Language Line Services, Inc.

State of Texas Contract
DIR-CPO-5221
LanguageLine® Solutions & Pricing Schedule

DIR-CPO-5221 Interpretation & Translation Contract Solutions

- Phone Interpretation
- Video Remote Interpretation
- Translation & Localization
- Pre-Schedule Virtual Interpretation (Virtual Onsite)
- Interpreter Testing & Training
- Phone & Video Interpretation Equipment

On-demand Interpretation
240+ Languages 24/7/365, in seconds

The LanguageLine App
One touch access to video/audio interpreters

Phone Interpreting
Outbound calls to audio interpreters

Direct Response
Inbound calls in language from your LEP communities

Telehealth and Virtual Meetings
Integrated access to video/audio interpreters

Face-to-face interpretation
130+ languages

OnSite Interpreting
Live interpreters by appointment at your location

Virtual OnSite Interpreting
Live interpreters by appointment for virtual meetings

Translation and Localization
380+ languages

Translation
Documents and marketing materials

Localization
Websites, software, apps, eLearning

Transcription
Digital and multimedia content

Clarity[E]
Macro and micro content simplification

Testing and Training
57 languages

Testing
Fluency testing of bilingual staff and recruits

Training
Ongoing in house interpreter skills development

Strategic Account Executive
Kelly Mistry, MPA, MSW
Phone: 831-238-5433
Email: KMistry@languageline.com

Translation & Localization Specialist
Tiffany Hatch
Phone: 971-348-9510
Email: Thatch@llts.com

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LanguageLine® Phone℠ 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	$0.61
2	All Other Spoken Languages	$0.66
3	Medical/Court Skilled Interpreters – All Languages	$0.86

LanguageLine® Direct Response

Your customers deserve the convenience of in-language communication when they call you. LanguageLine® DirectResponse will enable you to support diverse language groups effectively during inbound calls, increasing your customer service, image, and productivity through improved communication.

- Service calls in-language from start to finish
- Reduce call handle time with interpreter already on the line
- Implement quickly using standard configuration packages
- Customize in-language prompts and option menus
- Utilize your IVR for seamless integration
- Access over 20,000 LanguageLine Certified Interpreters Support 45 languages, 24/7

Customization Level	Set-Up Fee
Toll-Free Number (per number)	$150
Direct Response Standard (up to 9 languages)	$350
Direct Response Premium (cost per language)	$650

LanguageLine App Video Remote Interpreting®

Uses & Benefits:

- On-demand access to video interpreters in 40+ languages including American Sign Language
- One-touch access to interpreters via mobile or desktop application (internet browser-based, or downloadable via Google Play or Apple stores)
- 24/7/365 one-touch access to audio interpreters in 240+ languages, on-demand
- Cost effective alternative to onsite interpretation (no minimums, no scheduling/cancellation fees)
- Complimentary Virtual Conferencing Integrations: Zoom, WebEx, Doxy.me, BlueStream, AmWell, and more

Appropriate for:

- Face-to-face or virtual encounters on supported platforms lasting less than 1 hour
- Challenging situations benefiting from visual cues and facial expressions, especially with children & elderly
- Staff working in the field needing quick access to video or audio interpreters (police, caseworkers, code enforcement, public health workers, school field trips/bus lines etc.)

Per Minute Usage Fees for LanguageLine InSight Interpreting®

Languages	Per Minute Charge
AUDIO ONLY – Spanish (General Proficiency)	$0.61
AUDIO ONLY – All Other Languages (General Proficiency)	$0.66
AUDIO ONLY – Court/Medical	$0.86
VIDEO American Sign Language	$2.52
VIDEO Spoken Languages	$1.51

VIDEO INTERPRETERS AVAILABLE 24/7

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

VIDEO INTERPRETERS AVAILABLE EXTENDED BUSINESS HOURS

Albanian
Amharic
Armenian
Bengali**
Bosnian
Burmese
Dari
Farsi
German
Greek
Haitian Creole
Hebrew
Hindi
Hmong
Italian
Japanese
Karen
Khmer
Laotian
Lithuanian
Malay
Nepali
Pashto
Punjabi
Romanian
Somali**
Swahili
Tagalog
Thai
Turkish
Ukrainian
Urdu

***Extended Weekend Hours*

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
- Letters, emails, etc., to/from English.
- Vital documents/contracts
- Technical publications
- IEPs and other school documents
- Websites or online applications (CMS connectors and proxy server solutions available.)
- Voiceovers, subtitling, IVR recordings
- Multimedia
- Training materials/eLearning
- Software

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

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.

To Request a Translation Quote:

- Send files and quote requests to Translation@LLTS.com and cc Tiffany Hatch, 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

Additional Services and Workflows available by Individual Quote:

- Transcription
- Machine Translation
- Machine Translation with Human Post-Edit (ISO-certified process)
- Website & Content Management System (CMS) Connectors
- Website Proxy Solutions
- In-Language Recordings

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LanguageLine® Solutions & Pricing Schedule

English Into Foreign Language Translation		
Language	Translation/Copy-Editing Price per Word	Proofreading Price per Hour
Spanish	$0.12	$40.30
Chinese (Simplified)	$0.12	$40.30
Chinese (Traditional)	$0.12	$40.30
Arabic	$0.13	$40.30
Russian	$0.15	$55.41
Tagalog	$0.15	$45.34
Portuguese (Brazil)	$0.15	$50.38
Hindi	$0.16	$60.45
Bengali	$0.17	$60.45
Urdu	$0.17	$45.34
Laotian	$0.17	$45.34
Farsi	$0.17	$50.38
Amharic	$0.17	$50.38
French	$0.18	$50.38
Nepali	$0.18	$50.38
Vietnamese	$0.19	$53.40
Somali	$0.19	$80.60
Korean	$0.20	$50.38
Swahili	$0.21	$80.60
Japanese	$0.22	$55.41
Karen	$0.25	$120.90
Burmese	$0.27	$51.30
All Other Languages	$0.27	$120.90

Pricing for all Language Pairs	Hourly Rate
Formatting	$40.30
Post Formatting Quality Assurance Review	$30.23
Localization Engineering	$50.38
Translation Memory Management	$40.30
File Preparation	$40.30
Project Management	$40.30
Spanish – Minimum Project Fee	$50.00
All Other Languages – Minimum Project Fee	$75.00
RUSH PROJECTS	
Rush (less than 7500 words)	+50% Project Cost
Rush (more than 7500 words)	+25% Project Cost

State of Texas Contract
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LanguageLine® Solutions & Pricing Schedule

Foreign Language Into English Translation		
Language	Translation/Copy-Editing Price per Word	Proofreading Price per Hour
Spanish	$0.15	$50.38
Chinese (Simplified)	$0.18	$50.38
Chinese (Traditional)	$0.20	$50.38
Arabic	$0.17	$40.30
Russian	$0.18	$50.38
Tagalog	$0.20	$50.38
Portuguese (Brazil)	$0.18	$60.45
Hindi	$0.20	$50.38
Bengali	$0.18	$50.38
Urdu	$0.26	$50.38
Laotian	$0.22	$65.49
Farsi	$0.18	$60.45
Amharic	$0.17	$50.38
French	$0.20	$55.41
Nepali	$0.20	$50.38
Vietnamese	$0.22	$55.41
Somali	$0.26	$100.75
Korean	$0.20	$55.41
Swahili	$0.20	$60.45
Japanese	$0.28	$55.41
Karen	$0.24	$120.90
Burmese	$0.22	$50.38
All Other Languages	$0.26	$120.90

Pricing for all Language Pairs	Hourly Rate
Formatting	$40.30
Post Formatting Quality Assurance Review	$30.23
Localization Engineering	$50.38
Translation Memory Management	$40.30
File Preparation	$40.30
Project Management	$40.30
Spanish – Minimum Project Fee	$50.00
All Other Languages – Minimum Project Fee	$75.00
RUSH PROJECTS	
Rush (less than 7500 words)	+50% Project Cost
Rush (more than 7500 words)	+25% Project Cost

LanguageLine Pre-Scheduled Virtual Interpretation (Virtual Onsite)

Uses & Benefits:

- Pre-scheduled sessions, allowing staff to request specific interpreters and/or other preferences (gender, specialty, etc)
- Allows staff to share documents and information with the confirmed interpreter in advance of the assignment
- Allows for a personal touch that can result in more nuanced communication in sensitive matters and enhance customer, patient, or constituent satisfaction

Appropriate for:

- Situations where there is no substitute for having a professional interpreter physically present
- Face-to-face or virtual encounters lasting more than one hour
- Video conferencing needs occurring on platforms not supported by on-demand video interpretation integration
- Challenging situations benefiting from visual cues and facial expressions, especially with children & elderly

Virtual OnSite Interpreting	Spanish	American Sign Language	Other Spoken Languages
Standard Hourly Rate	$60.00	$80.00	$70.00
Non-Standard Hourly Rate	$90.00	$120.00	$105.00
Emergency/Holiday Hourly Rate	$120.00	$160.00	$140.00

1. **STANDARD HOURLY RATE.** 8:00 a.m. - 5:00 p.m. local time Monday through Friday with more than one full business days' notice.
2. **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.
3. **EMERGENCY/HOLIDAY RATE.** Assignments with less than one hour's notice or assignments on federally recognized holidays. Emergency service not available in all areas.
4. **CANCELATION.** 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.
5. **MINIMUM APPOINTMENT TIME.** Two Hours. Time beyond Minimum Appointment Time will be billed in 15-minute increments.
6. **BILLING.** Billing will be for the greater of time reserved or actual time, subject to the minimum.

LanguageLine Interpreter Testing & Training

Uses & Benefits

- Assessing employees' proficiency and/or fluency in English as well as the target foreign language
- Assessing interpreting and proficiency skills, including:
  - Listening and speaking
  - Use of idiomatic expressions
  - Degree of comprehension
  - Knowledge of vocabulary
  - Grammatical and syntactical accuracy
  - Pronunciation and enunciation
  - Level of expression

Appropriate For:

- Ensuring bilingual employees that may be utilized as interpreters have adequate fluency and proficiency in English and the foreign language to communicate information accurately and effectively
- Ensuring bilingual employees hired for their bilingual status meet minimum proficiency requirements
- Language Proficiency Testing is appropriate for:
  - Employment Candidates
  - Front Line Staff
  - Call Agents
- Interpreter Skills Testing is appropriate for:
  - In-house Interpreters

Interpreter Testing Options & Pricing

Test	Description	Price per Test	Volume Discount
Language Proficiency Test (LPT)	Assesses level of fluency in English or another language in a general context setting.	$165.00	50-99 tests – 6.1% 100-499 tests – 12.1% 500+ units – 18.2%
Electronic Language Proficiency Test (eLPT)		$150.00	50-99 tests – 6.7% 100-499 tests – 13.4% 500+ units – 23.4%
Bilingual Fluency Assessment (BFA)	Assesses level of fluency in English and the target language and definition of terms commonly used in a healthcare context.	$145.00	50-99 tests – 11.2% 100-499 tests – 18.6% 500+ units – 22.3%
Electronic Bilingual Fluency Assessment (eBFA)		$135.00	50-99 tests – 11.2% 100-499 tests – 18.6% 500+ units – 22.3%
Bilingual Fluency Assessment for Clinicians (BFAC)	Assesses level of fluency in English and the target language in a clinical setting, including definitions of medical terminology.	$160.00	50-99 tests – 6.2% 100-499 tests – 12.5% 500+ units – 15.6%
Electronic Bilingual Fluency Assessment for Clinicians (eBFAC)		$145.00	50-99 tests – 6.9% 100-499 tests – 17.3% 500+ units – 20.70%

Electronic Specialty Bilingual Fluency Assessment (eBFAC Specialty)	Available for organizations that use industry-specific terminology. Developed with our most valuable clients who are experts in their field, the tests assess the language skills through industry-related questions, scenarios and commonly used terminology for the specialty.	$175.00	No Volume Discount
Interpreter Readiness Assessment (IRA)	Assesses the bilingual candidate's aptitude for interpreting, based on a brief evaluation of fluency and conversion skills in a healthcare context.	$155.00	50-99 tests – 6.5% 100-499 tests - 13% 500+ units – 19.4%
Electronic Interpreter Readiness Assessment (eIRA)		$140.00	50-99 tests – 10.7% 100-499 tests – 17.9% 500+ units – 21.4%
Electronic Interpreter Skills Test (eIST)	Assesses interpreting skills and knowledge of terminology in a role-play format for interpreters.	$200.00	50-99 tests – 10.8% 100-499 tests – 18.9% 500+ units – 27%
Medical Certification Test (MCT)	Assesses knowledge of clinical medical terminology and advanced interpreting skills for trained and experienced medical interpreters.	$220.00	50-99 tests – 4.6% 100-499 tests – 11.4% 500+ units – 16%
Court Certification Test (CCT)	Assesses knowledge of court terminology and advanced interpreting skills for trained and experienced court interpreters.	$165.00	50-99 tests – 4.6% 100-499 tests – 11.4% 500+ units – 16%

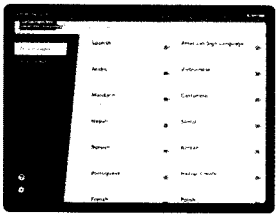
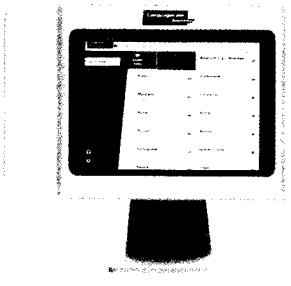
Interpreter Training Options & Pricing

Training	Description	Price per Training	Volume Discount
Fundamentals of Interpreting Training	A 6-hour web training course with a 3-hour instructor led phone session consisting of lesson modules and role-playing exercises to develop interpreting skills.	$445.00	5-9 Trainings – 10.1% 10+ Trainings – 36%
Advanced Medical Interpreter Training (AMT)	A 40-hour web training course with instructor led sessions by phone consisting of 3 content modules, role playing exercises, and Q & A to develop interpreting skills and healthcare-specific terminology.	$575.00	5-9 Trainings – 9.6% 10+ Trainings – 13.1%
AMT Training Manual	Only available with AMT training purchase	$69.00	No Volume Discount
AMT Training Manual w/ Glossary	Only available with AMT training purchase	$99.00	No Volume Discount

LanguageLine Solutions®

LanguageLine® Video Interpreting℠

Video Equipment and Accessories

	iPad® 9th Generation (10.2 inch) with Wi-Fi (64GB) + Screen Protector. $425 - 10.2 inch LED-backlit multi-touch retina display with IPS technology and 2160 x 1620 resolution at 264 ppi - Fingerprint-resistant oleophobic coating - 8-megapixel camera - Two built-in stereo speakers - Up to 10 hours of battery life
	**iPad Pro® with Wi-Fi (128GB) + Screen Protector** ..... $1,250 - 12.9 inch LED-backlit multi-touch liquid retina display with IPS technology - 2732 x 2048 resolution at 264 pixels per inch - Fingerprint-resistant oleophobic coating - 12-megapixel and 10-megapixel cameras - Four built-in stereo speakers and five built-in microphones - Up to 10 hours of battery life
	LanguageLine® Rolling Cart℠ with LanguageLine TrueSound℠ ..... $1,195 An all-inclusive, ready to assemble cart with a secure audio amplification enclosure and tilting head. - Secures a 10.2" iPad (7th - 9th Generation) or 10.5" iPad Air (3rd Generation) - Patented TrueSound audio amplification enclosure nearly doubles the volume for an enhanced audio experience - Sturdy rolling cart with handle, lockable casters and medical grade power cord - Adjustable height and tilting head for ADA compliance NOTE: iPad NOT included
	**Table Top Stand with 10.2 inch LanguageLine TrueSound** ..... $275 - Secures a 10.2" iPad (7th - 9th Generation) or 10.5" iPad Air (3rd Generation) - Patented TrueSound audio amplification enclosure nearly doubles the volume for an enhanced audio experience - Full reverse screen tilt - 10-gauge steel construction - Durable and secure NOTE: iPad NOT included
	Table Top Stand with 12.9 inch Enclosure ..... $275 - Secures iPad Pro 12.9 inch - High grade aluminum enclosure - Full reverse screen tilt and 90° screen rotation for versatile viewing - Quick lock and unlock keyed lock NOTE: iPad and TrueSound technology NOT included

QUESTIONS? Contact your LanguageLine Solutions® Account Executive or Customer Service at 1-800-752-6096.

* Pricing valid through March 31, 2024 while supplies last. ** Please obtain a shipping quote from your Account Executive. Shipping charges will be added to your LanguageLine invoice in addition to the pricing detailed above.

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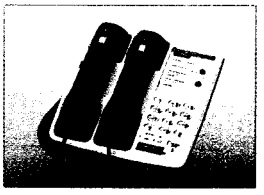
Phones and Accessories

IMPROVE YOUR PHONE INTERPRETING EXPERIENCE

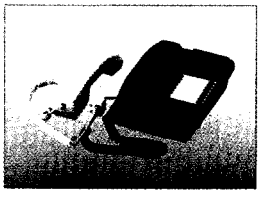
Overcoming language barriers is even easier for you with LanguageLine Solutions® specialized phones and accessories. Although our professional phone interpreters can be accessed from most any phone, we also offer session enhancing equipment. Two handsets and pre-programmed numbers facilitate easy, quick access that saves you time and increases your productivity while allowing for a more private conversation. As a valued LanguageLine Solutions client, you have the option to order phones and accessories to fit the needs of your organization. Some of the equipment carries a modest monthly maintenance fee and other equipment can be purchased for a low flat rate.



LanguageLine® 1Solution Phone

LanguageLine® 1Solution Phone™

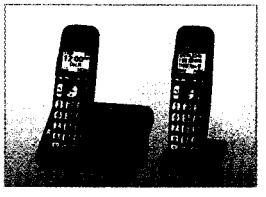
- Available as either analog or VoIP phone, enabling quick access to quality interpreters through pre-programmed buttons
- Eliminates the need to pass a handset back and forth
- Individual handset volume control
- Speaker capability with volume control
- Phones are labeled with step-by-step access instructions



LanguageLine® Splitter with Handset

LanguageLine® Splitter with Handset

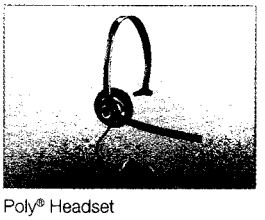
- Allows you to convert your existing desktop phone into a dual handset phone similar to the one described above, can be ordered separately.
- Handsets are labeled with step-by-step access instructions
- The handset works with single or multi-line phones (including most IP phones)



Panasonic® Cordless Phone with Dual Handsets

Panasonic® Cordless Phone with Dual Handsets

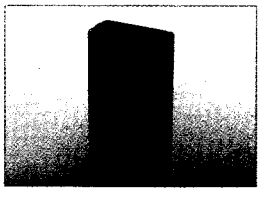
- The DECT 6.0 GHz technology analog phone gives you quick access to quality interpreters by dialing your assigned toll-free #, and eliminates the need to pass a handset back and forth
- Phones are labeled with step-by-step access instructions
- Speaker capability and volume control



Poly® Headset

Poly® Headset

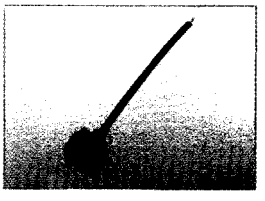
- An accessory that can be connected to the above cordless phone so users can be "hands-free" if needed



Digital Adapter

Digital Adapter

- An accessory that allows you to convert a digital line into an analog line to connect either the Dual Handset Phone or the Panasonic Cordless Phone
- Recommended for dual handset phones that will stay connected to the same jack and are not going to be moved around
- Compatible with Avaya, AT&T, Lucent, Nortel, Norstar, Meridian, and Rolm digital phone systems



Wall Splitter

Wall Splitter

- An accessory that allows you to split an analog jack from the wall so two analog phones can share the same line

FOR MORE INFORMATION OR TO ORDER:

Contact your Account Executive or Customer Care at 1-800-752-6096.

To order online visit: www.languageline.com/client-services/equipment

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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

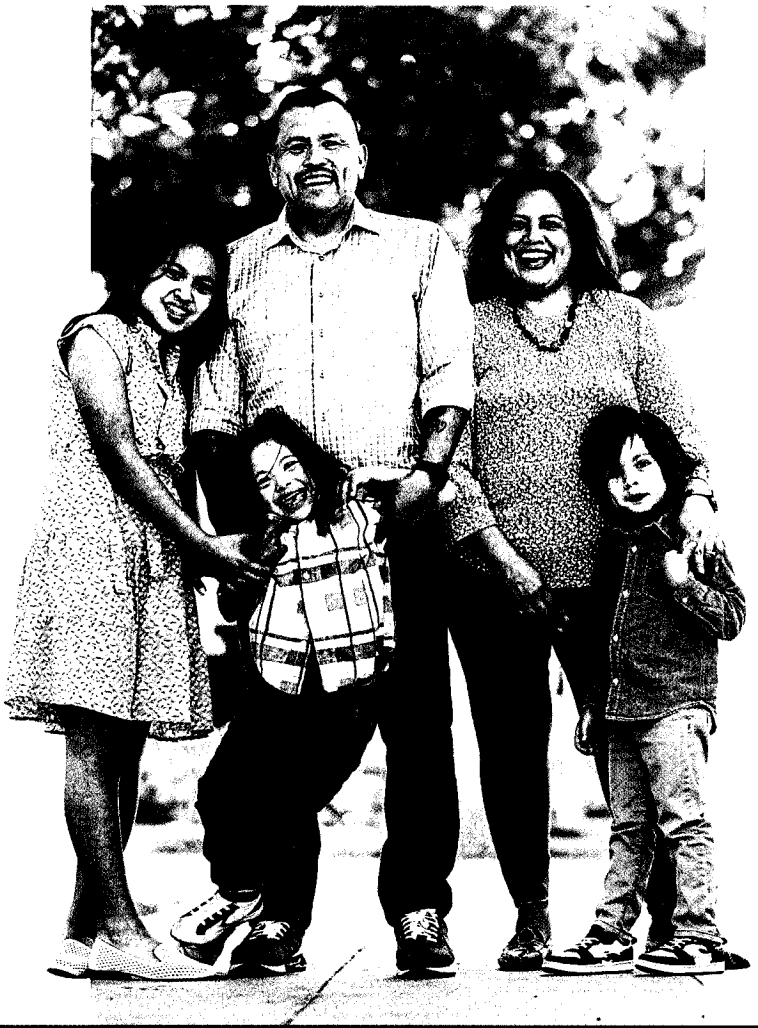
- **24/7 Technical Support –** 1-844-373-1951

- **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.

LanguageLine Solutions®

State of Texas DIR Contract DIR-CPO-5221

Language Access at all Touchpoints



On-Demand Interpretation

240+ Languages 24/7/365, in Seconds

The LanguageLine® App
One-touch access to video/audio interpreters

Phone Interpreting
Outbound calls to audio interpreters

DirectResponse℠
Inbound calls in-language from limited English proficient (LEP) communities

Telehealth and Virtual Meetings
Integrated access to video/audio interpreters

Virtual Interpretation

150+ Languages

Virtual OnSite Interpreting
Interpreters by appointment for virtual meetings

Translation and Localization

290+ Languages, 480+ Language Pairs

Translation
Documents and marketing materials

Localization
Websites, software, apps, eLearning

Transcription
Digital and multimedia content

Clarity®
Macro and micro content simplification

Testing and Training

50+ Languages

Testing
Fluency testing of bilingual staff and recruits

Training
Ongoing in-house interpreter skills development

Contact Kelly A. Mistry, Strategic Account Executive, kmistry@languageline.com or 831-238-5433

Language Line Services, Inc.

Customer Contact Information
State of Texas DIR-CPO-5221

Customer Name: ENTER ORGANIZATION NAME HERE	
Operations Contact	**Billing Contact** Same as Operations Contact
Name:	Name:
Title:	Title:
Telephone:	Telephone:
Fax:	Fax:
E-mail:	E-mail:
Address:	Address:
City, State, Zip:	City, State, Zip:

Tax Exempt Status	
☐ No	☐ Yes - If yes, please include a copy of your tax-exempt determination letter or certificate.

Which On-Demand Services Are You Activating? (Place an X in the appropriate box(es))	
	Over-the-Phone Interpretation **General Proficiency**
	Over-the-Phone Interpretation **Medical/Legal Proficiency**
	InSight Video Interpretation

Enter Customer Full Legal Name	Language Line Services, Inc.
Accepted and agreed to date:	Accepted and agreed to date:
Signature:	Signature:
Print Name:	Bonaventura A. Cavaliere
Title:	CFO