

Omnia Partners Contract # R210605

LanguageLine® Solutions & Pricing Schedule

Omnia Partners Language Access Contract Services

- Over-the-Phone Interpretation & Direct Response
- Video Remote Interpretation
- Onsite & Virtual Onsite Interpretation
- Translation & Localization
- Bilingual Proficiency/Fluency Testing & Interpreter Training

Dedicated Strategic Account Executive

Joe Matthews
Phone: 831-648-7140
Email: jmatthews@languageline.com

Contact Joe to establish an account for any or all services, or for general questions

Dedicated Translation Support Specialist

Tiffany Hatch
Phone: 971-348-9510
Email: thatch@llts.com

Contact Tiffany for any translation inquiries or to discuss potential translation projects

LanguageLine Resources

- **MyLanguageLine** – Access your account, run historical and real time usage reports, and review past invoices on our website by signing up for MyLLS at <https://my.languageline.com/portal/go/login/signup//>. Once you sign up for an account, you should receive log-in in confirmation from our office within 24 hours. If you do not, please contact Customer Care at customercare@languageline.com.
- **Complimentary Support Materials** – Complimentary hard copy reference and support materials are also available to you and may be ordered through our website using your new Client ID number. To order materials, please visit: <https://www.languageline.com/client-services/support-materials/order-support-materials>. Additional electronic support materials are available at: <https://www.languageline.com/client-services/support-materials>.
- **24/7 Customer Support** – LanguageLine’s Customer Service Team is available for assistance for all services. If you need help with product information or support:
 - By Phone: 1-800-752-6096, option 2
 - By Email: customercare@languageline.com
 - InSight Application Technical Support: 1-844-373-1951
- **Voice of the Customer** – If you wish to submit a comment or feedback on any on-demand interpretation session, please submit a Voice of the Customer (VOC) at <https://www.languageline.com/client-services/provide-feedback>. They welcome your feedback, and all submissions will be reviewed and formally addressed.

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LanguageLine® PhoneSM Interpreting

Uses & Benefits:

- 24/7/365 access to over-the-phone or audio interpreters in 240+ languages, on-demand
- No appointment scheduling necessary
- Most cost-effective approach to interpretation services

Appropriate for:

- Call/communication centers
- Three-way calling (dial-in, dial-outs)
- Unanticipated interpretation needs
- Languages of lesser diffusion (languages with limited or nonexistent video or face-to-face availability)
- Short encounters (less than 15 minutes) that are less technical in nature

Per Minute Usage Fees for LanguageLine Phone Interpreting and InSight® Audio Interpreting

Tiers	Languages	Per Minute Charge
1	Spanish	\$0.64
2	Chinese (Mandarin and Cantonese), French, Japanese, Polish, Russian, and Vietnamese	\$0.69
3	Armenian, Cambodian, German, Haitian Creole, Italian, Korean, and Portuguese	\$0.69
4	Farsi, Tagalog, Thai, Urdu, and all other languages	\$0.69

OPTIONAL INTERPRETER APPOINTMENT AT SPECIFIC TIME

- Cancellation per appointment will be charge \$200 for any missed appointment\$200.00

Generic Call Flow Process to Access an Interpreter:

1. Dial LanguageLine at **1-866-874-3972**
2. Input **Client ID** (unique to your Department)
3. Press 1 for Spanish, 2 for all other languages, 0 if you do not know the language you need

Direct Response

Direct Response offers an LEP-initiated call flow whereby callers self-identify their preferred language when calling an agency or department. Callers are then connected to customized in-language greetings and call prompts before connecting to a LanguageLine interpreter and routing back to the desired agency/department service. This service provides the shortest handle time for the agency/department and the best LEP experience.

Set-Up Fees Include:

- Dedicated Toll-Free Line(s)
- Custom In-Language Greetings and Prompts (greetings and prompts are recorded by a native speaker at the LanguageLine office)

One-time setup fee per language recordings \$650
 One-time setup fees per each toll-free line \$150
 Incremental Rate per Minute..... \$0.25

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InSight Video Remote Interpreting®

Uses & Benefits:

- On-demand access to video interpreters in 41 languages including American Sign Language
- One-touch access to interpreters via mobile or desktop application
- 24/7/365 one-touch access to audio interpreters in 240+ languages, on-demand
- No appointment scheduling necessary
- Cost effective alternative to onsite interpretation (no minimums, no scheduling/cancellation fees)
- Audio use charged at phone rates (above); video use charged at video rates (below)

Appropriate for:

- Face-to-face encounters lasting less than 30-45 minutes
- Challenging situations benefiting from visual cues and facial expressions
- Encounters with children and/or elderly populations
- Staff working in the field needing quick access to video or audio interpreters (police, caseworkers, code enforcement, public health workers, etc.)

Per Minute Usage Fees for LanguageLine InSight Video Interpreting®

Tiers	Languages	Per Minute Charge
1	American Sign Language	\$2.25
2	Spanish	\$1.50
3	All other languages	\$1.85

VIDEO INTERPRETERS AVAILABLE 24/7

American Sign Language (ASL)	Mandarin	Russian
Arabic	Korean	Spanish
Cantonese	Polish	Vietnamese

VIDEO INTERPRETERS AVAILABLE EXTENDED BUSINESS HOURS, MONDAY TO FRIDAY*

Albanian	Hindi	Portuguese**
Armenian	Hmong	Punjabi
Bengali	Italian	Romanian
Burmese	Japanese	Somali**
Farsi	Karen	Swahili
French	Khmer	Tagalog
German	Laotian	Thai
Greek	Lithuanian	Turkish
Haitian Creole	Malay	
Hebrew	Nepal	

**Check interpreter availability within app to view current schedule*

***Extended Weekend Hours*

AUDIO INTERPRETERS AVAILABLE 24/7 IN ALL 240+ LANGUAGES

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Onsite & Virtual Onsite Interpretation Services

Uses & Benefits:

- By appointment in 95+ languages and American Sign Language
- Provides a personal and professional interaction with customers and constituents

Appropriate for:

- Complex, critical, sensitive situations
- Group meetings/conferences/conventions
- Encounters lasting 60 minutes or more

Standard Hourly Rate	Spanish	American Sign Language	Other Spoken Languages
Standard Hourly Rate: 8:00 a.m. – 5:00 p.m. local time Monday through Friday with more than one full business days’ notice	\$75.00	\$100.00	\$90.00
Non-Standard Hourly Rate	Spanish	American Sign Language	Other Spoken Languages
Non – Standard Hourly Rate: Before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or assignments with less than one full business days’ notice	\$112.50	\$150.00	\$135.00
Emergency & Holiday Rate	Spanish	American Sign Language	Other Spoken Languages
Emergency/Holiday Rate: Assignments with less than one hour’s notice or assignments on federally recognized holidays	\$150.00	\$200.00	\$180.00

1. **SCHEDULING.** When the number of hours for notification is equal to or greater than 24 hrs. before the assignment, only the base rates apply. When the number of hours for notification is less than 24 hours, then the Base Rate plus expedited rate applies.
2. **MINIMUM.** Services are subject to a two-hour minimum at the first-hour Base Rate plus the hourly rate.
3. **CANCELLATION.** Assignments canceled with less than one full business days’ notice will be charged at the applicable rate for the greater of the Minimum Appointment Time or reserved time for the assignment.
4. **BILLING.** Billing will be for the greater of time reserved or actual time, subject to the minimum.
5. **MILEAGE REIMBURSEMENT.** Mileage reimbursement charged at prevailing IRS rate, currently \$0.56 per mile. If the one-way travel exceeds 60 miles, travel time may be charged at the applicable hourly rate

*IN-PERSON AVAILABILITY SUBJECT TO AVAILABLE LOCAL RESOURCES. NOT AVAILABLE IN ALL AREAS.

To Request an Onsite Interpreter:

- Complete **Onsite Interpreter Request Form** (see attached)
- Send the completed form to: onsiterequests@FluentLS.com
- You may also call in your request by dialing: 1-888-225-6056, Option 1 (Live scheduler available 7am-8pm Eastern Time, Mon-Fri. Afterhours On-call service available.)
- If at all possible, please provide us 3-5 business days’ notice. However, we realize this is not always possible and we will do our best to fill any onsite interpreting request.
- Contact us at least 1 full business day in advance to cancel an interpreter request to avoid the cancellation fee.
- Requests that are placed with a less than 24 hours business notice are subject to premium rates.

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Translation & Localization Services

Uses & Benefits:

- ISO 17100:2015-05 audited and certified for translation best practices.
- Multi-step translation process to assure quality and accuracy
- Translated content remains available for countless uses and encounters, reducing the need for spoken interpretation costs to review that content
- Translated content may be updated as needed, with reduced charges for repeated content versus new or updated content
- Resources include in house engineering, desktop publishing, accessibility/508 compliance services, plain English solution (Clarity and MacroSimplification®).

Appropriate for:

- Brochures/manuals/forms/claims
- Constituent letters, emails, etc., to/from English.
- Vital documents/contracts
- Technical publications
- Marketing materials
- Websites or online applications (CMS connectors and proxy server solutions available.)
- Voiceovers, subtitling, IVR recordings
- Multimedia
- Training materials/eLearning
- Software

Language	Price per Word*
Spanish (US/Latin America)	\$0.15
Arabic, Chinese, Portuguese (Brazil), Russian, Vietnamese	\$0.18
Bengali, Czech, Farsi, French, German, Hindi, Hungarian, Italian, Korean, Malay, Polish, Portuguese (Portugal), Tagalog, Thai, Urdu	\$0.22
Albanian, Bulgarian, Estonian, Haitian Creole, Japanese, Khmer, Lao, Latvian, Lithuanian, Nepali, Slovak, Slovenian, Somali, Turkish	\$0.26
All other languages	\$0.29

Additional Pricing Components

- Minimum charge per document translation order (Spanish) \$75
- Minimum charge per document translation order (all other languages) \$99
- Proofreading (third linguistic step when required) \$60/hour
- Basic layout / Formatting / Desktop Publishing \$45/hour
- Localization Engineering Services \$55/hour
- In-Language Recordings Individual Quote
- Transcription / Translation of audio or video files Individual Quote
- Project Management 10% of overall project cost (0.5 hour minimum at \$55/hour)
- Rush Fees 50% rush charge applies when an expedited delivery date is requested

**Unless indicated otherwise, a one-hour minimum will apply to hourly services*

Standard Turnaround Times for Translation Projects

LanguageLine’s standard turn-around commitment for simple MS Word document translation, based on the size of the source document(s) being translated, is detailed below:

- Less than 1,000 words..... 1 – 3 business days
- 1,001 to 2,500 words..... 4 – 6 business days
- 2,501 to 7,500 words..... 6 – 8 business days
- Greater than 7,501 words..... 8 + business days

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Please note that any complex formatting, engineering, document recreation, screen capture placement, UI review, or other special requirements may extend the timelines below. Estimated timelines will be communicated upon project approval for all special project assignments.

LanguageLine Clarity

To reduce translation costs while also enhancing communication by improving the understandability of documents, LanguageLine offers a unique, proprietary solution that we call LanguageLine Clarity®. Clarity is a registered, trademarked process that simplifies English source materials by purging documents of confusing, useless content and then redesigning them for functionality and ease-of-use before they are translated. While this process can certainly be used on individual documents, dramatic savings can be achieved when Clarity is applied to entire communication programs or categories across an organization. This solution, which we call MacroSimplification® disassembles all of the dozens or hundreds of documents that comprise the organization's entire communications system and then reengineers the components into leaner, more comprehensible and cost-effective content.

LanguageLine Solutions pricing for Clarity is based on the participating agency's scope of work and project needs. Pricing depends on the size and scope of each project and the services required to complete it. Once the project has been identified and scope defined, LanguageLine will be able to provide pricing.

To Request a Translation Quote:

- Send files and quote requests to Translation@LLTS.com and cc Tiffany Hatch at thatch@llts.com
- For sensitive or confidential projects, email Translation@LLTS.com to request a secure file upload link
- When available, send original source/native files

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Bilingual Proficiency & Fluency Testing

Assessment/Tests	1 – 49* TESTS	50 - 99 * TESTS	100 - 499* TESTS	500* or MORE
Interpreter Readiness Assessment (IRA)	\$155	\$145	\$135	\$125
eInterpreter Readiness Assessment (eIRA)	\$140	\$125	\$115	\$110
Interpreter Skills Test (IST)	\$200	\$185	\$165	\$150
Specialty IST	\$225	\$225	\$225	\$225
eInterpreter Skills Test (eIST)	\$185	\$165	\$150	\$135
Medical Certification Test (MCT)	\$220	\$210	\$195	\$185
Court Certification Test (MCT)	\$220	\$210	\$195	\$185
Language Proficiency Test (LPT)	\$165	\$155	\$145	\$135
Specialty LPT	\$200	\$200	\$200	\$200
eLanguage Proficiency Test (eLPT)	\$150	\$140	\$130	\$115
Specialty eLPT	\$185	\$185	\$185	\$185
Bilingual Fluency Assessment (BFA)	\$145	\$135	\$120	\$115
Specialty BFA	\$175	\$175	\$175	\$175
eBilingual Fluency Assessment (eBFA)	\$135	\$120	\$110	\$105
Specialty eBFA	\$155	\$155	\$155	\$155
Bilingual Fluency Assessment for Clinicians (BFAC)	\$160	\$150	\$140	\$135
Specialty BFAC	\$190	\$190	\$190	\$190
eBilingual Fluency Assessment for Clinicians (eBFAC)	\$145	\$135	\$120	\$115
Specialty eBFAC	\$175	\$175	\$175	\$175

*Rates are per test.

NOTES

- eTests will be billed when the test link is delivered to the client
- To reschedule or cancel, please email LLA@languageline.com
- Written cancellations or reschedules of lives tests made with no less than three business days advance notice before the test date will be credited in full
- Cancellations or reschedules of live tests made less than three business days before the test date will be credited at 50%
- Cancellations or reschedules of live tests made one business day or less before the test date will be charged full price
- Group discounts are applied once the minimum number of tests have been completed within the calendar year.

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Interpreter Training

Training programs focus on the critical interpretation skills of accuracy, efficiency, and cultural competency. These training programs ensure organizations that their interpreter services group is well qualified and prepared to interpret in any situation.

Training Courses	Training Delivery	1 – 4 * Attendees	5 – 9* Attendees	10* or Attendees
Fundamentals of Interpreting	Web	\$445	\$400	\$285
Advanced Medical Training (AMT)	Web	\$575	\$520	\$500
Module 1 – Medical Interpreter Training: Professional Skills and Ethics	Phone or Onsite	**	\$390	\$290
Module 1 – Medical Interpreter Training: Professional Skills and Ethics	Web	\$230	\$230	\$175
Module 2 – Medical Interpreting Training: Working in the Healthcare System	Phone or Onsite	**	\$520	\$400
Module 2 – Medical Interpreting Training: Working in the Healthcare System	Web	\$290	\$290	\$230
Module 3 – Medical Interpreter Training: Terminology and Advanced Skills	Phone or Onsite	**	\$520	\$400
Module 3 – Medical Interpreter Training: Terminology and Advanced Skills	Web	\$290	\$290	\$230
Combined Modules – Intensive Advanced Medical Interpreter Training (2 of 3 the above modules)	Phone or Onsite	**	\$805	\$635
Combined Modules – Intensive Advanced Medical Interpreter Training (2 of the 3 above modules)	Web	\$460	\$460	\$435

** Via phone or onsite, requires a minimum of 5 participants to conduct the training. Rates are per participant.

NOTES

- A training manual may be purchased for an additional \$69 with the advanced Medical Interpreter Training.
- A training manual with in-language glossary may be purchased for an additional \$99 with the advanced Medical Interpreter Training. Manuals may be purchased as follows: \$69 Standard Manual; \$99 In-language Glossary
- Interpreter Association members qualify for group discounts upon submission of a copy of their membership card to LLA@LanguageLine.com
- Training courses can be rescheduled or cancelled only by the person who submitted the original Training Registration Form. To reschedule or cancel, email LLA@languageline.com
- Written cancellation of onsite courses made no less than 10-business days prior to the course start date will be credited in full
- Written cancellation of the web training courses made no less than three business days prior to the Learning Management System registration will be credited in full.
- Group discounts are based on the actual number participants