



## Fees for Services Agreement

This Agreement for Service shall be between Language People, Inc. and Sylvan Union School District (hereinafter "CLIENT").

### Service Contact

Company: Sylvan Union School District

Address: 605 Sylvan Ave  
Modesto, CA 95350

Contact: Gloria Gianossa  
Title: District Office Secretary – HR  
Email: [ggianossa@sylvan.k12.ca.us](mailto:ggianossa@sylvan.k12.ca.us)  
Phone: 209-574-500 x200  
Fax:

### Billing Contact

Company: Sylvan Union School District

Address: 605 Sylvan Ave  
Modesto, CA 95350

Contact:  
Title:  
Email:  
Phone:  
Fax:

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

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

### Services Provided by Language People, Inc.

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## Face-to-Face Interpretation

### On-site Interpretation (Face-to-Face):

LP will send interpreters to appointments at the times and locations specified by CLIENT to interpret between staff and their clients. This type of service also includes interpretation of small group meetings where simultaneous or conference interpretation is not necessary.

### Spoken Language Interpreters:

Spoken language interpreters assigned to appointments, conferences, etc. greater than two hours in length shall receive a fifteen minute break every two hours.

### American Sign Language Interpreters (ASL):

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

### Minimum Appointment: Two Hours

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

### Rates Per Interpreter:

Qualified Interpreter rates are as follows:

1 hour spoken language interpreting (Common):	\$75.00*
1 hour spoken language interpreting (Rare):	\$85.00**
1 hour ASL interpreting*:	\$90.00*
Cancellation Charge (less than 24 hour notice)	Full Charge for Scheduled Appointment
Unscheduled appt. (Less than 24 hour notice)	\$35.00 per hour additional*
Weekend or After Business Hours	\$35.00 per hour additional*

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

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

**Services are available throughout the US.**

### Medical Interpreters:

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

### Certified Legal Interpreting:

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

### Mileage Charges:

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

### Customer Support

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



## Over-the-Phone Interpreting (OPI)

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

### Basic Telephone Interpreting:

Weekdays (M-F 8 AM – 6 PM)	\$1.50 per minute
Evening (6 PM to 8 AM) and Weekend Calls	\$2.00 per minute
Minimum time charge per call	10 minutes

### Specialty Telephone Interpreting Services:

Training on Phone System	6 Hours - No Charge
Additional Training/Support	\$75.00 per hour

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

### Information/Language Identification Cards

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

### Operator Time/Customer Assistance

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

### Training and Technical Support

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

### Customer Support

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

### Recording Conversations for Client Records

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

### Trained Customer Support Representatives

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



## Partial Language List

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

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

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

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



## Document Translation Services

### Translators

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

### Documents

LP will provide document translation services according to the complete list of languages available (following page). For instance, Spanish is charged at \$0.16 cents per word. Other Roman languages (i.e., German, French) will be charged \$0.18 based on final word count in "target" language (language translated into). For character-based languages (i.e., Thai, Chinese) charges will be based on English or Roman language word count at \$0.20 per word.

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

A minimum charge (per project/language) of \$75.00 applies for any document below that fee. A charge of \$25.00 applies to certificates of attestation and a \$10.00 fee for any documents needing notarization. Rush fees apply to all documents requiring less than five business day return time; rush fees are an additional 30% of the project total.

### Transcription Services

CLIENT may request written transcription of telephone conversations by our Translation Department. Transcriptions can be provided at a rate of \$90.00 per hour of work, which would cover an estimated 10 minutes of (clear) recorded audio.

### Formatting and Desktop Publishing

LP can provide additional formatting of documents for an additional \$0.04 per word. LP can also provide advanced desktop publishing (graphic design) for a fee of \$75.00 per hour. Document formats that LP supports include Microsoft Office® (Word, Excel, PowerPoint), PDF, EPS, Image files (jpeg, tiff), and Adobe® InDesign®. Total charges may vary depending on the length of the assignment.

### Website Globalization

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

A minimum charge per project of \$75.00 applies if word count does not equal this minimum charge. Rush fees apply to all website text projects requiring less than five business day return time; rush fees are an additional 30% of the project total. LP can provide services such as formatting and uploading for a fee of \$75.00 per hour; total charges may vary depending on the length of assignment.

### Notice and Cancellation Policy

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

### Customer Support

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

*\*We return all documents in Word 2013 format to support all clients' technology & file format needs, unless otherwise requested.*



## Written Translation Language Price List

Language	¢ per word	Language	¢ per word	Language	¢ per word
Afghani	22	Georgian	22	Romanian	22
Albanian	22	German	20	Russian	20
Amharic	22	Greek	24	Samoan	24
Anar Dari	22	Gujarati	22	Scandinavian	22
Arabic	24	Hakka	24	Serbo-Croatian	22
Aramaic	24	Hausa	24	Shanghai	22
Arbresh	24	Hebrew	22	Sindhi	22
Armenian	22	Hindi	20	Slavic	22
ASL	N/A	Hmong	22	Slovak	22
Assyrian	22	Hungarian	22	Somali	22
Bahasa	24	Iilcano	22	Spanish	18
Bengali	24	Indonesian	24	Swahili	25
Berber	24	Italian	20	Swedish	22
Bosnian	24	Japanese	22	Swiss	22
Bulgarian	22	Khmer (Cambodian)	24	Tagalog	20
Burmese (Myanmar)	24	Kmhuh	24	Tahitian	24
Catalan	24	Korean	20	Taiwanese	22
Chamorro	24	Kurdish	22	Tamil	22
Chinese (Simplified)	20	Laotian	22	Telugu	24
Chinese (Traditional)	20	Latvian	24	Thai	20
Croatian	22	Lithuanian	24	Tibetan	24
Czech	22	Malay	24	Tigrinya	22
Danish	22	Maltese	24	Toishanese	22
Dari	22	Marathi	24	Tongan	24
Dutch	24	Mien	24	Turkish	22
Estonian	24	Mongolian	24	Ukrainian	22
Ethiopian	24	Nepali	24	Urdu	22
Farsi	20	Nigerian	22	Uzbek	24
Fijian Hindi	24	Oromo	24	Vietnamese	20
Finnish	22	Pampangan	24	Visayan	22
Flemish	22	Pashto	20	Wu	22
French	20	Polish	22	Yiddish	22
French Canadian	20	Portuguese	20	Yogad	24
Fukienese	22	Punjabi	20	Yoruba	24

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

Prices effective Apr. 2019

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

SALES@LANGUAGEPEOPLE.COM • WWW.LANGUAGEPEOPLE.COM



## Additional Terms & Conditions of Agreement

### Payment Policy

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

### Termination of Agreement

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

### Business and Trade Secrets

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

### Scope of Work

Where Language People, Inc. shall provide interpretation or translation services to CLIENT, interpreters and

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

### Availability

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

### Customer Support

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

### Entire Agreement

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

### Governing Law

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

Signed: Michael Erickson  
Authorized Signature

Print Name: Michael Erickson  
Language People, Inc.

Dated: 10/17/2019

Signed: \_\_\_\_\_  
Authorized Signature

Print Name: \_\_\_\_\_  
Client Name

Dated: \_\_\_\_\_



LANGPEO-02

SLENARDO

# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
10/24/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> George Petersen Insurance Agency, Inc. P.O. Box 3539 Santa Rosa, CA 95402	<b>CONTACT NAME:</b> Shawn Lenardo <b>PHONE (A/C, No, Ext):</b> (707) 725-3313 <b>FAX (A/C, No):</b> (707) 725-3317 <b>E-MAIL ADDRESS:</b> slenardo@gpins.com													
	<table border="1"> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A : Sentinel Insurance Company Ltd</td> <td>11000</td> </tr> <tr> <td>INSURER B : Preferred Employers Insurance Company</td> <td>10900</td> </tr> <tr> <td>INSURER C :</td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Sentinel Insurance Company Ltd	11000	INSURER B : Preferred Employers Insurance Company	10900	INSURER C :		INSURER D :		INSURER E :		INSURER F :
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INSURER C :														
INSURER D :														
INSURER E :														
INSURER F :														
<b>INSURED</b> Language People, Inc. DBA: Bay Area Translations 41951 Remington Ave., Suite #150 Temecula, CA 92590														

### COVERAGES

### CERTIFICATE NUMBER:

### REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Hired & Non-owned Au GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X		57SBAAT4777	10/31/2018	10/31/2019	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000 \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB OCCUR CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N/A	WKN104111-19	11/01/2018	11/01/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Professional Liabli			57SBAAT4777	10/31/2018	10/31/2019	Occurrence/Aggregate 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
The certificate holder is named additional insured as respects General Liability per attached form SS 00 08 04 05.

### CERTIFICATE HOLDER

### CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE