**Contract Summary Form**

LANGUAGE LINE SERVICES, INC.

**SUMMARY OF SIGNIFICANT CHANGES**

1. Article Q, Change of Ownership: updated language. Page 6
2. Article 2, Term of Contract: November 1. 2018 through October 31, 2020. Page 9
3. Attachment B, Compensation/Invoicing: $300,000 (projected usage increase) for two years. Page 25
4. Attachment D, Business Associate Contract: replaced as D-1 to delete the standard Business Associate Contract language and replace with the state Business Associate Contract language. Page 31

**SUBCONTRACTORS**

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|  **This contract does not currently include subcontractors or pass through to other providers.** |

**CONTRACT OPERATING EXPENSES**

* + - * 1. **Service fees for In-Person Verbal Language Interpretation Services:**

| **LINE ITEM** | **LANGUAGE** | **STANDARD****HOURLY RATE****(7:00AM – 5:00PM PT)** | **EMERGENCY HOURLY RATE** | **AFTER-HOURS RATE** |
| --- | --- | --- | --- | --- |
| 1 | Spanish | $83.00 | $103.75 | $95.45 |
| 2 | Vietnamese | $83.00 | $103.75 | $95.45 |
| 3 | Hindi | $83.00 | $103.75 | $95.45 |
| 4 | Arabic  | $83.00  | $103.75 | $95.45 |
| 5 | **General Language Group**Language for this group shall include the following:Acholi, Afrikaans, Akan, Albanian, Amharic, Armenian, Asamese, Assyrian, Azerbaijani, Bambara, Basque, Behdini, Belorussian, Bengali, Berber, Bosnian, Bulgarian, Burmese, Burmese dialects, Cambodian, Cantonese, Catalan, Chaldean, Chaochow, Chamorro, Chavacano, Cherokee, Chinese Simplified (for written translation services), Chuukese, Croatian, Czech, Danish, Dari, Dinka, Dutch, English, Estonian, Ewe, Farsi, Fijian Hindi, Finnish, Flemish, French, French Canadian, Fukienese, Fula, Fulani, Fuzhou, Ga, Gaddang, Gaelic, Georgian, German, Greek, Gujarati, Haitian Creole, Hakka, Hakka–China, Hakka-Taiwan, Hausa, Hebrew/Yiddish, Hmong, Hungarian, Ibanag, Ibo, Icelandic, Igbo, Ilocano, Indonesian, Italian, Jakartanese, Japanese, Javanese, Karen, Kashmiri, Khmer (Cambodian), Korean, Kosovan, Krio, Kurdish, Kurmanji, Lakota, Laotian, Latvian, Lingala, Lithuanian, Luganda, Luxembourgeois, Maay, Macedonian, Malagasy, Malay, Malayalam, Malaysian, Maltese, Mandarin, Mandingo, Mandinka, Mankon, Marathi, Marshallese, Maori, Mien, Mina, Mixteco, Mongolian, Navajo, Neapolitan, Nepalese, Nepali, Nigerian Pidgin English, Norwegian, Nuer, Oromo, Pampangan, Papiamiento, Pashto, Patois, Pidgin English, Polish, Portuguese, Portuguese Creole, Punjabi, Romanian, Russian, Samoan Serbian,, Sanskrit, Shanghainese, Sicilian, Sinhalese, Sindhi, Slovak, Slovenian, Somali, Sorani, Swahili, Swedish, Sylhetti, Szechuan, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tibetan, Tigre, Tigrinya, Toishanese, Tongan, Tshiluba, Turkish, Twi, Ukrainian, Urdu, Visayan, Welsh, Wolof, Yiddish, Yoruba, Yupik, Zulu. | $83.00  | $103.75 | $95.45 |
| 6 | **All other languages And Dialects Group**Languages for this group shall include the following: All other Languages and Dialects not listed on Line Items 1-5 above. | $83.00  | $103.75 | $95.45 |

* 1. **Emergency Hourly Rate: (Scheduling “Emergency” Appointments)**

The “Emergency Hourly Rate” shall be billed by the Contractor as an “*Emergency Scheduled In-Person Verbal Language Interpretation Services Rate*”, and it shall not exceed 25% from the “Standard Hourly Rate”.

This emergency hourly rate shall only be applicable to emergency (same day) in-person verbal language interpretation appointments that are scheduled with the Contractor, four (4) hours in advance of requested appointment time. Contractor shall inform HCA staff at the time of scheduling the appointment if this charge will apply.

* 1. **After-Hours Rate: (Services Provided After or Before Normal Business Hours)**

The “After-Hours Rate” shall be billed by the Contractor as an “*After-Hours Rate for In-Person Verbal Language Interpretation Services*”. This after-hours rate shall only be applicable to in-person verbal language interpretation services that are performed after normal business hours (after 5pm PT and before 7am PT), and it shall not exceed 15% from the “Standard Hourly Rate”. Contractor shall inform HCA staff at the time of scheduling the appointment if this charge will apply.

* 1. **Billing Increments: (In-person verbal language interpretation services)**

Billing increments over the two-hour minimum shall be per fifteen (15) minute increments.

* + - * 1. **Service fees for Over-The-Telephone Verbal Language Interpretation Services:**

| **LINE ITEM** | **LANGUAGE** | **PER-MINUTE RATE (7:00AM-5:00PM PT)** | **AFTER-HOURS PER-MINUTE RATE** |
| --- | --- | --- | --- |
| 7 | Spanish | $0.90 | $0.90 |
| 8 | Vietnamese | $0.90 | $0.90 |
| 9 | Korean | $0.90 | $0.90 |
| 10 | Mandarin | $0.90 | $0.90 |
| 11 | Arabic | $0.90 | $0.90 |
| 12 | **General Language Group**Languages for this group shall include the following:Acholi, Afrikaans, Akan, Albanian, Amharic, Armenian, Asamese, Assyrian, Azerbaijani, Bambara, Basque, Behdini, Belorussian, Bengali, Berber, Bosnian, Bulgarian, Burmese, Burmese dialects, Cambodian Cantonese, Catalan, Chaldean, Chaochow, Chamorro, Chavacano, Cherokee, Chinese Simplified ( for written translation services), Chuukese, Croatian, Czech, Danish, Dari, Dinka, Dutch, English, Estonian, Ewe, Farsi, Fijian Hindi, Finnish, Flemish, French, French Canadian, Fukienese, Fula, Fulani, Fuzhou, Ga, Gaddang, Gaelic, Georgian, German, Greek, Gujarati, Haitian Creole, Hakka, Hakka–China, Hakka-Taiwan, Hausa, Hebrew/Yiddish, Hindi, Hmong, Hungarian, Ibanag, Ibo, Icelandic, Igbo, Ilocano, Indonesian, Italian, Jakartanese, Japanese, Javanese, Karen, Kashmiri, Khmer (Cambodian), Kosovan, Krio, Kurdish, Kurmanji, Lakota, Laotian, Latvian, Lingala, Lithuanian, Luganda, Luxembourgeois, Maay, Macedonian, Malagasy, Malay, Malayalam, Malaysian, Maltese, Mandingo, Mandinka, Mankon, Marathi, Marshallese, Maori, Mien, Mina, Mixteco, Mongolian, Navajo, Neapolitan, Nepalese, Nepali, Nigerian Pidgin English, Norwegian, Nuer, Oromo, Pampangan, Papiamiento, Pashto, Patois, Pidgin English, Polish, Portuguese, Portuguese Creole, Punjabi, Romanian, Russian, Samoan Serbian, Sanskrit, Shanghainese, Sicilian, Sinhalese, Sindhi, Slovak, Slovenian, Solami, Sorani, Swahili, Swedish, Sylhetti, Szechuan, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tibetan, Tigre, Tigrinya, Toishanese, Tongan, Tshiluba, Turkish, Twi, Ukrainian, Urdu, Visayan, Welsh, Wolof, Yiddish, Yoruba, Yupik, Zulu. | $0.90 | $0.90 |
| 13 | **All Other Languages And Dialects Group**Languages for this group shall include the following:All other Languages and Dialects not listed on Line items 7-12 above | $0.90 | $0.90 |

1. **After-Hours Rate for Over-The-Telephone Verbal Language Interpretation Services:**

The “After-Hours Rate” shall be billed by the Contractor as an “*After*-*Hours Rate for Over-The-Telephone Verbal Language Interpretation Services”,* and it shall not exceed 15% from the “Standard Hourly Rate”*.* This after-hours rate shall only be applicable to Over-The-Telephone verbal language interpretation services that are performed after normal business hours (after 5pm PT and before 7am PT).

* + - * 1. **Service fees for Written Translation of Documents:**

| **LINE ITEM** | **LANGUAGE** | **PER-WORD RATE** | **RUSH PER-WORD RATE** |
| --- | --- | --- | --- |
| 14 | Arabic | $0.16 | $0.18 |
| 15 | Vietnamese | $0.17 | $0.19 |
| 16 | Spanish | $0.13 | $0.14 |
| 17 | Farsi | $0.17 | $0.19 |
| 18 | Korean | $0.19 | $0.21 |
| 19 | **General Language Group**Languages for this group shall include the following:Acholi, Afrikaans, Akan, Albanian, Amharic, Armenian, Asamese, Assyrian, Azerbaijani, Bambara, Basque, Behdini, Belorussian, Bengali, Berber, Bosnian, Bulgarian, Burmese, Burmese dialects, Cantonese, Catalan, Chaldean, Chaochow, Chamorro, Chavacano, Cherokee, Chinese Simplified (for written translation services), Chuukese, Croatian, Czech, Danish, Dari, Dinka, Dutch, English, Estonian, Ewe, Fijian Hindi, Finnish, Flemish, French, French Canadian, Fukienese, Fula, Fulani, Fuzhou, Ga, Gaddang, Gaelic, Georgian, German, Greek, Gujarati, Haitian Creole, Hakka, Hakka–China, Hakka-Taiwan, Hausa, Hebrew/Yiddish, Hindi, Hmong, Hungarian, Ibanag, Ibo, Icelandic, Igbo, Ilocano, Indonesian, Italian, Jakartanese, Japanese, Javanese, Karen, Kashmiri, Khmer (Cambodian), Kosovan, Krio, Kurdish, Kurmanji, Lakota, Laotian, Latvian, Lingala, Lithuanian, Luganda, Luxembourgeois, Maay, Macedonian, Malagasy, Malay, Malayalam, Malaysian, Maltese, Mandarin, Mandingo, Mandinka, Mankon, Marathi, Marshallese, Maori, Mien, Mina, Mixteco, Mongolian, Navajo, Neapolitan, Nepalese, Nepali, Nigerian Pidgin English, Norwegian, Nuer, Oromo, Pampangan, Papiamiento, Pashto, Patois, Pidgin English, Polish, Portuguese, Portuguese Creole, Punjabi, Romanian, Russian, Samoan Serbian,, Sanskrit, Shanghainese, Sicilian, Sinhalese, Sindhi, Slovak, Slovenian, Somali, Sorani, Swahili, Swedish, Sylhetti, Szechuan, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tibetan, Tigre, Tigrinya, Toishanese, Tongan, Tshiluba, Turkish, Twi, Ukrainian, Urdu, Visayan, Welsh, Wolof, Yiddish, Yoruba, Yupik, Zulu. | $0.26 | $0.29 |
| 20 | **All Other Languages And Dialects Group**Languages for this group shall include the following:All other Languages and Dialects not listed on Line Items 14-19 above | $0.28 | $0.30 |
| 21 | **Audio Recording of Translated Documents** (In regards to Translation Services)Audio Recording shall include (but not limited to): Any blank document, including medical records, forms, brochures, fliers, and other various written documentation needing translating. This line item shall be priced as a 2-Hour Minimum and subsequent charges per 15-minute increments. | $ | $ |
| 22 | **Reformatting of Translated Forms/Documents** (In regards to Translation Services)Blank Forms/Documents shall include (but not limited to): Any blank document, including medical records, forms, brochures, fliers, and other various written documentation needing translating, revisions and formatting. This line item shall be priced as a Rate-Per-Page. | $6.50/page | $8.00/page |

**1. Rush Rate:** (Rush Services for Written Translation of Documents)

The “Rush” rate shall be billed by the Contractor as a “*Rush Rate for Written* *Translation Services*”. This rush rate shall only be applicable to written translations of documents that are requested to be rushed delivered to the County within seventy two (72) hours of Contractor’s receipt of documents, and it shall not exceed 10% from the *“Rate-Per-Word”* fee. Contractor shall inform HCA staff at the time of request if this charge will apply.

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| **LINE ITEM** | **LANGUAGE** | **PER-WORD RATE** | **RUSH PER-WORD RATE** |
| 23 | **Video Remote Interpreting**Video remote interpreting shall include (but not limited to): Thirty five (35) video languages and 240 telephonic languages with the application. All telephonic calls made from the system are billed at telephonic interpreting rate (.90/minute). Materials included: Reference badges, Quick Reference Cards, Language ID Cards, Posters and Easels.  | $1.50 |  |

**2. Video Remote Interpreting:**

 Implementation Training and How to Effectively Work with an Interpreter Trainings are included. Resource and training materials shall be customized with telephonic interpreting information included.

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| **LINE ITEM** | **LANGUAGE** | **PER-PAGE****RATE** | **RUSH PER-PAGE RATE** |
| 24 | **Braille Translated Forms/Documents**Braille translated forms/documents shall include (but not limited to): Any blank document, including medical records, forms, brochures, fliers, and other various written documentation needing translating, revisions and formatting. This line item shall be priced as a Rate-Per-Page. |  |  |

**3. Braille Translated Forms/Documents:**

 Implementation Training and How to Effectively Work with an Interpreter Trainings are included. Resource and training materials shall be customized with telephonic interpreting information included.