



CLIENT SERVICE AGREEMENT

Palos Verdes Peninsula USD

Address 1

Address 2

P:

E:

F:

November 5, 2019

Duration of contract good from: November 5, 2019 to December 31, 2022

This agreement is for interpretation and translation services between **Palos Verdes Peninsula USD** and Excel Interpreting, LLC. By signing this agreement, I agree to the following terms:

I am an agent of **PVP USD**, authorized to enter into a binding contract with Excel, on behalf of PVP USD. I accept the following terms and conditions:

1. Requests must be sent via email to:
appts@excelinterpreting.com for in-person interpreting and telephonic services
translations@excelinterpreting.com for document translation services
OR through Excel portal
2. Requests must include all relevant details including language, time, place, date and duration of assignment.
3. Please refer to 'Exhibit A - Rates for Services' for all rates under this agreement.
4. Rates and fees are not to be discussed with the interpreters/translators; all fees between parties shall remain confidential.
5. It is understood that no solicitation of interpreters is permitted, and no appointments can be scheduled directly with interpreters, including existing and future requests.
6. Confirmation of scheduling quote via email is required before an interpreter/translator is recruited/assigned.
7. **Cancellation requires 24 business hours notification** (for interpretation only), via email/portal. Cancellation after that period is subject to fees outlined per assignment.
8. Full payment is due within 30 days upon receipt of invoice.

If you have questions about services, please contact Adelina Past, Scheduling Manager at ext. 101 or appts@excelinterpreting.com. For billing questions, please contact Ken Saephan, Billing Manager at ext. 105 or billing@excelinterpreting.com. For inquiries under this agreement, please contact MJ Iresare, Client Development, at ext. 102 or mj@excelinterpreting.com. For all other inquiries, please contact Koy Saephan, CEO at ext 103.

Name of Authorized Person

Signature

Company

Title/Position

Koy Saephan Jay
Founder / CEO

Excel Interpreting, LLC
1804 Tribute Road, Suite 210, Sacramento, CA 95815
P: (800) 915-0638 | F: (800) 930-2393
appts@excelinterpreting.com
www.excelinterpreting.com



Exhibit A - Rates for Services:

Palos Verdes Peninsula USD

November 11, 2019 to June 30, 2022

1. Translation

Description	Regular Rate	Rush Fee
Spanish	\$0.16/word	\$0.19/word
Arabic, Farsi, Vietnamese, Russian, Ukrainian, Korean, Traditional and Simplified Chinese	\$0.19/word	\$0.22/word
All other languages	\$0.22/word	\$0.25/word
Project Minimum	\$75.00	

- Full fee applies once we receive your confirmation email.
- Rush Fee – requests made fewer than 24 business hours.

2. Interpretation:

Language	2 Hours Minimum Rate	Short Notice Charge
Spanish	\$80.00 /hour	\$95.00 /hour
All other languages	\$95.00 /hour	\$110.00 /hour
American Sign Language (ASL)	\$110.00 /hour	\$125.00 /hour

- Short Notice Charge - requests made fewer than 24 business hours
- All requests that are more than 2 hours will be billed according to hours requested and reserved (as opposed to actual hours worked); extending the reserved hours will be billed in 15-minutes increments, rounded up.
- Mileage: 40+ miles round trip (IRS Standard Rate)
- Travel Time: 60+ mile round trip (\$25.00 per hour)

3. Telephonic

Description	\$1.69 per minute minimum rate
Pre-schedule - All languages	60 minutes minimum per request
Immediate Access – All languages	100 minutes minimum per month

- Call the scheduling unit to set up telephonic interpreting.



Excel Interpreting & Translating
1804 Tribute Road Suite 210
Sacramento, California 95815

Phone 1 (800) 915-0638
Fax 1 (800) 930-2393
www.excelinterpreting.com

Late Cancellation Policy

Cancellations made with fewer than 24 business hours will be invoiced for the full amount of the scheduled appointment. Please send a cancellation email and a call (for last minute cancellations). If you utilize our client portal login, that will suffice. You cancel through the portal and no calls or emails will be necessary.

Language Offerings

We offer 225 language pairs across California and we have 100 out of 100 job requests fill rate; and 98% have successful outcomes.

Service Access Information

In-Person Interpretation Requests

Adelina Past – Scheduling Manager
appts@excelinterpreting.com
Phone 1 (800) 915-0638 ext. 101
Fax 1 (800) 930-2393

Document Translation Requests

Jessica Delgado – Translation Manager
Translations@excelinterpreting.com
1 (800) 915-0638 ext. 102

Customer Service Concerns

Mandi Saeteun – Director of Operations
mandi@excelinterpreting.com
1 (800) 915-0638 ext. 103

Accounting/Billing

Ken Saephan – Billing Manager
billing@excelinterpreting.com
1 (800) 915-0638 ext. 105