 4.3.4.7, lists the American Translators Association certification as a requirement for professional human translators.

**Q154. Appendix E/Exhibit A, Category 1, Section 4.3.4.11: Is the 40-hour course required for all translators for all languages, including coverage of all subject areas listed (ex: anatomy and physiology, medical specialties, sight translations, mental health training, etc.)?**

A154. Pursuant to Appendix E (Exhibit A of Sample Master Agreement), Statement of Work for Category 1, Document Translation and Other Written Services, Section 4.3.4.11 Contractor's staff providing translation services for medical documents must meet this requirement.

**Q155. Category 1, Sections 5.6 through 5.10: Is LAC Public Health able to provide a breakdown of historic or anticipated use of each of type of service request: Standard, Expedited, Emergency, Rapid, and Expedited Rapid?**

A155. Information is not available.

**Q156. Category 1, Section 6: Please explain how the cancellation policy applies to translation, as this service is not typically measured in hours.**

A156. Please see Part 1 – Modifications to RFSQ of this Addendum Number 5. RFSQ, Appendix E (Exhibit A of Sample Master Agreement), Statement of Work for Category 1, Document Translation and Other Written Services, Section 6.0, CANCELLATIONS, Sub-section 6.1, County, had been amended.

**Statement of Work for Category 1: Document Translation and Other Written Services and Statement of Work for Category 3: Telephonic and Video Remote Interpretation Services**

**Q157. SOW, Appendix E / Exhibit A refer to trainings maintained at the Contractor's LA County Office (p. 6). However, there is no requirement to maintain an LA County Office for Category 1 and 3. Please confirm.**

A157. Please see Part 1 – Modifications to RFSQ of Addendum Number 2, items 6 and 7 for amended sections.

**Statement of Work for Category 2: Oral Interpretation Services**

**Q158. Are vendors permitted to provide their own HITECH training requested in section 4.4.2 of the SOW?**

A158. Yes. Pursuant to Appendix E (Exhibit A of Sample Master Agreement), Statement of Work for Category 2, Oral Interpretation Services, Section 4.0, Responsibilities, sub-section 4.4, Training Requirements, sub-section 4.4.2 states that Contractor must 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).

**Statement of Work for Category 3: Telephonic and Video Remote Interpretation Services**

**Q159. Is CAT 3, Telephonic and Video Remote Interpretation on-demand or scheduled? If it is on-demand, can we price it per minute which is an industry standard? If on-demand, we will provide one rate for all turnaround fields (standard, expedited, emergency, Rapid, etc) If it is scheduled, then what is the difference between virtual consecutive interpretation as listed in CAT 2 (Consecutive Oral Interpretation- Oral)**

A159. Pursuant to RFSQ Appendix E (Exhibit A of Sample Master Agreement), Statement of Work for Category 3, Telephonic and Video Remote Interpretation Services, Section 1.0, Scope of Work, sub-section 1.1, Overview of Telephonic and Video Remote Interpretation Services, these interpretation services may be on-demand or on a pre-scheduled basis. Section 2.0, Specific Work Requirements, indicate that these services may be Telephonic Remote Interpretation – Spoken Language Over the Phone, Video Remote Interpretation – Spoken Language, Video Remote Interpretation – Sign Language, Web/Smart Device Application – Spoken Language, or Web/Smart Device Application – Sign Language.

Please see Part 1 – Modifications to RFSQ, items 6 and 11, of this Addendum Number 5. Item 6, RFSQ, Appendix B, Required Forms, Exhibit 8, Price Sheets are revised to reflect per minute rate for on-demand services. Item 11, RFSQ, Appendix F, Price Sheet Instructions were amended.

Pursuant to RFSQ Appendix E (Exhibit A of Sample Master Agreement), Statement of Work for Category 2, Oral Interpretation Services, Section 2.0, Specific Work Requirements, sub-section 2.1.2, consecutive oral interpretation services consist of an interpreter talking after a speaker has paused, which allows the interpreter to have time to process the message and correctly convey it in the target language. At virtual meetings, the information is transmitted using interpretation channels or other dedicated functionalities within the platform.

#### **Statement of Work for Category 4: Sign Language Interpretation and Other Written Services for Deaf and Hard of Hearing People**

**Q160. Master Agreement Appendix E, page 3, PDF page 209, Section 2.2.3: We require a 3-hour minimum for onsite CART. Would you consider a 3-hour minimum for onsite CART, based on the following:**

- Very few quality CART captioners in Southern California are willing to work onsite; most will only work remotely.
- Qualified independent captioners in Los Angeles have abundant remote work, which most prefer over onsite. Offering only a 2-hour minimum would almost certainly create an even worse and artificial shortage of onsite captioners and severely limit the County's ability to fulfill ADA CART requests.

A160. Please see A77-A78.

**Q161. Master Agreement Appendix E, page 6, PDF page 212, Section 4.3.3.3: Acknowledgment and training records can be provided for staff; however, we are an agency with more than 150 independent contractors, and we have no control over training they may take or records of any such training. Would you consider limiting this provision to staff only?**

A161. No. The terms and conditions of the Master Agreement are not negotiable. As described in Appendix E (Exhibit A of the Sample Master Agreement), Statement of Work for Category 4, Sign Language Interpretation and Other Written Services for Deaf and Hard of Hearing People, Section 4.0 Responsibilities, Contractor's Responsibilities, sub-section 4.3.3, Contractor must ensure all staff comply with the requirements listed in this section, which includes Health Insurance Portability and Accountability Act of 1996 (HIPAA). Additionally, sub-section 4.4, Training Requirements, 4.4.1 Contractor must ensure all staff providing services under this Master Agreement receive onboarding and continuing in-service training, which includes the Health Care Information Technology for Economic and Clinical Health Act (sub-section 4.4.2). These requirements are applicable to all staff, which includes your agency's independent contractors. Pursuant to Appendix A, Sample Master Agreement, Section 2.0 Definitions, sub-section 2.1.31 definition for staff.

**Q162. Master Agreement Appendix E, page 7, PDF page 213, Section 4.3.4.7: Certifications: Section 4.3.4.7 does not apply to CART captioners, as the certifications stated are for sign language Interpreters and no such certifications for CART captioners exist from the National Association of the Deaf and the Registry of Interpreters. Will you issue a correction to confirm that this does not apply to CART captioners?**

A162. The requirement is applicable to professional human interpreters that are available to provide sign language services, as described in Appendix E (Exhibit A of the Sample Master Agreement), Statement of Work for Category 4, Sign Language Interpretation and Other Written Services for Deaf and Hard of Hearing People, Section 4.0 Responsibilities, Contractor's Responsibilities, sub-section 4.3.4.

**Q163. Master Agreement Appendix E, page 7, PDF page 213, Section 4.3.5.11: Infectious Diseases: Our staff will not be in contact with clients. Independent contractors will provide onsite captioning services (as well as remote captioning services). We have no control over their health status, nor are we privy to that information. Will you please explain whether this requirement pertained specifically to COVID-19? We suspect that this requirement is no longer applicable, but if it is still applicable, under what authority would you expect us to violate the privacy of an independent captioner's personal health information?**

A163. Category 4 includes a wide range of services, as described in Appendix E (Exhibit A of Sample Master Agreement), Statement of Work for Category 4, Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People, Section 2.0, Specific Work Requirements, sub-section 2.1. The requirement in this Statement of Work under sub-section 4.3.5.11 is for in-person and on-site services.

Please see Part 1 – Modifications to RFSQ, item 10, of this Addendum Number 5.

**Q164. Master Agreement Appendix E, page 8, PDF page 214, Section 4.4.4: Can you please explain what type of training and training material you are referring to? Are you referring to training of captioners, or are you referring to training that we might provide to County staff?**

**- Our agency relies on independent contractors to provide captioning services.**

**- While we do require evidence of a high level of captioning proficiency, we do not have any control over the training undertaken by those independent contractors or any training materials they may use.**

A164. Pursuant to RFSQ Appendix E (Exhibit A of the Sample Master Agreement), Statement of Work for Category 4, Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People, sub-section 4.4, Training Requirements, these training requirements are for Contractor staff/interpreters providing services under the Master Agreement.

Sub-section 4.4.3 indicates that Contractor must maintain complete training and certification records for all interpreters and make records available for all interpreters to County for review within 10 days of County's Request. Additional information is provided describing the specific information for this requirement.

Addendum Number 5  
RFSQ #2024-012  
February 19, 2025  
30 of 30

Pursuant to RFSQ, Section 4.0, County's Rights and Responsibilities, Addendum Number 5 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 2, Addendum 4, and in this Addendum Number 5, there are no other revisions to this RFSQ. All other terms and conditions of the RFSQ remain in full force and effect.

Attachments (6)

#07708:nb

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH  
REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ) #2024-012  
AS-NEEDED LANGUAGE ASSISTANCE SERVICES**

**STATEMENT OF QUALIFICATIONS (SOQ) CHECKLIST – EXHIBIT 1**

The purpose of this document is to ensure each Vendor has submitted all applicable sections, forms, exhibits, attachments, etc. with its SOQ. Please check the appropriate box(es).

Additionally, Vendors are encouraged to complete the optional Vendor Survey Questionnaire on the last page of this Checklist – Exhibit 1 (Attachment A).

**VENDOR'S NAME (Legal Full Name):**

**Identify category(ies) Vendor is applying for:**

- Category 1: Document Translation and Other Written Services  
 Category 2: Oral Interpretation Services  
 Category 3: Telephonic and Video Remote Interpretation Services  
 Category 4: Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People

	Included <input type="checkbox"/> Yes
<b>RFSQ Reference, Sub-section 7.4.1: Table of Contents</b>	
<b>RFSQ Reference, Sub-section 7.4.2: Vendor's Qualifications (Section A)</b>	
<b>Vendor's Background and Experience (Section A.1)</b>	
Exhibit 1: Statement of Qualifications Checklist	<input type="checkbox"/> Yes
Exhibit 2: Organization Questionnaire/Affidavit	<input type="checkbox"/> Yes
Exhibit 6: Vendor's Affidavit of Adherence to Minimum Mandatory Requirements	<input type="checkbox"/> Yes
<b>Corporations or Limited Liability Company (LLC):</b>	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
1) Vendor furnished a copy of Certificate of Good Standing	<input type="checkbox"/> Yes
2) Vendor furnished a copy of Statement of Information	<input type="checkbox"/> Yes
3) Vendor furnished a copy of its "IRS 501(c)(3) Determination Letter" which must state that Vendor's organization qualifies for tax-exempt status under section 501(c)(3) status of the Internal Revenue Code.	<input type="checkbox"/> Yes <input type="checkbox"/> N/A

<b>Limited Partnership:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
Furnished a confirmed copy of the Certificate of Limited Partnership OR Application for Registration of Foreign Limited Partnership, as filed with the California Secretary of State, and any amendments.	<input type="checkbox"/> Yes
<b>Vendor's Debarment History and List of Terminated Contracts (Section A.2)</b>	
Exhibit 4: Debarment History and List of Terminated Contracts	<input type="checkbox"/> Yes
<b>Vendor's Pending Litigation and Judgments (Section A.3)</b>	
Vendor's Pending Litigation and Judgments Statement Note: Per the RFSQ, Section 7.4.2.3, Vendor's Pending Litigation and Judgments, Vendor must provide a separate statement describing the size and scope of any pending or threatening litigation against the Vendor or principals of the Vendor <b>or</b> a statement verifying Vendor has no pending litigations or judgments.	<input type="checkbox"/> Yes
<b>RFSQ Reference, Sub-section 7.4.3: Required Forms (Section B)</b>	
Exhibit 3: Certification of Compliance	<input type="checkbox"/> Yes
Exhibit 5: Community Business Enterprise (CBE) Information ( <b>Excel</b> )	<input type="checkbox"/> Yes
Exhibit 7: Contribution and Agent Declaration Form	<input type="checkbox"/> Yes
Exhibit 8: Price Sheet(s) ( <b>Excel</b> )	<input type="checkbox"/> Yes
Exhibit 9: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower-Tier Covered Transactions (45 C.F.R. Part 76.)	<input type="checkbox"/> Yes
Exhibit 10: Declaration	<input type="checkbox"/> Yes
<b>RFSQ Reference, Sub-section 7.4.4: Proof of Insurability (Section C)</b>	
Vendor furnished a copy of Certificate of Insurance (ACCORD or equivalent form) <b>or</b> a letter from a qualified insurance carrier indicating a willingness to provide the required coverage.	<input type="checkbox"/> Yes
<b>COMMERCIAL GENERAL LIABILITY (All Categories)</b>	
General Aggregate: \$2 Million	<input type="checkbox"/> Yes
Products/Completed Operations Aggregate: \$1 Million	<input type="checkbox"/> Yes
Personal and Advertising Injury: \$1 Million	<input type="checkbox"/> Yes
Each Occurrence: \$1 Million	<input type="checkbox"/> Yes
<b>AUTO LIABILITY (All Categories)</b>	
Auto Liability: \$1 Million	<input type="checkbox"/> Yes



<b>WORKERS' COMPENSATION (All Categories)</b>	
Each Accident: \$1 Million	<input type="checkbox"/> Yes
<b>SEXUAL MISCONDUCT LIABILITY (Categories 2 and 4)</b>	
Not less than \$2 \$1 Million per claim and \$2 \$1 Million aggregate	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>PROFESSIONAL LIABILITY/ERRORS AND OMISSIONS (All Categories)</b>	
Not less than \$1 Million per claim and \$2 Million aggregate	<input type="checkbox"/> Yes
<b>CYBER LIABILITY (All Categories)</b>	
Not less than \$1 Million per occurrence and in the aggregate	<input type="checkbox"/> Yes
<b>RFSQ Reference, Sub-section 7.4.5: Proof of Licenses (Section D)</b>	
Vendor furnished a copy of all applicable licenses, certificates, accreditation, and permits for the provision of services for which they intend to qualify which include but are not limited to: a valid Business License.	<input type="checkbox"/> Yes
Vendor submitted one copy of the bid in response to this RFSQ in the format prescribed herein and clearly marked " <b>SOQ Submission for As-Needed Language Assistance Services, RFSQ #2024-012</b> " in the subject line of the e-mail transmission.	<input type="checkbox"/> Yes

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH  
REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ) #2024-012  
AS-NEEDED LANGUAGE ASSISTANCE SERVICES**

**STATEMENT OF QUALIFICATIONS (SOQ) CHECKLIST – EXHIBIT 1**

**Vendor Survey Questionnaire**  
**Optional Survey: Your feedback is greatly appreciated.**

Vendor Name (Optional):

How did your agency learn about this contracting opportunity with the County of Los Angeles Department of Public Health? Please check box(es) that apply.

- |   |                              |
|---|------------------------------|
| ❖ Social Media (e.g., Twitter, Facebook, etc.)            | <input type="checkbox"/> Yes |
| ❖ Department of Public Health Workshop                    | <input type="checkbox"/> Yes |
| ❖ County Vendor Fair                                      | <input type="checkbox"/> Yes |
| ❖ Contracting Opportunity flyer                           | <input type="checkbox"/> Yes |
| ❖ E-mail Notification                                     | <input type="checkbox"/> Yes |
| ❖ Website (Department Public Health Contracts and Grants) | <input type="checkbox"/> Yes |
| ❖ Other Website ( <i>Please describe below</i> ):         | <input type="checkbox"/> Yes |
| ❖ Other ( <i>Please describe below</i> ):                 | <input type="checkbox"/> Yes |

**Thank you!**

**COUNTY OF LOS ANGELES - DEPARTMENT OF PUBLIC HEALTH  
REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ) #2024-012  
AS-NEEDED LANGUAGE ASSISTANCE SERVICES**

**ABBREVIATED STATEMENT OF QUALIFICATIONS (Abbreviated SOQ) ADDITIONAL  
CATEGORIES CHECKLIST – EXHIBIT 1.1**

The purpose of this document is to ensure Contractor has submitted all applicable sections, forms, exhibits, attachments, etc. with its Abbreviated SOQ. Please check the appropriate box(es).

**VENDOR'S NAME (Legal Full Name):**

**DEPARTMENT OF PUBLIC HEALTH MASTER AGREEMENT NUMBER:**

PH-

**Identify additional category(ies) Contractor is applying for:**

- Category 1: Document Translation and Other Written Services  
 Category 2: Oral Interpretation Services  
 Category 3: Telephonic and Video Remote Interpretation Services  
 Category 4: Sign Language Interpretation and Other Services for Deaf and Hard of Hearing People

**RFSQ Reference, Sub-section 10.1.1: Table of Contents**

Included

Yes

**RFSQ Reference, Sub-section 10.1.2: Vendor's Qualifications (Section A)**

**Vendor's Background and Experience (Section A.1)**

Exhibit 1.1: Statement of Qualifications Checklist

Yes

Exhibit 2.1: Organization Questionnaire/Affidavit

Yes

Exhibit 6.1: Vendor's Affidavit of Adherence to Minimum Mandatory Requirements

Yes

**Vendor's Debarment History and List of Terminated Contracts (Section A.2)**

Exhibit 4.1: Debarment History and List of Terminated Contracts

Yes

**Vendor's Pending Litigation and Judgments (Section A.3)**

Vendor's Pending Litigation and Judgments Statement

Note: Per the RFSQ, Section 10.1.2.3, Vendor's Pending Litigation and Judgments, Vendor must provide a separate statement describing the size and scope of any pending or threatening litigation against the Vendor or principals of the Vendor **or** a statement verifying Vendor has no pending litigations or judgments.

Yes

<b>RFSQ Reference, Sub-section 10.1.3: Required Forms (Section B)</b>	
Exhibit 7.1: Contribution and Agent Declaration Form	<input type="checkbox"/> Yes
Exhibit 8.1: Price Sheet(s) ( <b>Excel</b> )	<input type="checkbox"/> Yes
Exhibit 10.1: Declaration	<input type="checkbox"/> Yes
<b>RFSQ Reference, Sub-section 10.1.4: Proof of Insurability (Section C)</b>	
Vendor furnished a copy of Certificate of Insurance (ACCORD or equivalent form) <b>or</b> a letter from a qualified insurance carrier indicating a willingness to provide the required coverage.	<input type="checkbox"/> Yes
<b>COMMERCIAL GENERAL LIABILITY (All Categories)</b>	
General Aggregate: \$2 Million	<input type="checkbox"/> Yes
Products/Completed Operations Aggregate: \$1 Million	<input type="checkbox"/> Yes
Personal and Advertising Injury: \$1 Million	<input type="checkbox"/> Yes
Each Occurrence: \$1 Million	<input type="checkbox"/> Yes
<b>AUTO LIABILITY (All Categories)</b>	
Auto Liability: \$1 Million	<input type="checkbox"/> Yes
<b>WORKERS' COMPENSATION (All Categories)</b>	
Each Accident: \$1 Million	<input type="checkbox"/> Yes
<b>SEXUAL MISCONDUCT LIABILITY (Categories 2 and 4)</b>	
Not less than \$2 <b>\$1</b> Million per claim and \$2 <b>\$1</b> Million aggregate	<input type="checkbox"/> Yes <input type="checkbox"/> N/A
<b>PROFESSIONAL LIABILITY/ERRORS AND OMISSIONS (All Categories)</b>	
Not less than \$1 Million per claim and \$2 Million aggregate	<input type="checkbox"/> Yes
<b>CYBER LIABILITY (All Categories)</b>	
Not less than \$1 Million per occurrence and in the aggregate	<input type="checkbox"/> Yes
<b>RFSQ Reference, Sub-section 10.1.5: Proof of Licenses (Section D)</b>	
Vendor furnished a copy of all applicable licenses, certificates, accreditation, and permits for the provision of services for which they intend to qualify which include but are not limited to: a valid Business License.	<input type="checkbox"/> Yes
Vendor submitted one copy of the bid in response to this RFSQ in the format prescribed herein and clearly marked " <b>Abbreviated SOQ Submission for As-Needed Language Assistance Services – Additional Category(ies), RFSQ #2024-012</b> " in the subject line of the e-mail transmission.	<input type="checkbox"/> Yes

**PRICE SHEET INSTRUCTIONS**

Vendor must submit a separate and complete Price Sheet for **each** category for which they are attempting to qualify. Refer to Required Form - Exhibit 40 **8**, Price Sheets (Excel spreadsheet).

**Required Services**

1. Enter Contractor name (Legal name).
2. Enter the rate for each type of service request (Standard, Expedited, Emergency, Rapid, Expedited Rapid)
3. If your organization is not able to provide services for a certain type of service request (Standard, Expedited, Emergency, Rapid, Expedited Rapid), please indicate “N/A” next to the service type.  
[Example: Expedited Rapid – N/A  
4 hours (including weeknights, weekends, and holidays)]
4. Provide the unit (e.g., per word, page, hour, etc.) where applicable.
5. **Enter the languages your agency provides.** Languages with the same rate must be grouped by tiers. If additional tiers are needed add an additional page.

**Additional Language Services (Optional)**

The additional language services are optional.

For **each** additional language service check the appropriate “Yes” or “No” box to indicate that your organization will or will not provide the additional language service.

If you check “No”, no further action required.

If check “Yes”,

1. Enter the Tier type for the additional language service (e.g., Languages, Equipment, per sheet, etc.).
2. Enter the rate for each type of service request (Standard, Expedited, Emergency, Rapid, Expedited Rapid)
3. If your organization is not able to provide services for a certain type of service request (Standard, Expedited, Emergency, Rapid, Expedited Rapid), please indicate “N/A” next to the service type.  
[Example: Expedited Rapid – N/A  
4 hours (including weeknights, weekends, and holidays)]
4. Provide the unit (e.g., per word, page, hour, etc.) where applicable.
5. If applicable, **enter the languages your agency provides.** Languages with the same rate must be grouped by tiers. If additional tiers are needed add an additional page.
6. Blank Tier, indicate unit (e.g., Languages, equipment, number of sheets, etc.)

**Any services not reflected that you would like to offer:** If there are services not listed that fall under Additional Language Services that you would like to offer, please indicate service and provide the rate in this section. If none, enter Not Applicable.

PRICE SHEET INSTRUCTIONS

**Notes related to Required Services or Additional Language Services (e.g., minimums, maximums, etc.):** Include notes on maximums of length, word, or page counts, minimums of hours, etc., related to Required Services or Additional Language Services. If none, enter Not Applicable.

**Vendors that do not follow the Instructions will be considered non-responsive and excluded from further consideration.**

Note: As described in sub-section 2.6.5, Master Agreement Process, of this RFSQ, payment for all work must be on a fixed rate/fee based on the applicable Price Sheet(s). The fixed rate/fee must remain fixed and firm for the term of the Master Agreement, unless amended at Public Health's discretion.

**AS-NEEDED LANGUAGE ASSISTANCE MASTER AGREEMENT  
CONTRACTOR RATES EFFECTIVE FEBRUARY 2020**

**DOCUMENT TRANSLATION**

<b>Language</b>	<b>Request Type</b>	<b>Low</b>	<b>High</b>	<b>Average</b>
Albanian	Standard	0.18	0.46	0.27
Albanian	Expedited	0.20	0.56	0.33
Albanian	Emergency	0.30	0.66	0.43
Amharic	Standard	0.14	0.46	0.26
Amharic	Expedited	0.15	0.56	0.33
Amharic	Emergency	0.16	0.66	0.43
Arabic	Standard	0.10	0.46	0.22
Arabic	Expedited	0.11	0.56	0.25
Arabic	Emergency	0.14	0.66	0.32
Armenian	Standard	0.10	0.46	0.22
Armenian	Expedited	0.11	0.56	0.27
Armenian	Emergency	0.14	0.66	0.36
Azerbaijani	Standard	0.18	0.46	0.27
Azerbaijani	Expedited	0.20	0.56	0.33
Azerbaijani	Emergency	0.29	0.66	0.43
Bahamian	Standard	0.15	0.46	0.31
Bahamian	Expedited	0.16	0.56	0.36
Bahamian	Emergency	0.18	0.66	0.42
Bengali	Standard	0.15	0.46	0.25
Bengali	Expedited	0.16	0.56	0.31
Bengali	Emergency	0.18	0.66	0.41
Bosnian	Standard	0.15	0.46	0.25
Bosnian	Expedited	0.16	0.56	0.32
Bosnian	Emergency	0.18	0.66	0.42
Braille	Standard	0.18	0.32	0.25
Braille	Expedited	0.20	0.37	0.29
Braille	Emergency	0.30	0.39	0.35
Bulgarian	Standard	0.15	0.46	0.25
Bulgarian	Expedited	0.16	0.56	0.31
Bulgarian	Emergency	0.18	0.66	0.42
Burmese	Standard	0.18	0.46	0.32
Burmese	Expedited	0.20	0.56	0.32
Burmese	Emergency	0.28	0.66	0.40
Cambodian	Standard	0.12	0.46	0.24
Cambodian	Expedited	0.14	0.56	0.29
Cambodian	Emergency	0.17	0.66	0.38
Chinese Simplified	Standard	0.12	0.46	0.22
Chinese Simplified	Expedited	0.14	0.56	0.27
Chinese Simplified	Emergency	0.15	0.66	0.33
Chinese Traditional	Standard	0.12	0.46	0.23

## DOCUMENT TRANSLATION

Language	Request Type	Low	High	Average
Chinese Traditional	Expedited	0.14	0.56	0.27
Chinese Traditional	Emergency	0.15	0.66	0.33
Creole	Standard	0.12	0.29	0.21
Creole	Expedited	0.14	0.38	0.26
Creole	Emergency	0.16	0.54	0.33
Croatian	Standard	0.12	0.46	0.24
Croatian	Expedited	0.14	0.56	0.29
Croatian	Emergency	0.16	0.66	0.38
Dari	Standard	0.20	0.46	0.28
Dari	Expedited	0.25	0.56	0.34
Dari	Emergency	0.29	0.66	0.44
Farsi	Standard	0.10	0.46	0.24
Farsi	Expedited	0.11	0.56	0.28
Farsi	Emergency	0.14	0.66	0.37
French	Standard	0.10	0.46	0.25
French	Expedited	0.11	0.56	0.30
French	Emergency	0.14	0.84	0.40
Fukienese	Standard	0.18	0.46	0.27
Fukienese	Expedited	0.20	0.56	0.33
Fukienese	Emergency	0.29	0.66	0.42
Fuzhou	Standard	0.14	0.46	0.27
Fuzhou	Expedited	0.16	0.56	0.33
Fuzhou	Emergency	0.26	0.66	0.42
Georgian				
German	Standard	0.13	0.46	0.25
German	Expedited	0.14	0.56	0.30
German	Emergency	0.15	0.84	0.41
Greek	Standard	0.15	0.46	0.24
Greek	Expedited	0.16	0.56	0.28
Greek	Emergency	0.17	0.66	0.37
Gujarati	Standard	0.15	0.46	0.26
Gujarati	Expedited	0.16	0.56	0.31
Gujarati	Emergency	0.18	0.66	0.41
Haitian	Standard	0.12	0.29	0.23
Haitian	Expedited	0.14	0.38	0.29
Haitian	Emergency	0.16	0.54	0.38
Haitian-Creole	Standard	0.18	0.46	0.29
Haitian-Creole	Expedited	0.20	0.56	0.33
Haitian-Creole	Emergency	0.30	0.66	0.45
Hausa	Standard	0.19	0.46	0.28



## DOCUMENT TRANSLATION

Language	Request Type	Low	High	Average
Hausa	Expedited	0.23	0.56	0.36
Hausa	Emergency	0.25	0.66	0.45
Hebrew	Standard	0.15	0.46	0.26
Hebrew	Expedited	0.16	0.56	0.32
Hebrew	Emergency	0.17	0.66	0.40
Hindi	Standard	0.15	0.46	0.24
Hindi	Expedited	0.16	0.56	0.29
Hindi	Emergency	0.17	0.66	0.37
Hmong	Standard	0.15	0.46	0.26
Hmong	Expedited	0.16	0.56	0.30
Hmong	Emergency	0.18	0.66	0.37
Hocano				
Hungarian	Standard	0.10	0.46	0.27
Hungarian	Expedited	0.11	0.56	0.33
Hungarian	Emergency	0.14	0.84	0.45
Ibo	Standard	0.20	0.46	0.28
Ibo	Expedited	0.25	0.56	0.35
Ibo	Emergency	0.29	0.66	0.44
Ilocano	Standard	0.18	0.46	0.28
Ilocano	Expedited	0.20	0.56	0.34
Ilocano	Emergency	0.29	0.66	0.42
Indonesian	Standard	0.10	0.46	0.24
Indonesian	Expedited	0.11	0.56	0.29
Indonesian	Emergency	0.14	0.66	0.39
Italian	Standard	0.13	0.46	0.25
Italian	Expedited	0.14	0.56	0.30
Italian	Emergency	0.15	0.84	0.40
Japanese	Standard	0.10	0.46	0.27
Japanese	Expedited	0.11	0.6	0.33
Japanese	Emergency	0.14	0.9	0.44
Khmer	Standard	0.12	0.46	0.26
Khmer	Expedited	0.14	0.56	0.31
Khmer	Emergency	0.16	0.66	0.41
Korean	Standard	0.1	0.46	0.22
Korean	Expedited	0.11	0.56	0.28
Korean	Emergency	0.14	0.66	0.38
Laotian	Standard	0.10	0.46	0.25
Laotian	Expedited	0.11	0.56	0.29
Laotian	Emergency	0.14	0.66	0.37
Latvian	Standard	0.22	0.22	0.22

## DOCUMENT TRANSLATION

Language	Request Type	Low	High	Average
Latvian	Expedited	0.24	0.24	0.24
Latvian	Emergency	0.38	0.38	0.38
Lithuanian	Standard	0.18	0.46	0.26
Lithuanian	Expedited	0.20	0.56	0.34
Lithuanian	Emergency	0.25	0.66	0.44
Malay	Standard	0.15	0.46	0.26
Malay	Expedited	0.16	0.56	0.31
Malay	Emergency	0.18	0.66	0.41
Mongolian	Standard	0.20	0.46	0.30
Mongolian	Expedited	0.25	0.56	0.37
Mongolian	Emergency	0.30	0.66	0.44
Nepali	Standard	0.20	0.46	0.28
Nepali	Expedited	0.25	0.56	0.35
Nepali	Emergency	0.30	0.66	0.45
Norwegian	Standard	0.22	0.22	0.22
Norwegian	Expedited	0.24	0.24	0.24
Norwegian	Emergency	0.38	0.38	0.38
Pashto	Standard	0.22	0.22	0.22
Pashto	Expedited	0.24	0.24	0.24
Pashto	Emergency	0.38	0.38	0.38
Polish	Standard	0.15	0.46	0.28
Polish	Expedited	0.16	0.56	0.34
Polish	Emergency	0.17	0.84	0.44
Portuguese	Standard	0.11	0.46	0.24
Portuguese	Expedited	0.12	0.56	0.29
Portuguese	Emergency	0.13	0.84	0.39
Punjabi	Standard	0.10	0.46	0.25
Punjabi	Expedited	0.11	0.56	0.29
Punjabi	Emergency	0.14	0.66	0.37
Romanian	Standard	0.10	0.46	0.25
Romanian	Expedited	0.11	0.56	0.29
Romanian	Emergency	0.14	0.66	0.38
Russian	Standard	0.10	0.46	0.24
Russian	Expedited	0.11	0.56	0.29
Russian	Emergency	0.14	0.84	0.40
Samoan	Standard	0.24	0.3	0.27
Samoan	Expedited	0.26	0.35	0.30
Samoan	Emergency	0.40	0.42	0.41
Serbian	Standard	0.12	0.46	0.25
Serbian	Expedited	0.14	0.56	0.31

## DOCUMENT TRANSLATION

Language	Request Type	Low	High	Average
Serbian	Emergency	0.16	0.66	0.41
Sinhalese	Standard	0.18	0.46	0.27
Sinhalese	Expedited	0.20	0.56	0.33
Sinhalese	Emergency	0.25	0.66	0.42
Slovak	Standard	0.22	0.22	0.22
Slovak	Expedited	0.24	0.24	0.24
Slovak	Emergency	0.38	0.38	0.38
Slovene	Standard	0.22	0.22	0.22
Slovene	Expedited	0.24	0.24	0.24
Slovene	Emergency	0.38	0.38	0.38
Somali	Standard	0.15	0.46	0.27
Somali	Expedited	0.16	0.56	0.32
Somali	Emergency	0.18	0.66	0.41
Spanish	Standard	0.10	0.42	0.18
Spanish	Expedited	0.11	0.55	0.23
Spanish	Emergency	0.13	0.84	0.31
Swahili	Standard	0.18	0.46	0.27
Swahili	Expedited	0.20	0.56	0.33
Swahili	Emergency	0.25	0.66	0.43
Tagalog	Standard	0.10	0.46	0.22
Tagalog	Expedited	0.14	0.56	0.28
Tagalog	Emergency	0.15	0.66	0.37
Taiwanese	Standard	0.14	0.46	0.24
Taiwanese	Expedited	0.16	0.56	0.28
Taiwanese	Emergency	0.18	0.66	0.36
Tamil	Standard	0.16	0.46	0.26
Tamil	Expedited	0.18	0.56	0.32
Tamil	Emergency	0.25	0.66	0.41
Thai	Standard	0.10	0.46	0.24
Thai	Expedited	0.11	0.56	0.29
Thai	Emergency	0.14	0.66	0.38
Tongan	Standard	0.10	0.46	0.28
Tongan	Expedited	0.11	0.56	0.34
Tongan	Emergency	0.14	0.66	0.43
Turkish	Standard	0.10	0.46	0.26
Turkish	Expedited	0.11	0.56	0.32
Turkish	Emergency	0.14	0.66	0.42
Ukranian	Standard	0.12	0.46	0.28
Ukranian	Expedited	0.14	0.56	0.34
Ukranian	Emergency	0.16	0.84	0.45

## DOCUMENT TRANSLATION

Language	Request Type	Low	High	Average
Urdu	Standard	0.10	0.46	0.25
Urdu	Expedited	0.11	0.56	0.30
Urdu	Emergency	0.14	0.66	0.40
Uzbek	Standard	0.22	0.22	0.22
Uzbek	Expedited	0.24	0.24	0.24
Uzbek	Emergency	0.38	0.38	0.38
Vietnamese	Standard	0.10	0.46	0.22
Vietnamese	Expedited	0.11	0.56	0.26
Vietnamese	Emergency	0.14	0.66	0.34

**IN-PERSON ORAL INTERPRETATION**

<b>Language</b>	<b>Request Type</b>	<b>Low</b>	<b>High</b>	<b>Average</b>
Albanian	Standard Hour	80	310	148.75
Albanian	Standard 15 Minutes	20	77.50	36.56
Albanian	Emergency Hour	110	465	210
Albanian	Emergency 15 Minutes	27.50	116.25	53.13
Amharic	Standard Hour	80	310	148.75
Amharic	Standard 15 Minutes	20	77.50	36.56
Amharic	Emergency Hour	110	465	210
Amharic	Emergency 15 Minutes	27.50	116.25	53.13
Arabic	Standard Hour	75	310	136.25
Arabic	Standard 15 Minutes	18.75	77.50	41.56
Arabic	Emergency Hour	93.75	465	172.97
Arabic	Emergency 15 Minutes	23.45	116.25	43.56
Armenian	Standard Hour	75	310	140
Armenian	Standard 15 Minutes	18.75	77.50	34.58
Armenian	Emergency Hour	93.75	465	183.96
Armenian	Emergency 15 Minutes	23.45	116.25	46.41
Azerbaijani	Standard Hour	80	310	156.25
Azerbaijani	Standard 15 Minutes	20	77.50	44.31
Azerbaijani	Emergency Hour	110	465	213.75
Azerbaijani	Emergency 15 Minutes	27.50	116.25	60.88
Bahamian	Standard Hour	80	310	153.75
Bahamian	Standard 15 Minutes	20	77.50	39.06
Bahamian	Emergency Hour	110	465	211.25
Bahamian	Emergency 15 Minutes	27.50	116.25	55.63
Belorussian	Standard Hour	225	225	225
Belorussian	Standard 15 Minutes	56.25	56.25	56.25
Belorussian	Emergency Hour	337.50	337.50	337.50
Belorussian	Emergency 15 Minutes	84.37	84.37	84.37
Bengali	Standard Hour	80	310	153.75
Bengali	Standard 15 Minutes	20	77.50	39.06
Bengali	Emergency Hour	110	465	211.25
Bengali	Emergency 15 Minutes	27.50	116.25	55.63
Bosnian	Standard Hour	80	225	132.50
Bosnian	Standard 15 Minutes	20	56.25	33.75
Bosnian	Emergency Hour	110	337.50	179.38
Bosnian	Emergency 15 Minutes	27.50	84.37	47.66
Bulgarian	Standard Hour	80	225	127.50
Bulgarian	Standard 15 Minutes	20	56.25	31.25
Bulgarian	Emergency Hour	110	337.50	178.13
Bulgarian	Emergency 15 Minutes	27.50	84.37	45.16

**IN-PERSON ORAL INTERPRETATION**

<b>Language</b>	<b>Request Type</b>	<b>Low</b>	<b>High</b>	<b>Average</b>
Burmese	Standard Hour	80	310	153.75
Burmese	Standard 15 Minutes	20	77.50	39.06
Burmese	Emergency Hour	110	465	211.25
Burmese	Emergency 15 Minutes	27.50	116.25	55.63
Cambodian	Standard Hour	80	170	118.75
Cambodian	Standard 15 Minutes	20	42.50	30.31
Cambodian	Emergency Hour	110	170	137.50
Cambodian	Emergency 15 Minutes	27.50	48.75	37.19
Cantonese	Standard Hour	75	310	133.13
Cantonese	Standard 15 Minutes	18.75	77.50	36.88
Cantonese	Emergency Hour	93.75	465	180.47
Cantonese	Emergency 15 Minutes	23.45	116.25	45.43
Catalan	Standard Hour	225	225	225
Catalan	Standard 15 Minutes	56.25	56.25	56.25
Catalan	Emergency Hour	337.50	337.50	337.50
Catalan	Emergency 15 Minutes	84.37	84.37	84.37
Cha-Chow	Standard Hour	80	310	156.25
Cha-Chow	Standard 15 Minutes	20	77.50	44.31
Cha-Chow	Emergency Hour	110	465	213.75
Cha-Chow	Emergency 15 Minutes	27.50	116.25	60.88
Chinese	Standard Hour	100	140	146.67
Chinese	Standard 15 Minutes	25	150	70
Chinese	Emergency Hour	200	400	266.67
Chinese	Emergency 15 Minutes	50	350	150
Croatian	Standard Hour	80	225	132.50
Croatian	Standard 15 Minutes	200	56.25	33.75
Croatian	Emergency Hour	110	337.50	179.38
Croatian	Emergency 15 Minutes	27.50	84.37	47.66
Czech	Standard Hour	225	225	225
Czech	Standard 15 Minutes	56.25	56.25	56.25
Czech	Emergency Hour	337.50	337.50	337.50
Czech	Emergency 15 Minutes	84.37	84.37	84.37
Danish	Standard Hour	225	225	225
Danish	Standard 15 Minutes	56.25	56.25	56.25
Danish	Emergency Hour	337.50	337.50	337.50
Danish	Emergency 15 Minutes	84.37	84.37	84.37
Dari	Standard Hour	80	310	153.75
Dari	Standard 15 Minutes	20	77.50	39.06
Dari	Emergency Hour	110	465	211.25
Dari	Emergency 15 Minutes	27.50	116.25	55.63

**IN-PERSON ORAL INTERPRETATION**

<b>Language</b>	<b>Request Type</b>	<b>Low</b>	<b>High</b>	<b>Average</b>
Dutch	Standard Hour	225	225	225
Dutch	Standard 15 Minutes	56.25	56.25	56.25
Dutch	Emergency Hour	337.50	337.50	337.50
Dutch	Emergency 15 Minutes	84.37	84.37	84.37
Estonian	Standard Hour	225	225	225
Estonian	Standard 15 Minutes	56.25	56.25	56.25
Estonian	Emergency Hour	337.50	337.50	337.50
Estonian	Emergency 15 Minutes	84.37	84.37	84.37
Farsi	Standard Hour	75	310	140
Farsi	Standard 15 Minutes	18.75	77.50	34.58
Farsi	Emergency Hour	93.75	465	183.96
Farsi	Emergency 15 Minutes	23.45	116.25	46.41
Flemish	Standard Hour	225	225	225
Flemish	Standard 15 Minutes	56.25	56.25	56.25
Flemish	Emergency Hour	337.50	337.50	337.50
Flemish	Emergency 15 Minutes	84.37	84.37	84.37
French	Standard Hour	80	179	126.50
French	Standard 15 Minutes	20	62.50	36.42
French	Emergency Hour	110	268	158.92
French	Emergency 15 Minutes	27.50	67.12	40.15
Fukienese	Standard Hour	80	310	156.25
Fukienese	Standard 15 Minutes	20	77.50	44.31
Fukienese	Emergency Hour	110	465	213.75
Fukienese	Emergency 15 Minutes	27.50	116.25	60.88
Fuzhou	Standard Hour	80	310	156.25
Fuzhou	Standard 15 Minutes	20	77.50	44.31
Fuzhou	Emergency Hour	110	465	213.75
Fuzhou	Emergency 15 Minutes	27.50	116.25	60.88
Georgian	Standard Hour	225	225	225
Georgian	Standard 15 Minutes	56.25	56.25	56.25
Georgian	Emergency Hour	337.50	337.50	337.50
Georgian	Emergency 15 Minutes	84.37	84.37	84.37
German	Standard Hour	80	179	126.80
German	Standard 15 Minutes	20	44.75	31.20
German	Emergency Hour	110	268.50	162.70
German	Emergency 15 Minutes	27.50	67.12	41.17
Greek	Standard Hour	80	225	127.50
Greek	Standard 15 Minutes	20	56.25	31.25
Greek	Emergency Hour	110	337.50	178.13
Greek	Emergency 15 Minutes	27.50	84.37	45.16

## IN-PERSON ORAL INTERPRETATION

Language	Request Type	Low	High	Average
Gujarati	Standard Hour	80	310	156.25
Gujarati	Standard 15 Minutes	20	77.50	44.31
Gujarati	Emergency Hour	110	465	213.75
Gujarati	Emergency 15 Minutes	27.50	116.25	60.88
Haitian Creole	Standard Hour	80	225	127.50
Haitian Creole	Standard 15 Minutes	20	56.25	31.25
Haitian Creole	Emergency Hour	110	337.50	178.13
Haitian Creole	Emergency 15 Minutes	27.50	84.37	45.16
Hausa	Standard Hour	80	310	156.25
Hausa	Standard 15 Minutes	20	77.50	44.31
Hausa	Emergency Hour	110	465	213.75
Hausa	Emergency 15 Minutes	27.50	116.25	60.88
Hebrew	Standard Hour	80	310	156.25
Hebrew	Standard 15 Minutes	20	77.50	44.31
Hebrew	Emergency Hour	110	465	213.75
Hebrew	Emergency 15 Minutes	27.50	116.25	60.88
Hindi	Standard Hour	80	310	156.25
Hindi	Standard 15 Minutes	20	77.50	44.31
Hindi	Emergency Hour	110	465	213.75
Hindi	Emergency 15 Minutes	27.50	116.25	60.88
Hmong	Standard Hour	80	310	153
Hmong	Standard 15 Minutes	20	77.50	37.75
Hmong	Emergency Hour	110	465	202
Hmong	Emergency 15 Minutes	27.50	116.25	51
Hungarian	Standard Hour	80	225	127.50
Hungarian	Standard 15 Minutes	20	56.25	31.25
Hungarian	Emergency Hour	110	337.50	178.13
Hungarian	Emergency 15 Minutes	27.5	84.37	45.16
Ibo	Standard Hour	80	310	153
Ibo	Standard 15 Minutes	20	77.50	37.75
Ibo	Emergency Hour	110	465	202
Ibo	Emergency 15 Minutes	27.50	116.25	51
Ilocano	Standard Hour	80	310	153
Ilocano	Standard 15 Minutes	20	77.50	37.75
Ilocano	Emergency Hour	110	465	202
Ilocano	Emergency 15 Minutes	27.50	116.25	51
Indonesian	Standard Hour	80	310	153
Indonesian	Standard 15 Minutes	20	77.50	37.75
Indonesian	Emergency Hour	110	465	202
Indonesian	Emergency 15 Minutes	27.50	116.25	51



**IN-PERSON ORAL INTERPRETATION**

<b>Language</b>	<b>Request Type</b>	<b>Low</b>	<b>High</b>	<b>Average</b>
Italian	Standard Hour	80	179	126.80
Italian	Standard 15 Minutes	20	44.75	31.20
Italian	Emergency Hour	110	268.50	162.70
Italian	Emergency 15 Minutes	27.50	67.12	41.17
Japanese	Standard Hour	80	310	144
Japanese	Standard 15 Minutes	20	77.50	41.75
Japanese	Emergency Hour	110	465	196
Japanese	Emergency 15 Minutes	27.50	116.25	49.50
Khmer	Standard Hour	80	310	151.67
Khmer	Standard 15 Minutes	20	77.50	43.54
Khmer	Emergency Hour	110	465	192.50
Khmer	Emergency 15 Minutes	27.50	116.25	50
Korean	Standard Hour	75	310	133.89
Korean	Standard 15 Minutes	18.75	77.50	36.67
Korean	Emergency Hour	93.75	465	182.64
Korean	Emergency 15 Minutes	23.45	116.25	45.94
Laotian	Standard Hour	80	310	153
Laotian	Standard 15 Minutes	20	77.50	37.75
Laotian	Emergency Hour	110	465	202
Laotian	Emergency 15 Minutes	27.50	116.25	51
Latvian	Standard Hour	225	225	225
Latvian	Standard 15 Minutes	56.25	56.25	56.25
Latvian	Emergency Hour	337.50	337.50	337.50
Latvian	Emergency 15 Minutes	84.37	84.37	84.37
Lithuanian	Standard Hour	80	155	105
Lithuanian	Standard 15 Minutes	20	59.75	33.25
Lithuanian	Emergency Hour	110	160	130
Lithuanian	Emergency 15 Minutes	27.50	69.75	42.42
Malay	Standard Hour	65	310	133.75
Malay	Standard 15 Minutes	20	77.50	33.13
Malay	Emergency Hour	110	465	201.25
Malay	Emergency 15 Minutes	27.50	116.25	50.63
Mandarin	Standard Hour	75	310	133.13
Mandarin	Standard 15 Minutes	18.75	77.50	36.88
Mandarin	Emergency Hour	93.75	465	180.47
Mandarin	Emergency 15 Minutes	23.45	116.25	45.43
Monogolian	Standard Hour	80	145	101.67
Monogolian	Standard 15 Minutes	20	38.75	26.25
Monogolian	Emergency Hour	110	150	126.67
Monogolian	Emergency 15 Minutes	27.50	48.75	35.42

## IN-PERSON ORAL INTERPRETATION

Language	Request Type	Low	High	Average
Nepali	Standard Hour	80	310	153.75
Nepali	Standard 15 Minutes	20	77.50	39.06
Nepali	Emergency Hour	110	465	211.25
Nepali	Emergency 15 Minutes	27.50	116.25	55.63
Norwegian	Standard Hour	225	225	225
Norwegian	Standard 15 Minutes	56.25	56.25	56.25
Norwegian	Emergency Hour	337.50	337.50	337.50
Norwegian	Emergency 15 Minutes	84.37	84.37	84.37
Pashto	Standard Hour	225	225	225
Pashto	Standard 15 Minutes	56.25	56.25	56.25
Pashto	Emergency Hour	337.50	337.50	337.50
Pashto	Emergency 15 Minutes	84.37	84.37	84.37
Polish	Standard Hour	80	125	95
Polish	Standard 15 Minutes	20	28.75	22.92
Polish	Emergency Hour	110	145	125
Polish	Emergency 15 Minutes	27.50	38.75	32.08
Portuguese	Standard Hour	65	179	116.50
Portuguese	Standard 15 Minutes	15	62.50	34.13
Portuguese	Emergency Hour	110	268.50	153.80
Portuguese	Emergency 15 Minutes	27.50	67.12	38.48
Punjabi	Standard Hour	80	310	153
Punjabi	Standard 15 Minutes	20	77.50	37.75
Punjabi	Emergency Hour	110	465	202
Punjabi	Emergency 15 Minutes	27.50	116.25	51
Romanian	Standard Hour	80	225	127.50
Romanian	Standard 15 Minutes	20	56.25	31.25
Romanian	Emergency Hour	110	337.50	178.13
Romanian	Emergency 15 Minutes	27.50	84.37	45.16
Russian	Standard Hour	75	225	125.83
Russian	Standard 15 Minutes	18.75	56.25	31.04
Russian	Emergency Hour	93.75	337.50	162.71
Russian	Emergency 15 Minutes	23.45	84.37	41.10
Serbian	Standard Hour	80	225	127.50
Serbian	Standard 15 Minutes	20	56.25	31.25
Serbian	Emergency Hour	110	337.50	178.13
Serbian	Emergency 15 Minutes	27.50	84.37	45.16
Sinhalese	Standard Hour	80	310	156.25
Sinhalese	Standard 15 Minutes	20	77.50	44.31
Sinhalese	Emergency Hour	110	465	213.75
Sinhalese	Emergency 15 Minutes	27.50	116.25	60.88

## IN-PERSON ORAL INTERPRETATION

Language	Request Type	Low	High	Average
Slovak	Standard Hour	225	225	225
Slovak	Standard 15 Minutes	56.25	56.25	56.25
Slovak	Emergency Hour	337.50	337.50	337.50
Slovak	Emergency 15 Minutes	84.37	84.37	84.37
Slovene	Standard Hour	225	225	225
Slovene	Standard 15 Minutes	56.25	56.25	56.25
Slovene	Emergency Hour	337.50	337.50	337.50
Slovene	Emergency 15 Minutes	84.37	84.37	84.37
Somali	Standard Hour	80	310	153.75
Somali	Standard 15 Minutes	20	77.50	39.06
Somali	Emergency Hour	110	465	211.25
Somali	Emergency 15 Minutes	27.50	116.25	55.63
Spanish	Standard Hour	59	200	110.75
Spanish	Standard 15 Minutes	15	150	40.03
Spanish	Emergency Hour	73.75	400	168.72
Spanish	Emergency 15 Minutes	18.45	350	74.15
Swahili	Standard Hour	80	310	153.75
Swahili	Standard 15 Minutes	20	77.50	39.06
Swahili	Emergency Hour	110	465	211.25
Swahili	Emergency 15 Minutes	27.50	116.25	55.63
Tagalog	Standard Hour	75	310	135
Tagalog	Standard 15 Minutes	18.75	77.50	33.44
Tagalog	Emergency Hour	93.75	465	187.97
Tagalog	Emergency 15 Minutes	23.45	116.25	47.31
Taiwanese	Standard Hour	80	310	148.75
Taiwanese	Standard 15 Minutes	20	77.50	36.56
Taiwanese	Emergency Hour	110	465	210
Taiwanese	Emergency 15 Minutes	27.50	116.25	53.13
Tamil	Standard Hour	80	310	153.75
Tamil	Standard 15 Minutes	20	77.50	39.06
Tamil	Emergency Hour	110	465	211.25
Tamil	Emergency 15 Minutes	27.50	116.25	55.63
Thai	Standard Hour	80	310	153
Thai	Standard 15 Minutes	20	77.50	37.75
Thai	Emergency Hour	110	465	202
Thai	Emergency 15 Minutes	27.50	116.25	51
Toishanese	Standard Hour	80	310	156.25
Toishanese	Standard 15 Minutes	20	77.50	44.31
Toishanese	Emergency Hour	110	465	213.75
Toishanese	Emergency 15 Minutes	27.50	116.25	60.88

## IN-PERSON ORAL INTERPRETATION

Language	Request Type	Low	High	Average
Tongan	Standard Hour	80	310	148.75
Tongan	Standard 15 Minutes	20	77.50	36.56
Tongan	Emergency Hour	110	465	210
Tongan	Emergency 15 Minutes	27.50	116.25	53.13
Turkish	Standard Hour	80	225	127.50
Turkish	Standard 15 Minutes	20	56.25	31.25
Turkish	Emergency Hour	110	337.50	178.13
Turkish	Emergency 15 Minutes	27.50	84.37	45.16
Ukranian	Standard Hour	80	225	132.50
Ukranian	Standard 15 Minutes	20	56.25	33.75
Ukranian	Emergency Hour	110	337.50	179.38
Ukranian	Emergency 15 Minutes	27.50	84.37	47.66
Urdu	Standard Hour	80	310	148.75
Urdu	Standard 15 Minutes	20	77.50	36.56
Urdu	Emergency Hour	110	465	210
Urdu	Emergency 15 Minutes	27.50	116.25	53.13
Uzbek	Standard Hour	225	225	225
Uzbek	Standard 15 Minutes	56.25	56.25	56.25
Uzbek	Emergency Hour	337.50	337.50	337.50
Uzbek	Emergency 15 Minutes	84.37	84.37	84.37
Vietnamese	Standard Hour	75	310	145
Vietnamese	Standard 15 Minutes	18.75	150	50.56
Vietnamese	Emergency Hour	93.75	465	204.86
Vietnamese	Emergency 15 Minutes	23.45	350	79.27

## TELEPHONIC AND VIDEO REMOTE INTERPRETATION

Language	Request Type	Low	High	Average
Albanian	Telephonic	0.69	0.95	0.82
Albanian	Video Remote	1.35	1.85	1.60
Amharic	Telephonic	0.69	0.95	0.83
Amharic	Video Remote	0.85	1.85	1.35
Arabic	Telephonic	0.69	0.95	0.83
Arabic	Video Remote	0.85	1.85	1.35
Armenian	Telephonic	0.69	0.95	0.82
Armenian	Video Remote	1.35	1.85	1.60
ASL	Video Remote	2.25	2.25	2.25
Azerbaijani	Telephonic	0.69	0.95	0.82
Azerbaijani	Video Remote	1.35	1.85	1.60
Bahamian	Telephonic	0.69	0.95	0.82
Bahamian	Video Remote	1.35	1.85	1.60
Bengali	Telephonic	0.69	0.95	0.83
Bengali	Video Remote	0.85	1.85	1.35
Bosnian	Telephonic	0.69	0.95	0.83
Bosnian	Video Remote	0.85	1.85	1.35
Bulgarian	Telephonic	0.69	0.95	0.82
Bulgarian	Video Remote	1.35	1.85	1.60
Burmese	Telephonic	0.69	0.95	0.82
Burmese	Video Remote	1.35	1.85	1.60
Cambodian	Telephonic	0.69	0.95	0.83
Cambodian	Video Remote	0.85	1.85	1.35
Cantonese	Telephonic	0.69	0.95	0.83
Cantonese	Video Remote	0.85	1.85	1.35
Cha-Chow	Telephonic	0.69	0.95	0.82
Cha-Chow	Video Remote	1.35	1.85	1.60
Creole	Telephonic	0.85	0.85	0.85
Creole	Video Remote	0.85	0.85	0.85
Croatian	Telephonic	0.69	0.95	0.83
Croatian	Video Remote	0.85	1.85	1.35
Dari	Telephonic	0.69	0.95	0.82
Dari	Video Remote	1.35	1.85	1.60
Farsi	Telephonic	0.69	0.95	0.83
Farsi	Video Remote	0.85	1.85	1.35
French	Telephonic	0.69	0.95	0.83
French	Video Remote	0.85	1.85	1.35
Fukienese	Telephonic	0.69	0.95	0.82
Fukienese	Video Remote	1.35	1.85	1.60
Fuzhou	Telephonic	0.69	0.95	0.82

**TELEPHONIC AND VIDEO REMOTE INTERPRETATION**

<b>Language</b>	<b>Request Type</b>	<b>Low</b>	<b>High</b>	<b>Average</b>
Fuzhou	Video Remote	1.35	1.85	1.60
German	Telephonic	0.69	0.95	0.83
German	Video Remote	0.85	1.85	1.35
Greek	Telephonic	0.69	0.95	0.82
Greek	Video Remote	1.35	1.85	1.60
Gujarati	Telephonic	0.69	0.95	0.82
Gujarati	Video Remote	1.35	1.85	1.60
Haitian Creole	Telephonic	0.69	0.95	0.83
Haitian Creole	Video Remote	0.85	1.85	1.35
Hausa	Telephonic	0.69	0.95	0.82
Hausa	Video Remote	1.35	1.85	1.60
Hebrew	Telephonic	0.69	0.95	0.83
Hebrew	Video Remote	0.85	1.85	1.35
Hindi	Telephonic	0.69	0.95	0.83
Hindi	Video Remote	0.85	1.85	1.35
Hmong	Telephonic	0.69	0.95	0.83
Hmong	Video Remote	0.85	1.85	1.35
Hungarian	Telephonic	0.69	0.95	0.82
Hungarian	Video Remote	1.35	1.85	1.60
Ibo	Telephonic	0.69	0.95	0.82
Ibo	Video Remote	1.35	1.85	1.60
Ilocano	Telephonic	0.69	0.95	0.83
Ilocano	Video Remote	0.85	1.85	1.35
Indonesian	Telephonic	0.69	0.95	0.82
Indonesian	Video Remote	1.35	1.85	1.60
Italian	Telephonic	0.69	0.95	0.83
Italian	Video Remote	0.85	1.85	1.35
Japanese	Telephonic	0.69	0.95	0.83
Japanese	Video Remote	0.85	1.85	1.35
Khmer	Telephonic	0.69	0.95	0.83
Khmer	Video Remote	0.85	1.85	1.35
Korean	Telephonic	0.69	0.95	0.83
Korean	Video Remote	0.85	1.85	1.35
Laotian	Telephonic	0.69	0.95	0.83
Laotian	Video Remote	0.85	1.85	1.35
Lithuanian	Telephonic	0.69	0.95	0.82
Lithuanian	Video Remote	1.35	1.85	1.60
Malay	Telephonic	0.69	0.95	0.82
Malay	Video Remote	1.35	1.85	1.60
Mandarin	Telephonic	0.69	0.95	0.83

## TELEPHONIC AND VIDEO REMOTE INTERPRETATION

Language	Request Type	Low	High	Average
Mandarin	Video Remote	0.85	1.85	1.35
Mongolian	Telephonic	0.69	0.95	0.82
Mongolian	Video Remote	1.35	1.85	1.60
Nepali	Telephonic	0.69	0.95	0.83
Nepali	Video Remote	0.85	1.85	1.35
Polish	Telephonic	0.69	0.95	0.83
Polish	Video Remote	0.85	1.85	1.35
Portuguese	Telephonic	0.69	0.95	0.83
Portuguese	Video Remote	0.85	1.85	1.35
Punjabi	Telephonic	0.69	0.95	0.83
Punjabi	Video Remote	0.85	1.85	1.35
Romanian	Telephonic	0.69	0.95	0.82
Romanian	Video Remote	1.35	1.85	1.60
Russian	Telephonic	0.69	0.95	0.83
Russian	Video Remote	0.85	1.85	1.35
Serbian	Telephonic	0.69	0.95	0.83
Serbian	Video Remote	0.85	1.85	1.35
Sinhalese	Telephonic	0.69	0.95	0.82
Sinhalese	Video Remote	1.35	1.85	1.60
Somali	Telephonic	0.69	0.95	0.83
Somali	Video Remote	0.85	1.85	1.35
Spanish	Telephonic	0.64	0.95	0.82
Spanish	Video Remote	0.85	1.50	1.23
Swahili	Telephonic	0.69	0.95	0.83
Swahili	Video Remote	0.85	1.85	1.35
Tagalog	Telephonic	0.69	0.95	0.83
Tagalog	Video Remote	0.85	1.85	1.35
Taiwanese	Telephonic	0.69	0.95	0.83
Taiwanese	Video Remote	0.85	1.85	1.35
Tamil	Telephonic	0.69	0.95	0.82
Tamil	Video Remote	1.35	1.85	1.60
Thai	Telephonic	0.69	0.95	0.83
Thai	Video Remote	0.85	1.85	1.35
Toishanese	Telephonic	0.69	0.95	0.82
Toishanese	Video Remote	1.35	1.85	1.60
Tongan	Telephonic	0.69	0.95	0.82
Tongan	Video Remote	1.35	1.85	1.60
Turkish	Telephonic	0.69	0.95	0.82
Turkish	Video Remote	1.35	1.85	1.60
Ukrainian	Telephonic	0.69	0.95	0.83

## TELEPHONIC AND VIDEO REMOTE INTERPRETATION

Language	Request Type	Low	High	Average
Ukrainian	Video Remote	0.85	1.85	1.35
Urdu	Telephonic	0.69	0.95	0.83
Urdu	Video Remote	0.85	1.85	1.35
Vietnamese	Telephonic	0.69	0.95	0.83
Vietnamese	Video Remote	0.85	1.85	1.35



## SIMULTANEOUS ORAL INTERPRETATION

Language	Request Type	Low	High	Average
Albanian	Standard Hour	100	175	137.50
Albanian	Standard 15 Minutes	25	43.75	34.38
Albanian	Emergency Hour	120	218.75	169.38
Albanian	Emergency 15 Minutes	30	54.68	42.34
Amharic	Standard Hour	100	175	137.50
Amharic	Standard 15 Minutes	25	43.75	34.38
Amharic	Emergency Hour	120	218.75	169.38
Amharic	Emergency 15 Minutes	30	54.68	42.34
Arabic	Standard Hour	100	175	148.33
Arabic	Standard 15 Minutes	25	43.75	37.08
Arabic	Emergency Hour	120	218.75	169.58
Arabic	Emergency 15 Minutes	30	54.68	42.39
Armenian	Standard Hour	100	175	148.33
Armenian	Standard 15 Minutes	25	43.75	37.08
Armenian	Emergency Hour	120	218.75	169.58
Armenian	Emergency 15 Minutes	30	54.68	42.39
Azerbaijani	Standard Hour	100	175	137.50
Azerbaijani	Standard 15 Minutes	25	43.75	34.38
Azerbaijani	Emergency Hour	120	218.75	169.38
Azerbaijani	Emergency 15 Minutes	30	54.68	42.34
Bahamian	Standard Hour	100	175	137.50
Bahamian	Standard 15 Minutes	25	43.75	34.38
Bahamian	Emergency Hour	120	218.75	169.38
Bahamian	Emergency 15 Minutes	30	54.68	42.34
Bengali	Standard Hour	100	175	137.50
Bengali	Standard 15 Minutes	25	43.75	34.38
Bengali	Emergency Hour	120	218.75	169.38
Bengali	Emergency 15 Minutes	30	54.68	42.34
Bosnian	Standard Hour	100	175	137.50
Bosnian	Standard 15 Minutes	25	43.75	34.38
Bosnian	Emergency Hour	120	218.75	169.38
Bosnian	Emergency 15 Minutes	30	54.68	42.34
Bulgarian	Standard Hour	100	175	137.50
Bulgarian	Standard 15 Minutes	25	43.75	34.38
Bulgarian	Emergency Hour	120	218.75	169.38
Bulgarian	Emergency 15 Minutes	30	54.68	42.34
Burmese	Standard Hour	100	175	137.50
Burmese	Standard 15 Minutes	25	43.75	34.38
Burmese	Emergency Hour	120	218.75	169.38
Burmese	Emergency 15 Minutes	30	54.68	42.34

## SIMULTANEOUS ORAL INTERPRETATION

Language	Request Type	Low	High	Average
Cambodian	Standard Hour	100	175	148.33
Cambodian	Standard 15 Minutes	25	43.75	37.08
Cambodian	Emergency Hour	120	218.75	169.58
Cambodian	Emergency 15 Minutes	30	54.68	42.39
Cantonese	Standard Hour	100	250	173.75
Cantonese	Standard 15 Minutes	25	62.50	43.44
Cantonese	Emergency Hour	120	300	202.19
Cantonese	Emergency 15 Minutes	30	75	50.55
Cha-Chow	Standard Hour	100	175	137.50
Cha-Chow	Standard 15 Minutes	25	43.75	34.38
Cha-Chow	Emergency Hour	120	218.75	169.38
Cha-Chow	Emergency 15 Minutes	30	54.68	42.34
Chinese	Standard Hour	140	140	140
Chinese	Standard 15 Minutes	35	35	35
Chinese	Emergency Hour	200	200	200
Chinese	Emergency 15 Minutes	50	50	50
Croatian	Standard Hour	100	175	137.50
Croatian	Standard 15 Minutes	25	43.75	34.38
Croatian	Emergency Hour	120	218.75	169.38
Croatian	Emergency 15 Minutes	30	54.68	42.34
Dari	Standard Hour	100	175	137.50
Dari	Standard 15 Minutes	25	43.75	34.38
Dari	Emergency Hour	120	218.75	169.38
Dari	Emergency 15 Minutes	30	54.68	42.34
Farsi	Standard Hour	100	175	148.33
Farsi	Standard 15 Minutes	25	43.75	37.08
Farsi	Emergency Hour	120	218.75	169.58
Farsi	Emergency 15 Minutes	30	54.68	42.39
French	Standard Hour	100	250	173.75
French	Standard 15 Minutes	25	62.50	43.44
French	Emergency Hour	120	300	202.19
French	Emergency 15 Minutes	30	75	50.55
Fukienese	Standard Hour	100	175	137.50
Fukienese	Standard 15 Minutes	25	43.75	34.38
Fukienese	Emergency Hour	120	218.75	169.38
Fukienese	Emergency 15 Minutes	30	54.68	42.34
Fuzhou	Standard Hour	100	175	137.50
Fuzhou	Standard 15 Minutes	25	43.75	34.38
Fuzhou	Emergency Hour	120	218.75	169.38
Fuzhou	Emergency 15 Minutes	30	54.68	42.34

## SIMULTANEOUS ORAL INTERPRETATION

Language	Request Type	Low	High	Average
German	Standard Hour	100	175	148.33
German	Standard 15 Minutes	25	43.75	37.08
German	Emergency Hour	120	218.75	169.58
German	Emergency 15 Minutes	30	54.68	42.39
Greek	Standard Hour	100	175	137.50
Greek	Standard 15 Minutes	25	43.75	34.38
Greek	Emergency Hour	120	218.75	169.38
Greek	Emergency 15 Minutes	30	54.68	42.34
Gujarati	Standard Hour	100	175	137.50
Gujarati	Standard 15 Minutes	25	43.75	34.38
Gujarati	Emergency Hour	120	218.75	169.38
Gujarati	Emergency 15 Minutes	30	54.68	42.34
Haitian Creole	Standard Hour	100	175	137.50
Haitian Creole	Standard 15 Minutes	25	43.75	34.38
Haitian Creole	Emergency Hour	120	218.75	169.38
Haitian Creole	Emergency 15 Minutes	30	54.68	42.34
Hausa	Standard Hour	100	175	137.50
Hausa	Standard 15 Minutes	25	43.75	34.38
Hausa	Emergency Hour	120	218.75	169.38
Hausa	Emergency 15 Minutes	30	54.68	42.34
Hebrew	Standard Hour	100	175	137.50
Hebrew	Standard 15 Minutes	25	43.75	34.38
Hebrew	Emergency Hour	120	218.75	169.38
Hebrew	Emergency 15 Minutes	30	54.68	42.34
Hindi	Standard Hour	100	175	137.50
Hindi	Standard 15 Minutes	25	43.75	34.38
Hindi	Emergency Hour	120	218.75	169.38
Hindi	Emergency 15 Minutes	30	54.68	42.34
Hmong	Standard Hour	100	175	148.33
Hmong	Standard 15 Minutes	25	43.75	37.08
Hmong	Emergency Hour	120	218.75	169.58
Hmong	Emergency 15 Minutes	30	54.68	42.39
Hungarian	Standard Hour	100	175	137.50
Hungarian	Standard 15 Minutes	25	43.75	34.38
Hungarian	Emergency Hour	120	218.75	169.38
Hungarian	Emergency 15 Minutes	30	54.68	42.34
Ibo	Standard Hour	100	175	137.50
Ibo	Standard 15 Minutes	25	43.75	34.38
Ibo	Emergency Hour	120	218.75	169.38
Ibo	Emergency 15 Minutes	30	54.68	42.34

**SIMULTANEOUS ORAL INTERPRETATION**

<b>Language</b>	<b>Request Type</b>	<b>Low</b>	<b>High</b>	<b>Average</b>
Ilocano	Standard Hour	100	175	137.50
Ilocano	Standard 15 Minutes	25	43.75	34.38
Ilocano	Emergency Hour	120	218.75	169.38
Ilocano	Emergency 15 Minutes	30	54.68	42.34
Indonesian	Standard Hour	100	175	137.50
Indonesian	Standard 15 Minutes	25	43.75	34.38
Indonesian	Emergency Hour	120	218.75	169.38
Indonesian	Emergency 15 Minutes	30	54.68	42.34
Italian	Standard Hour	100	175	148.33
Italian	Standard 15 Minutes	25	43.75	37.08
Italian	Emergency Hour	120	218.75	169.58
Italian	Emergency 15 Minutes	30	54.68	42.39
Japanese	Standard Hour	100	175	137.50
Japanese	Standard 15 Minutes	25	43.75	34.38
Japanese	Emergency Hour	120	218.75	169.38
Japanese	Emergency 15 Minutes	30	54.68	42.34
Khmer	Standard Hour	100	175	148.33
Khmer	Standard 15 Minutes	25	43.75	37.08
Khmer	Emergency Hour	120	218.75	169.58
Khmer	Emergency 15 Minutes	30	54.68	42.39
Korean	Standard Hour	100	175	146.25
Korean	Standard 15 Minutes	25	43.75	36.56
Korean	Emergency Hour	120	218.75	177.19
Korean	Emergency 15 Minutes	30	54.68	44.30
Laotian	Standard Hour	100	175	137.50
Laotian	Standard 15 Minutes	25	43.75	34.38
Laotian	Emergency Hour	120	218.75	169.38
Laotian	Emergency 15 Minutes	30	54.68	42.34
Lithuanian	Standard Hour	100	175	137.50
Lithuanian	Standard 15 Minutes	25	43.75	34.38
Lithuanian	Emergency Hour	120	218.75	169.38
Lithuanian	Emergency 15 Minutes	30	54.68	42.34
Malay	Standard Hour	100	175	137.50
Malay	Standard 15 Minutes	25	43.75	34.38
Malay	Emergency Hour	120	218.75	169.38
Malay	Emergency 15 Minutes	30	54.68	42.34
Mandarin	Standard Hour	100	250	173.75
Mandarin	Standard 15 Minutes	25	62.50	43.44
Mandarin	Emergency Hour	120	300	202.19
Mandarin	Emergency 15 Minutes	30	75	50.55

## SIMULTANEOUS ORAL INTERPRETATION

Language	Request Type	Low	High	Average
Mongolian	Standard Hour	100	175	137.50
Mongolian	Standard 15 Minutes	25	43.75	34.38
Mongolian	Emergency Hour	120	218.75	169.38
Mongolian	Emergency 15 Minutes	30	54.68	42.34
Nepali	Standard Hour	100	175	137.50
Nepali	Standard 15 Minutes	25	43.75	34.38
Nepali	Emergency Hour	120	218.75	169.38
Nepali	Emergency 15 Minutes	30	54.68	42.34
Polish	Standard Hour	100	175	137.50
Polish	Standard 15 Minutes	25	43.75	34.38
Polish	Emergency Hour	120	218.75	169.38
Polish	Emergency 15 Minutes	30	54.68	42.34
Portuguese	Standard Hour	100	175	148.33
Portuguese	Standard 15 Minutes	25	43.75	37.08
Portuguese	Emergency Hour	120	218.75	169.58
Portuguese	Emergency 15 Minutes	30	54.68	42.39
Punjabi	Standard Hour	100	300	186.25
Punjabi	Standard 15 Minutes	25	75	46.56
Punjabi	Emergency Hour	120	360	217.19
Punjabi	Emergency 15 Minutes	30	90	54.30
Romanian	Standard Hour	100	175	137.50
Romanian	Standard 15 Minutes	25	43.75	34.38
Romanian	Emergency Hour	120	218.75	169.38
Romanian	Emergency 15 Minutes	30	54.68	42.34
Russian	Standard Hour	100	175	148.33
Russian	Standard 15 Minutes	25	43.75	37.08
Russian	Emergency Hour	120	218.75	169.58
Russian	Emergency 15 Minutes	30	54.68	42.39
Serbian	Standard Hour	100	175	137.50
Serbian	Standard 15 Minutes	25	43.75	34.38
Serbian	Emergency Hour	120	218.75	169.38
Serbian	Emergency 15 Minutes	30	54.68	42.34
Sinhalese	Standard Hour	100	175	137.50
Sinhalese	Standard 15 Minutes	25	43.75	34.38
Sinhalese	Emergency Hour	120	218.75	169.38
Sinhalese	Emergency 15 Minutes	30	54.68	42.34
Somali	Standard Hour	100	175	137.50
Somali	Standard 15 Minutes	25	43.75	34.38
Somali	Emergency Hour	120	218.75	169.38
Somali	Emergency 15 Minutes	30	54.68	42.34

## SIMULTANEOUS ORAL INTERPRETATION

Language	Request Type	Low	High	Average
Spanish	Standard Hour	100	200	141.67
Spanish	Standard 15 Minutes	25	50	35.42
Spanish	Emergency Hour	120	240	175.83
Spanish	Emergency 15 Minutes	30	60	44.36
Swahili	Standard Hour	100	175	137.50
Swahili	Standard 15 Minutes	25	43.75	34.38
Swahili	Emergency Hour	120	218.75	169.38
Swahili	Emergency 15 Minutes	30	54.68	42.34
Tagalog	Standard Hour	100	175	146.25
Tagalog	Standard 15 Minutes	25	43.75	36.56
Tagalog	Emergency Hour	120	218.75	177.19
Tagalog	Emergency 15 Minutes	30	54.68	44.30
Taiwanese	Standard Hour	100	175	137.50
Taiwanese	Standard 15 Minutes	25	43.75	34.38
Taiwanese	Emergency Hour	120	218.75	169.38
Taiwanese	Emergency 15 Minutes	30	54.68	42.34
Tamil	Standard Hour	100	175	137.50
Tamil	Standard 15 Minutes	25	43.75	34.38
Tamil	Emergency Hour	120	218.75	169.38
Tamil	Emergency 15 Minutes	30	54.68	42.34
Thai	Standard Hour	100	175	148.33
Thai	Standard 15 Minutes	25	43.75	37.08
Thai	Emergency Hour	120	218.75	169.58
Thai	Emergency 15 Minutes	30	54.68	42.39
Toishanese	Standard Hour	100	175	137.50
Toishanese	Standard 15 Minutes	25	43.75	34.38
Toishanese	Emergency Hour	120	218.75	169.38
Toishanese	Emergency 15 Minutes	30	54.68	42.34
Tongan	Standard Hour	100	175	137.50
Tongan	Standard 15 Minutes	25	43.75	34.38
Tongan	Emergency Hour	120	218.75	169.38
Tongan	Emergency 15 Minutes	30	54.68	42.34
Turkish	Standard Hour	100	175	137.50
Turkish	Standard 15 Minutes	25	43.75	34.38
Turkish	Emergency Hour	120	218.75	169.38
Turkish	Emergency 15 Minutes	30	54.68	42.34
Ukranian	Standard Hour	100	175	137.50
Ukranian	Standard 15 Minutes	25	43.75	34.38
Ukranian	Emergency Hour	120	218.75	169.38
Ukranian	Emergency 15 Minutes	30	54.68	42.34

## SIMULTANEOUS ORAL INTERPRETATION

Language	Request Type	Low	High	Average
Urdu	Standard Hour	100	175	137.50
Urdu	Standard 15 Minutes	25	43.75	34.38
Urdu	Emergency Hour	120	218.75	169.38
Urdu	Emergency 15 Minutes	30	54.68	42.34
Vietnamese	Standard Hour	100	175	146.25
Vietnamese	Standard 15 Minutes	25	43.75	36.56
Vietnamese	Emergency Hour	120	218.75	177.19
Vietnamese	Emergency 15 Minutes	30	54.68	44.30

## SIGN LANGUAGE INTERPRETATION

Language	Request Type	Low	High	Average
Sign Language	Standard Hour	80	201	126.14
	Standard 15 minutes	25	43	29.25
	Emergency Hour	110	212	159
	Emergency 15 minutes	33	53	42.25
Sign Language Tactile	Standard Hour	100	196	136.83
	Standard 15 minutes	31.25	49	35.92
	Emergency Hour	125	250	190.17
	Emergency 15 minutes	37	62.50	50.58
Sign Language Trilingual	Standard Hour	100	196	136.83
	Standard 15 minutes	31.25	49	35.92
	Emergency Hour	125	250	190.17
	Emergency 15 minutes	37	62.50	50.58