

**PERFORMANCE BASED CONTRACT GUIDELINES
SCHEDULE B**

Consultant:	Hanna Interpreting Services LLC				
Contract Dates:	July 2024 to June 2025				
Federal ID:	27-3318460				
Description of Services	School/Site	Hourly Rate	Number of weeks	Hours/Day	Amount
Provide Sign Language interpreters, document translation, and language translation for parents and students in the YPS district.	All District Students	Due to various rates per language- please see attached rate sheet	Upon Request	Base on services	\$ 5,000.00
Conference Interpretation Equipment	Site is based on need	Digital Transmitter 2 @150.00 Receivers & Headsets -50@5.00			\$ 600.00
					\$ -
			Total:		\$ 5,600.00

2024-2025 School Year EXHIBIT A

SET UP & MAINTENANCE		
Service Type	Description	Minimum Fee
-	Account Set Up	(Waived) \$99
-	Live Video Training	(Waived) \$99
-	Monthly Minimum Maintenance Fee	(Waived)

* Charged if the total service fees for the month do not add up to the minimum amount of \$99.00.

STANDARD DOCUMENT TRANSLATION (TR)*			
Service Type	Language	Rate	Minimum Fee
TR/Back TR	Language Group A (Spanish)	\$0.15/word	\$75.00
TR/Back TR	Language Group B (Core Lang.)	\$0.25/word	\$100.00
TR/Back TR	Language Group C (All Other Spoken Lang.)	\$0.55/word	\$150.00
-	Proofreading	\$60.00/hour	\$60.00
-	Desktop Publishing	\$60.00/page	\$60.00
-	ADA/508 Remediation	\$20.00/page	\$20.00
-	Rush Fees (W/in 72 hrs) **	10%	10%

* Standard Document Translation Turnaround Time: 3 business days (avg. 3,000 words per language per day)
 ** Regular Hours Minimum Fee shall apply to projects submitted between 8 AM - 5 PM PST, Monday – Friday.

ON-DEMAND OVER THE PHONE INTERPRETATION (OPI)				
Service Type	Language	Rate	Minimum	Minimum Total
OPI	All Language Groups	\$0.99/min	1	\$0.99

ON-DEMAND VIDEO-REMOTE INTERPRETATION (VRI)				
Service Type	Language	Rate	Minimum	Minimum Total
VRI	All Language Groups	\$1.99/min	1	\$1.99

PRE-SCHEDULED CONSECUTIVE INTERPRETATION (QUALIFIED)				
Service Type	Language	Rate	Minimum	Minimum Total
In-Person	Language Group A (Spanish)	\$60.00/hr	2	\$120.00
In-Person	Language Group B (Core Lang.)	\$75.00/hr	2	\$150.00
In-Person	Language Group C (All Other Spoken Lang.)	\$90.00/hr	2	\$180.00
In-Person	Language Group D (ASL)	\$125.00/hr	2	\$250.00
In-Person	Rush Fees (W/in 24 hrs)	10%	10%	10%
In-Person	Evenings & Weekends Fees	10%	10%	10%
In-Person	Mileage/Travel Fees	Waived	Waived	Waived
OPI/VRI	Language Group A (Spanish)	\$60.00/hr	1	\$60.00
OPI/VRI	Language Group B (Core Lang.)	\$75.00/hr	1	\$75.00
OPI/VRI	Language Group C (All Other Spoken Lang.)	\$90.00/hr	1	\$90.00
OPI/VRI	Language Group D (ASL)	\$125.00/hr	1	\$125.00
OPI/VRI	Rush Fees (W/in 24 hrs)	10%	10%	10%
OPI/VRI	Evenings & Weekends Fees	10%	10%	10%

PRE-SCHEDULED SIMULTANEOUS INTERPRETATION & CART				
Service Type	Language	Rate	Half-Day Min	Full-Day Min
In-Person	Language Group A (Spanish)**	\$150.00/hr	3	6
In-Person	Language Group B (Core Lang.)**	\$250.00/hr	3	6
In-Person	Language Group C (All Other Spoken Lang.)**	\$350.00/hr	3	6
In-Person	Language Group D (ASL)*	\$150.00/hr	2	-
In-Person	Language Group E (CART)	\$250.00/hr	2	-
In-Person	Rush Fees (W/in 24 hrs)	10%	10%	10%
In-Person	Evenings & Weekends Fees	10%	10%	10%
In-Person	Mileage/Travel Fees	Waived	Waived	Waived
OPI/VRI	Language Group A (Spanish)	\$125.00/hr	3	6
OPI/VRI	Language Group B (Core Lang.)	\$225.00/hr	3	6
OPI/VRI	Language Group C (All Other Spoken Lang.)	\$325.00/hr	3	6
OPI/VRI	Language Group D (ASL)*	\$125.00/hr	2	-
OPI/VRI	Language Group E (CART)	\$225.00/hr	2	-
OPI/VRI	Rush Fees (W/in 24 hrs)	10%	10%	10%
OPI/VRI	Evenings & Weekends Fees	10%	10%	10%
<p>* Requires a team of two ASL interpreters per simultaneous interpretation event ** Some spoken languages may require teaming due to the nature of the event (Topic, Setting, Complexity, Length, Speakers, Medium)</p>				

CONFERENCE INTERPRETATION EQUIPMENT				
Service Type	Equipment	Cost Per Session	Minimum	Total
In-Person	Digital Medium Area Transmitter	\$150.00	1	\$150.00
In-Person	Multi-Channel Receivers & Headsets	\$5.00	1	\$5.00
In-Person	Roundtrip Shipping	Waived	Waived	Waived

TRANSCRIPTION/CLOSED CAPTIONING				
English Transcription	Discount Per Minute 1 week	Standard Per Minute 3-5 Days	Rush Per Minute 2-3 Days	Overnight Per Minute 1 Day
1-2 Speakers	\$1.50	\$1.75	\$2.25	\$2.75
3-4 Speakers	\$2.00	\$2.25	\$2.75	\$3.25
5 or More Speakers	\$2.50	\$2.75	\$3.25	\$3.75
Minimum Fee Per Project	\$150.00	\$150.00	\$150.00	\$150.00
Language Group A Transcription	Discount Per Minute 1 week	Standard Per Minute 3-5 Days	Rush Per Minute 2-3 Days	Overnight Per Minute 1 Day
1-2 Speakers	\$2.50	\$2.75	\$3.25	\$3.75
3-4 Speakers	\$3.00	\$3.25	\$3.75	\$4.25
5 or More Speakers	\$3.50	\$3.75	\$4.25	\$4.75
Minimum Fee Per Project	\$250.00	\$250.00	\$250.00	\$250.00
Language Group B-C Transcription	Discount Per Minute 1 week	Standard Per Minute 3-5 Days	Rush Per Minute 2-3 Days	Overnight Per Minute 1 Day
1-2 Speakers	\$12.50	\$12.75	\$13.25	\$13.75
3-4 Speakers	\$13.00	\$13.25	\$13.75	\$14.25
5 or More Speakers	\$13.50	\$13.75	\$14.25	\$14.75
Minimum Fee Per Project	\$350.00	\$350.00	\$350.00	\$350.00
Other Additional Charges				
Moderate accents	\$0.50/min			
Heavy accents	\$0.75/min			
Technical, Medical, or Scientific Terminology	\$0.50/min			
Medium Background Noise	\$0.50/min			
Heavy Background Noise	\$0.75/min			
Time Stamps – 1 to 10 minutes	\$0.50/min			
Editing Options				
Clean Verbatim (Standard) Included	Files are edited to capture what each speaker is saying, taking out repeated or stuttered words, 'ums' and 'ahs' and other filler words are removed, and slight grammar edits are made to make transcript clear and readable.			
Strict Verbatim \$0.50/min	Verbatim transcripts include every word said by each speaker, including filler words, stutters, and every word exactly as spoken.			
Full Edit \$0.50/min	Completely edited transcripts will ensure your transcripts are edited to be completed grammatically correct and edited for readability and style. This typically is used for transcripts turned into publications, articles, books, etc.			

ALTERNATIVE FORMATS						
Format	Simple**	Moderate**	Complex 1**	Complex 2**	Reprint - set-up fee***	Output / per side Audio CD or Flash Drive
Braille	\$10.00-\$15.00 /pg	\$15.00-\$18.00 /pg	\$18.00-\$33.00 /pg	\$33.00-\$150.00 /pg	\$50.00	\$0.50
Large Print	\$8.50-\$13.00 /pg	\$13.00-\$18.00 /pg	\$18.00-\$33.00 /pg	\$33.00-\$150.00 /pg	\$50.00	\$0.15
Audio / Data CD	\$10.00-\$15.00 /pg	\$15.00-\$18.00 /pg	\$18.00-\$33.00 /pg	\$33.00-\$150.00 /pg	\$50.00	\$3.50 per CD / \$7.50 Flash
Text-to-Speech	Quoted on a per project basis.					
Voice-to-Text	Quoted on a per project basis.					
Braille, Large Print, Audio Complexity Descriptions						
Simple	Single column text on the page, Simple text reformatting, Simple tables with less than 3 columns, up to 3 unique tables, up to 10 variable fields					
Moderate	Simple tables with up to 9 columns, up to 6 different tables, Single column on the page, more than 10 variable fields					
Complex 1	Complex or nested tables, more than 6 different tables, Multiple columns on the page, Multiple variable fields					
Complex 2	Forms pages, OCR required - additional QC Required					
Pricing Descriptions						
<p>* For Ad hoc documents; \$150 minimum transcription for hard copy formats (Braille, Large Print, Audio). Ad hoc - per finished copy minimum - \$10.00 for Braille and Large Print</p> <p>** Pages containing multiple levels of complexity may exceed these individual page rates.</p> <p>*** Setup of file on embosser/printer. Charged one-time per order regardless of quantity ordered.</p>						

LANGUAGE GROUPS
Language Group A
Spanish
Language Group B
Core Languages (Arabic, Armenian, Cantonese, Farsi (Persian), Hindi, Hmong, Khmer (Cambodian), Korean, Mandarin, Mien, Punjabi, Russian, Tagalog, Thai, Ukrainian, Vietnamese)
Language Group C
All Other Spoken Languages
Language Group D
American Sign Language
Language Group E
Communication Access Real-Time Translation (CART)

SAMPLE LANGUAGE LIST

Afrikaans	Farsi (Persian)	Kanjobal (Q'anjob'al)	Moldavan	Slovak
Akan	Fijian Hindi	Karen	Mongolian	Slovenian
Albanian	Finnish	Kashmiri	Montenegrin	Somali
American Sign Lang.	Flemish	Kazakh	Moroccan	Soninke
Amharic	French Can.	Khmer - Cambodian	Arabic	Sorani
Arabic	Fukienese	Kinyarwanda	Navajo	Spanish
Armenian	Fula	Kirghiz	Neapolitan	Sudanese-
Ashante	Fulani	Kirundi	Nepali	Arabic
Assyrian	Fuzhou	Korean	Nigerian*	Sundanese-
Azerbaijani	Ga	Kosovan	Pidgin English	Susu
Azeri	Gaddang	Krio	Norwegian	Swahili
Bajuni	Gaelic	Kurdish	Nuer	Swedish
Bambara	Garre	Kurmanji	Oromo	Sylhetti
Basque	Georgian	Laotian	Pahari	Tagalog
Behdini	German	Latvian	Pampangan	Taiwanese
Belorussian	Greek	Lingala	Pangasinan	Tajik
Bengali	Gujarati	Lithuanian	Pashto	Tamil
Bosnian	Haitian Creole	Luganda	Patois	Telugu
Bulgarian	Hakka	Luo	Pidgin English	Thai
Burmese	Hakka - China	Luxembourgeoi	Polish	Tibetan
Cantonese	Hassaniyya	Maay	Portuguese	Tigre
Catalan	Hebrew	Macedonian	Creole	Tigrinya
Chaldean	Hindi	Malagasy	Pothwari	Toishanese
Chaochow	Hmong	Malay	Pulaar	Tongan
Chavacano	Hokkien	Malayalam	Punjabi	Tshiluba
CherokeeChin	Hunanese	Maltese	Putian	Turkish
Chuukese	Hungarian	Mam	Quichua	Twì
Cree	Ibanag	Mandarin	Romani	Ukrainian
Croatian	Ibo	Mandingo	Romanian	Urdu
Czech	Icelandic	Mandinka	Russian	Uyghur
Danish	Igbo	Maninka	Samoan	Uzbek
Dari	Ilocano	Marathi	Sango	Vietnamese
Dinka	Indonesian	Marshallese	Serbian	Visayan
Diula	Inuktitut	Mexican Sign Lang.	Shanghainese	Vlach
Dutch	Italian	Mien	Sichuan	Wenzhou
Estonian	Jakartanese	Mina	Sicilian	Wolof
Ewe	Japanese	Mirpuri	Sinhalese	Yiddish
	Javanese	Mixteco	Sindhi	Yoruba
				Yupik
				Zapotec

GLOSSARY (DESCRIPTION OF SERVICES)

Set Up & Maintenance: This service includes an initial setup fee for creating your account and onboarding your team onto our platforms. We provide training on all platforms and offer ongoing monthly maintenance to ensure all profiles remain current and up-to-date.

Standard Document Translation (TR*): Our document translation service converts written text from one language to another. We charge per word, with a minimum fee for each project to ensure high-quality translations.

~**Proofreading:** Our professional linguists will proofread your translated documents to ensure accuracy, coherence, and fluency.

~**Desktop Publishing (DTP):** We offer formatting services to ensure your translated documents match the original layout. This service is available for various formats, including PDF, Word*, PowerPoint*, INDD (InDesign), and PSD.

~ **ADA/508 Remediation:** We make your documents accessible according to the Americans with Disabilities Act Section 508 standards and WCAG guidelines. This involves checking and fixing tag structures and interactive features to ensure screen readers can successfully interpret the content for users with disabilities.

G&A Denial Letter Document Translation: We specialize in translating Grievance and Appeals Denial Letters. Grievances address non-determination issues such as service quality or accessibility, while appeals involve disputes over initial determinations, like service denials or payment issues.

On-Demand Over-the-Phone Interpretation (OPI): Our OPI service provides immediate, unscheduled interpretation over the phone. Simply call in, enter your credentials, and select the desired language for instant assistance.

On-Demand Video-Remote Interpretation (VRI): VRI offers immediate visual interpretation through any smartphone, computer, or tablet with a camera and audio capabilities. This service is perfect for unscheduled, urgent interpretation needs.

Pre-Scheduled Consecutive Interpretation (Qualified): Schedule consecutive interpretation sessions with our Qualified interpreters, who provide effective, accurate, and impartial interpretation. Commonly used in small meetings, this method involves the speaker pausing every few sentences to allow for interpretation.

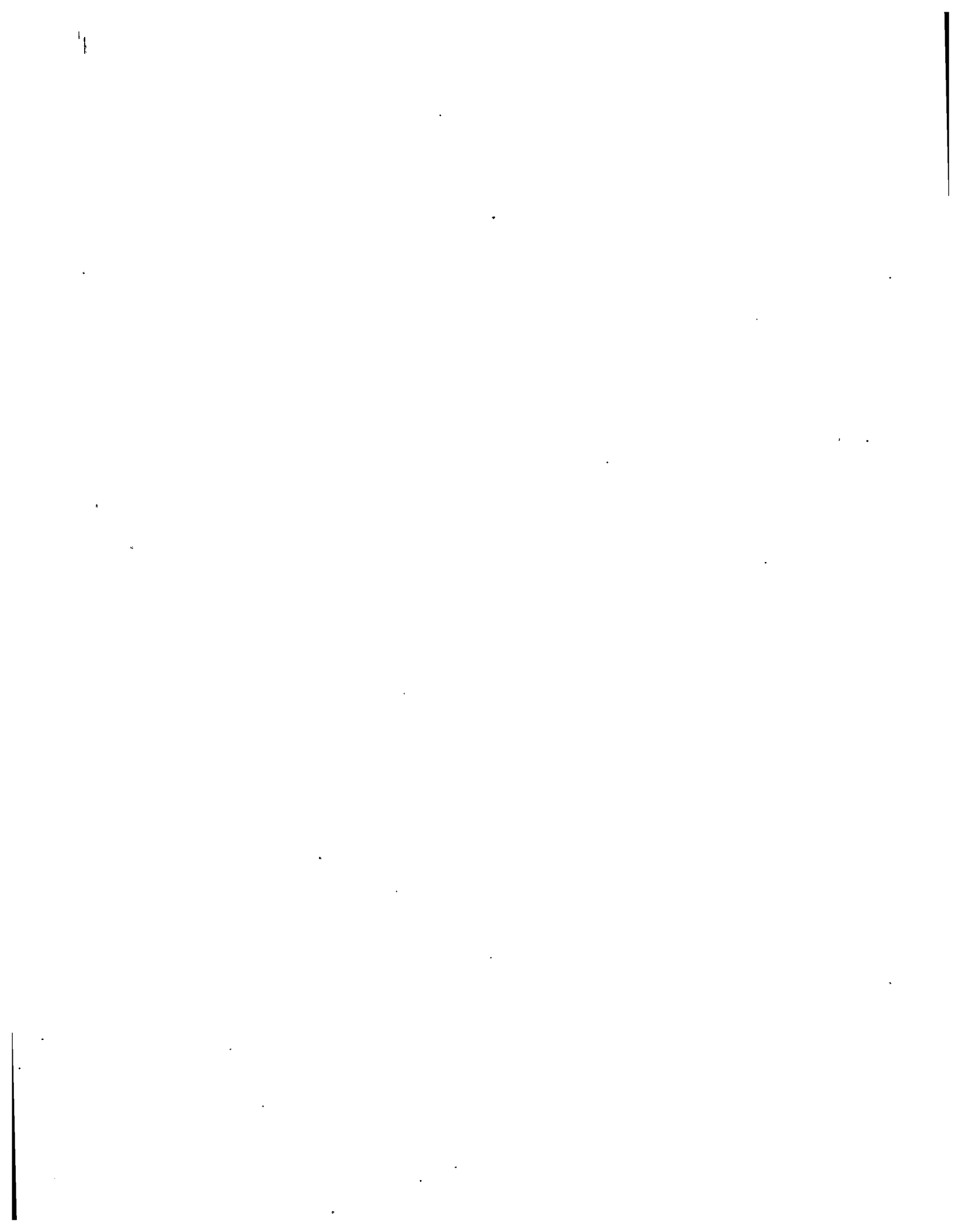
Pre-Scheduled Consecutive Interpretation (Medically Certified): Book consecutive interpretation sessions with our Medically Certified interpreters, who are trained to comply with medical guidelines. This service ensures accurate and safe communication in medical settings, such as doctor appointments.

Pre-Scheduled Simultaneous Interpretation & CART: Arrange for simultaneous interpretation, where our interpreters translate speech in real-time as the speaker talks. We also offer CART (Communication Access Real-Time Translation) services, providing live text translations visible on various devices, ideal for events and presentations.

Conference Interpretation Equipment: Rent the necessary equipment for seamless listening during simultaneous interpretation events. We provide high-quality equipment to enhance your conference experience.

Transcription/Closed Captioning: Our transcription service converts audio recordings into written text, while our closed captioning service displays spoken dialogue as text on screen, ensuring accessibility for viewers who are hard of hearing.

Alternative Formats: We offer specialized services including Braille, Large Print, Audio/Data CD, Text-to-Speech, and Voice-to-Text. Our pricing varies based on the complexity of each service, tailored to meet your specific accessibility needs.



TERMS AND CONDITIONS
Document Translations, Transcription/Closed Captioning, & Alternative Formats
Cancellation Policy: Client may not cancel a document translation request once a quote has been approved by the client representative.
On-Demand Interpretation (OPI & VRI)
Cancellation Policy: Client may cancel a telephone interpretation without penalty any time prior to being connected to the interpreter.
Billing Increments: Additional time after the minimum shall be billed in one (1) minute increments.
Pre-Scheduled Consecutive Interpretation (In-Person, OPI, VRI)
Cancellation Policy: All assignments must be canceled during normal business hours (8:00 a.m. – 5:00 p.m.) and no less than twenty-four (24) hours prior to the assignment date and time to avoid being charged the entire estimated duration of the assignment. Cancelling services must be done through the company, not the individual interpreter. A Consumer or Third Party no-show that results in a cancelled assignment shall be classified as a late cancellation and billed for the entire estimated assignment duration.
Billing Increments: Additional time after the minimum shall be billed in fifteen (15) minute increments. Requests estimated to exceed the minimum hours shall be billed for the estimated duration.
Consumer Privacy and Exclusivity: Unless negotiated prior to the appointment or in an addendum to this master contract, all appointments are exclusive to a single consumer to comply with various state and federal privacy and compliance regulations including HIPAA, COPPA, CCPA, etc.
Pre-Scheduled Simultaneous Interpretation (In-Person, OPI, VRI, CART)
Cancellation Policy: All assignments must be canceled during normal business hours (8:00 a.m. – 5:00 p.m.) and no less than forty-eight (48) hours prior to the assignment date and time to avoid being charged the entire scheduled time. Cancelling services must be done through Hanna's Scheduling Department (not the interpreter).. A Consumer or Third Party no-show that results in a cancelled assignment shall be classified as a late cancellation and billed for the entire estimated assignment duration.
Billing Increments: For Half-Day requests, if the visit/encounter exceeds the three (3) hour minimum, the request shall convert into a Full Day request and a minimum of six (6) hours shall be billed. For Full-Day requests, additional time after the six (6) hour minimum shall be billed in fifteen (15) minute increments of the hourly rate. Pre-event rehearsals shall be billed at a one (1) hour minimum. Interpreter availability for such rehearsals cannot be guaranteed.
Conference Interpretation Equipment:
Cancellation Policy: All assignments must be canceled during normal business hours (8:00 a.m. – 5:00 p.m.) and no less than five (5) business days prior to the assignment date and time to avoid being charged the entire scheduled time. Cancelling services must be done through Hanna's Scheduling Department (not the interpreter).