



**SAN FRANCISCO  
HUMAN SERVICES AGENCY**

Department of Benefits  
and Family Support

Department of Disability  
and Aging Services

Office of Early Care  
and Education

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**London Breed**  
Mayor

**Trent Rhorer**  
Executive Director

**MEMORANDUM**

**TO:** HUMAN SERVICES COMMISSION

**THROUGH:** TRENT RHORER, EXECUTIVE DIRECTOR

**FROM:** DAN KAPLAN, DEPUTY DIRECTOR  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** AUGUST 20, 2021

**SUBJECT:** CONTRACT MODIFICATIONS (**FOR-PROFIT**) :

- **AVANTPAGE TRANSLATION**
- **TRUSTFORTE LANGUAGE SERVICES**
- **LANGUAGE LINE**
- **INTERNATIONAL EFFECTIVENESS CENTER (IEC)**

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	<u>Current</u>	<u>Modification</u>	<u>Revised</u>
<b>TERM:</b>	7/1/18-6/30/21	7/1/21-6/30/22	7/1/18- 6/30/22

<b>TOTAL AMOUNTS:</b>	\$1,952,000	\$530,000	\$2,482,000
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**ANNUAL AMOUNTS:** *See table.*

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
<b>Source Funding:</b>	\$1,861,500	\$297,840	\$322,660	\$2468,200	\$2,730,200
<b>Percentage:</b>	75%	12%	13%		100%

The Human Services Agency (HSA) requests authorization to modify the existing contracts with Avantpage Translation, International Effectiveness Center, Language Line and Trustforte Language Services for the provision of oral interpretation and written translation services for the period of July 1, 2021 to June 30, 2022, in an additional amount of \$530,000 plus 10% contingency for a revised total amount not to exceed of \$2,728,300.

### Background

In order to comply with State law and a City ordinance regarding equal access to services, HSA has contracted with several agencies to offer bilingual services and written materials to the public and clients accessing services. The HSA Office of Civil Rights coordinates with the Department's Bilingual Services Committee and designated program contacts to identify and translate commonly used program documents and forms, and to ensure effective bilingual interpretive services are available

<b>AGENCY</b>	Avantpage Translation (Written)	Trustforte Language Services (Written)	International Effectiveness Center (Oral)	Language Line (USL)	<b>TOTAL</b>
Current Contract 7/1/18-6/30/21	\$ 75,000	\$ 75,000	\$1,220,000	\$582,000	\$1,952,000
<b>Proposed: 7/1/21- 6/30/2022</b>	\$ 35,000	\$35,000	\$ 450,000	\$10,000	\$ 530,000*
4 YEAR TOTAL	\$110,000	\$110,000	\$1,670,000	\$592,000	\$2,482,000
10% Contingency	\$ 11,000	\$ 11,000	\$ 167,000	\$59,200	\$ 248,200
<b>Total not to Exceed</b>	\$121,000	\$121,000	\$1,837,000	\$651,200	\$2,730,200

\*Due to the on-going pandemic, demand for all services has increased.

### Services to be Provided

#### Oral Interpretation: (International Effectiveness Center)

Contractors provide oral interpreters in requested languages, including but not limited to: Spanish, Chinese (Mandarin or Cantonese), Vietnamese, Russian, Tagalog, and other languages as identified by the HSA Office of Civil Rights and/or other staff. Contractors will provide and schedule oral interpreters in as short a turnaround time as possible (i.e., within 24 to 48 hours).

**Written Translation (Avantpage Translation and Trustforte Language Services)**

Contractors translate text documents, brochures, and forms into the requested languages, including, but not limited to Spanish, Russian, Traditional Chinese, Tagalog and Vietnamese. Contractors translate source documents (in languages other than English) into English. Contractors also translate documents according to instructions provided by HSA Office of Civil Rights and ensure that translators become familiar with HSA program terms, through reference to the HSA glossaries (Spanish, Russian, Traditional Chinese, and Vietnamese) and past translation projects.

**Sign Language (Language Line)**

Contractor provides Universal Sign Language (USL) for HSA and community partners.

**Selection**

Contractors were selected through Request for Proposals 633, which was issued on March 18, 2015. These contracts being extended for one year due to Mayor Breed's 35<sup>th</sup> Emergency Declaration, which allows Departments to continue services for up to one year without a procurement due to the Covid pandemic. It is expected the Office of Contract Administration will assume responsibility for the services after June 30, 2022.

**Funding**

These contracts will be funded by Federal, State and County General Funds.

**Attachments**

**Avantpage**

Appendix A-1-Scope of Services  
Appendix B2-Calculation of Charges

**Trustforte Language Services**

Appendix A-1-Scope of Services  
Appendix B2-Calculation of Charges

**International Effectiveness Center**  
Appendix A-1-Scope of Services  
Appendix B2-Calculation of Charges

**Language Line**  
Appendix A-Scope of Services  
Appendix B2-Calculation of Charges

**Appendix A-1 – Services to be Provided**  
**Avantpage**  
**7/1/2018-6/30/2022**  
**Updated 7/1/21**

**I. Purpose of Contract**

The purpose of this contract is to provide written translation services to San Francisco Human Services Agency (HSA) clients with Limited English Proficiency (LEP). This language service is vital in enabling HSA staff to effectively communicate with clients, determine eligibility for programs, and provide appropriate referrals for services.

**II. Definitions**

Contractor	Avantpage
HSA	Human Services Agency of the City and County of San Francisco
OCR	HSA’s Office of Civil Rights
ATA	American Translators Association
NTA	National Translator Association

**III. Target Population**

Contractor will provide written translation services to HSA staff and its community partners working with HSA clients.

**IV. Description of Services**

Contractor shall provide the following services:

***Written Translation***

1. Provide professional and culturally competent translators certified by ATA, NTA, or by other appropriate evaluation tools or similar accrediting organizations.
2. Translate text documents, brochures and forms into the requested languages, including but not limited to: Spanish, Russian, Traditional Chinese, Filipino (Tagalog) and Vietnamese.
3. Translate source documents (in languages other than English) into English.
4. Engage in interactive processes with HSA staff to allow for review and corrections by proofreaders to determine the most appropriate translations of terms.

5. Translate documents according to instructions provided by HSA and other authorized requestors designated by HSA-OCR. Ensure that translators become familiar with HSA program terminology through reference to the HSA glossaries and past translation projects to be provided as samples.
6. Target the translations to the appropriate educational level of the intended audience as identified by the authorized requester.
7. Provide translation projects in a format acceptable to the requester, including but not limited to Microsoft Office (e.g., .doc, .ppt, .xls), PDF, email, hard copy and CD.

**V. Location and Time of Services**

***Written Translation***

Contractor will determine where services will be provided and when the services will be performed.

**VI. HSA Responsibilities**

1. HSA-OCR will report performance feedback to the Contractor.
2. Provide ongoing technical assistance related to, but not limited to, overall service implementation, and allowable activities and expenses.
3. Communicate in a timely fashion the service needs of the agency at various locations and develop appropriate service plans with vendor.
4. Act as the final authority regarding service provision questions and the handling of grievances.
5. Review and process invoices for payments.
6. HSA will monitor all vendors during the course of the contract. Monitoring will include, but may not be limited to, the following requirements:
  - Monitor service delivery
    - Verify the contracted scope has been implemented
    - Observe service provision
    - Review vendor service files
    - Monitor and review service performance in relationship to stated contractual terms and conditions

**VII. Contractor Responsibilities**

1. If services (as described in Section IV) provided are deemed less than satisfactory by HSA-OCR, Contractor will resolve the matter and/or assign a new interpreter before a subsequent interpretation request is executed.
2. Failure to address issues raised by HSA-OCR may lead to discontinuation of the contract.

3. To verify services rendered, Contractor shall provide HSA-OCR with certification forms that are clear and legible. Contractor acknowledges payment may be delayed due to missing, incomplete, or illegible certification forms.
4. Enact and maintain a strict confidentiality policy adhering to the City and HSA standards described in the contract agreement.
5. Staff working with children, seniors and other social services clients must require background checks.

**VIII. Service Objectives**

Contractor will meet the following service objectives:

1. 100% of written translation referrals will be responded to within two hours.
2. 100% of written translations will be completed within 5 business days.

**IX. Outcome Objectives**

Contractor will meet the following outcome objectives:

1. Random testing of translations by HSA will have an accuracy rate of no less than 90%.
2. 100% of written translation referrals received will be provided.

**X. Monthly Reporting**

Contractor will provide a monthly report for the written translation services. The monthly reporting will include the client's name, requestor name, date of service, start time and end time, location, program name, number of hours and the service(s) provided.

**Appendix B2 – Calculation of Charges**  
**Avantpage**  
**7/1/2018-6/30/2022**

**\*Modified August 26, 2021**

- I. Invoices submitted for payment will include the client's name, requestor name, date of service, start time and end time, location, number of hours, program name and the service(s) provided.
- II. Contractor will bill for each project according to the following rate schedule for written translation services:

<b>Language Combination</b>	<b>Basic Rate (per word)</b>
Spanish	.15 cents
Russian	.18 cents
Chinese	.18 cents
Vietnamese	.18 cents
Tagalog	.18 cents
Thai/Cambodian/Laotian/Hmong/Mien	.20 cents
Armenian, Bosnia, Czech, Polish, Romanian, Serbian	.20 cents
Hindi/Punjabi/Urdu	.20 cents
Arabic/Farsi	.19 cents
All others	.24 cents

- III. No mileage/parking/rush charges.
- IV. Invoices submitted for payment will include the written translation project description and number of hours.
- V. The total contract amount is **\$110,000** plus 10% contingency for a total not to exceed of **\$121,000** for the period **July 1, 2018 to June 30, 2022**.

**Appendix A1 – Services to be Provided**  
**Trustforte Language Services**  
**7/1/2018-6/30/2022**  
**Updated 7/1/21**

**I. Purpose of Contract**

The purpose of this contract is to provide written translation services to San Francisco Human Services Agency (HSA) clients with Limited English Proficiency (LEP). This language service is vital in enabling HSA staff to effectively communicate with clients, determine eligibility for programs, and provide appropriate referrals for services.

**II. Definitions**

Contractor	Trustforte
HSA	Human Services Agency of the City and County of San Francisco
OCR	HSA’s Office of Civil Rights
ATA	American Translators Association
NTA	National Translator Association

**III. Target Population**

Contractor will provide written translation services to HSA staff and its community partners working with HSA clients.

**IV. Description of Services**

Contractor shall provide the following services during the term of this contract:  
***Written Translation***

1. Provide professional and culturally competent translators certified by ATA, NTA, or by other appropriate evaluation tools or similar accrediting organizations.
2. Translate text documents, brochures and forms into the requested languages, including but not limited to: Spanish, Russian, Traditional Chinese, Filipino (Tagalog) and Vietnamese.
3. Translate source documents (in languages other than English) into English.
4. Engage in interactive processes with HSA staff to allow for review and corrections by proofreaders to determine the most appropriate translations of terms.
5. Translate documents according to instructions provided by HSA and other authorized requestors designated by HSA-OCR. Ensure that translators

become familiar with HSA program terminology through reference to the HSA glossaries and past translation projects to be provided as samples.

6. Target the translations to the appropriate educational level of the intended audience as identified by the authorized requester.
7. Provide translation projects in a format acceptable to the requester, including but not limited to Microsoft Office (e.g., .doc, .ppt, .xls), PDF, email, hard copy and CD.

## **V. Location and Time of Services**

### ***Written Translation***

Contractor will determine where services will be provided and when the services will be performed.

## **VI. HSA Responsibilities**

1. HSA-OCR will report performance feedback to the Contractor.
2. Provide ongoing technical assistance related to, but not limited to, overall service implementation, and allowable activities and expenses.
3. Communicate in a timely fashion the service needs of the agency at various locations and develop appropriate service plans with vendor.
4. Act as the final authority regarding service provision questions and the handling of grievances.
5. Review and process invoices for payments.
6. HSA will monitor all vendors during the course of the contract. Monitoring will include, but may not be limited to, the following requirements:
  - Monitor service delivery
  - Verify the contracted scope has been implemented
  - Observe service provision
  - Review vendor service files
  - Monitor and review service performance in relationship to stated contractual terms and conditions

## **VII. Contractor Responsibilities**

1. If services (as described in Section IV) provided are deemed less than satisfactory by HSA-OCR, Contractor will resolve the matter and/or assign a new interpreter before a subsequent interpretation request is executed.
2. Failure to address issues raised by HSA-OCR may lead to discontinuation of the contract.
3. To verify services rendered, Contractor shall provide HSA-OCR with certification forms that are clear and legible. Contractor acknowledges

payment may be delayed due to missing, incomplete, or illegible certification forms.

4. Enact and maintain a strict confidentiality policy adhering to the City and HSA standards described in the contract agreement.
5. Staff working with children, seniors and other social services clients must require background checks.

**VIII. Service Objectives**

Contractor will meet the following service objectives:

1. 100% of written translation referrals responded to within two hours.
2. 100% of written translations will be completed within 5 business days.

**IX. Outcome Objectives**

Contractor will meet the following outcome objectives:

1. Random testing of translations by HSA will have an accuracy rate of no less than 90%.
2. 100% of written translation referrals received will be provided.

**X. Monthly Reporting**

Contractor will provide a monthly report for the written translation services. The monthly reporting will include the document name, requestor name, date of service, program name, language and the service(s) provided.

**Appendix B2 – Calculation of Charges**  
**Trustforte Language Services**  
**7/1/2018-6/30/2022**

**\*Modified August 26, 2021**

- I. Invoices submitted for payment will include the client's name, requestor name, date of service, start time and end time, location, number of hours, program name and the service(s) provided.
- II. Contractor will bill for each project according to the following rate schedule for written translation services:

<b>Language Combination</b>	<b>Basic Rate (per word)</b>
Spanish	.16 cents
Russian	.19 cents
Chinese	.19 cents
Vietnamese	.19 cents
Tagalog	.19 cents
All others	.19-.25 cents

- III. Invoices submitted for payment will include the written translation project description and number of hours.
- IV. No mileage/parking/rush charges.
- V. The total contract amount is **\$110,000** plus 10% contingency for a total not to exceed of **\$121,000** for the period **July 1, 2018 to June 30, 2022**.

**Appendix A-1– Services to be Provided**  
**Language Line Solutions**  
**7/1/2018-6/30/2022**  
**Updated 7/1/21**

**I. Purpose of Contract**

The purpose of this contract is to provide sign language services to San Francisco Human Services Agency (HSA) clients with hearing impairments. This language service is vital in enabling HSA staff to effectively communicate with clients, determine eligibility for programs, and provide appropriate referrals for services.

**II. Definitions**

Contractor	Language Line Solutions
HSA	Human Services Agency of the City and County of San Francisco
OCR	HSA’s Office of Civil Rights
ASL	American Sign Language
USL	Universal Sign Language
CDI	Certified Deaf Interpreter
MLS	Minimal Language Skill

**III. Target Population**

Contractor will provide sign language services to HSA staff and its community partners working with HSA clients.

**IV. Description of Services**

1. Provide professional and culturally competent interpreters certified in ASL or other languages appropriate to persons with hearing impairments.
2. Schedule and provide interpreters within 24 hours of request.
3. Accept telephone and written requests from HSA and/or other authorized requesters designated by HSA-OCR, assign interpreters, and provide confirmation to HSA-OCR and/or HSA. Provide a CDI to accompany the interpreter and serve as a relay interpreter when working with MLS clients.
4. Ensure that interpreters assigned to HSA are culturally competent, are familiar with the nature of interactions with social service clients, and are sensitive to the barriers that clients face, in terms of language, disabilities (both mental and physical), and educational levels.

5. Enact and maintain a strict confidentiality policy adhering to the City and HSA standards described in the contract agreement.
6. Staff working with children, seniors and other social services clients must require background checks.

**V. Location and Time of Services**

***Sign Language***

Designated service locations will be within but not limited to the City and County of San Francisco. Appointments may be scheduled for any day of the week

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**VI. HSA Responsibilities**

1. HSA-OCR will report performance feedback to the Contractor.
2. Provide ongoing technical assistance related to, but not limited to, overall service implementation, and allowable activities and expenses.
3. Communicate in a timely fashion the service needs of the agency at various locations and develop appropriate service plans with vendor.
4. Act as the final authority regarding service provision questions and the handling of grievances.
5. Review and process invoices for payments.
6. HSA will monitor all vendors during the course of the contract. Monitoring will include, but may not be limited to, the following requirements:
  - Monitor service delivery.
  - Verify the contracted scope has been implemented
  - Observe service provision
  - Review Vendor service files
  - Monitor and review service performance in relationship to stated contractual terms and conditions

**VII. Contractor Responsibilities**

1. If services (as described in Section IV) provided are deemed less than satisfactory by HSA-OCR, Contractor will resolve the matter and/or assign a new interpreter before a subsequent interpretation request is executed.
2. Vendors must have policies and procedures to address non-responses or late responses by an interpreter. If an interpreter is late or fails to respond to referrals, any contract with the vendor will be in jeopardy of termination.

3. Failure to address to issues raised by HSA-OCR may lead to discontinuation of the contract.
4. To verify services rendered, Contractor shall provide HSA-OCR with certification forms that are clear and legible. Contractor acknowledges payment may be delayed due to missing, incomplete, or illegible certification forms.
5. Vendors must conduct orientation for all interpreters prior to them providing services to HSA clients. The orientation must include, but not be limited to: the codes of professional conduct and confidentiality for interpreters, the role of the interpreter in working with HSA clients, and the specific requirements of this procurement.

Vendors must have a supervision process in place to minimize any possible barriers to achieving timely and accurate service.

**VIII. Service Objectives**

Contractor will meet the following service objective:

1. 98% of interpretation referrals received will be provided.

**IX. Outcome Objectives**

Contractor will meet the following outcome objectives:

1. 100% of interpretation requests occurring within 24 hours of request.
2. 100% of interpretation referrals from HSA responded to within 2 hours.

**X. Monthly Reporting**

Contractor will provide a monthly report for the sign language services. The monthly reporting will include the client's name, requestor name, date of service, start time and end time, location, program name, number of hours and the service(s) provided.

**Appendix B-2 – Calculation of Charges**  
**Language Line Solutions**  
**7/1/2018-6/30/2022**  
**Updated 7/1/21**

- I. Contractor will bill for each project according to the following rate schedule:  
\$78.00/hour with a 2 hour minimum charge from 7am to 7pm. \$78.00/hour with a 2 hour minimum charge from 7pm to 7am. \$82.50/hour for weekends and holidays. After 2 hours, billing is in 30-minute increments when the assignment is over 10 minutes past scheduled ending time.
- II. Invoices submitted for payment will include the client's name, requestor name, date of service, start time and end time, location, program name, number of hours and the service(s) provided.
- III. Free estimates always provided. Interpreting requests canceled or their duration changed less than 2 business days (48 hours) in advance will be billed the 2 hour minimum per interpreter if 2 hours or less were reserved. If more than 2 hours were reserved the fee will be for the entire time reserved per interpreter. Cancellation must be phoned in to 1- 888-225-6056, and/or sent to Tara Bland, [tbland@languageline.com](mailto:tbland@languageline.com)
- IV. Interpreting requests received less than 24 hours' notice; the emergency rate would apply (78.00x1.5).
- V. No mileage/parking/rush charges.
- VI. The total contract amount is **\$592,000** plus 10% contingency for a total not to exceed of **\$651,200** for the period **July 1, 2018 to June 30, 2022**.

**Appendix A -1– Services to be Provided**  
**International Effectiveness Center**  
**7/1/2018-6/30/2022**  
**Updated 7/1/21**

**I. Purpose of Contract**

The purpose of this contract is to provide oral interpretation services to San Francisco Human Services Agency (HSA) clients with Limited English Proficiency (LEP). This language service is vital in enabling HSA staff to effectively communicate with clients, determine eligibility for programs, and provide appropriate referrals for services.

**II. Definitions**

Contractor	International Effectiveness Center
HSA	Human Services Agency of the City and County of San Francisco
OCR	HSA’s Office of Civil Rights
ATA	American Translators Association
NTA	National Translator Association

**III. Target Population**

Contractor will provide oral interpretation services to HSA staff and its community partners working with HSA clients.

**IV. Description of Services**

Contractor shall provide the following services during the term of this contract:

***Oral Interpretation***

- A. Provide professional and culturally competent interpreters certified by ATA, NTA, or by other appropriate evaluation tools or similar accrediting organizations.
- B. Provide oral interpreters in requested languages, including but not limited to: Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Russian, Filipino (Tagalog) and other languages as identified by HSA-OCR.
- C. Schedule and provide oral interpreters within 24 hours of request.
- D. Accept telephone and written requests from HSA-OCR and/or other authorized requestors designated by HSA-OCR, assign interpreters, and provide confirmation to HSA-OCR unit and/or HSA project staff in a timely manner.

- E. Ensure that interpreters assigned to HSA are culturally competent, are familiar with the nature of interactions with social service clients, and are sensitive to the barriers that clients face in terms of language, disabilities (both mental and physical) and educational levels.

**V. Location and Time of Services**

***Oral Interpretation***

Designated service locations will be within but not limited to the City and County of San Francisco. Appointments may be scheduled for any day of the week.

**VI. HSA Responsibilities**

- A. HSA-OCR will report performance feedback to the Contractor.
- B. Provide ongoing technical assistance related to, but not limited to, overall service implementation, and allowable activities and expenses.
- C. Communicate in a timely fashion the service needs of the agency at various locations and develop appropriate service plans with vendor.
- D. Act as the final authority regarding service provision questions and the handling of grievances.
- E. Review and process invoices for payments.
- F. HSA will monitor all vendors during the course of the contract. Monitoring will include, but may not be limited to, the following requirements:
  - Monitor service delivery
  - Verify the contracted scope has been implemented
  - Observe service provision
  - Review vendor service files
  - Monitor and review service performance in relationship to stated contractual terms and conditions

**VII. Contractor Responsibilities**

- A. If services (as described in Section IV) provided are deemed less than satisfactory by HSA-OCR, Contractor will resolve the matter and/or assign a new interpreter before a subsequent interpretation request is executed.
- B. Failure to address issues raised by HSA-OCR may lead to discontinuation of the contract.
- C. To verify services rendered, Contractor shall provide HSA-OCR with certification forms that are clear and legible. Contractor acknowledges payment may be delayed due to missing, incomplete, or illegible certification forms.

- D. Enact and maintain a strict confidentiality policy adhering to the City and HSA standards described in the contract agreement.
- E. Staff working with children, seniors and other social services clients must require background checks.

**VIII. Service Objectives**

Contractor will meet the following service objective:

***Oral Interpretation***

- A. 100% of oral translation referrals responded within two hours.
- B. 100% of oral translations occurring within 24 hours of request.

**IX. Outcome Objectives**

Contractor will meet the following outcome objectives:

***Oral Interpretation***

- A. Random testing of translations by HSA will have an accuracy rate of no less than 90%.
- B. 90% of oral translation referrals received will be provided.

**X. Monthly Reporting**

Contractor will provide a monthly report for the oral interpretation services. The monthly reporting will include the client's name, requestor name, date of service, start time and end time, location, program name, number of clients served (when applicable), number of hours and the service(s) provided.

**Appendix B-2 - Calculation of Charges**  
**International Effectiveness Center**  
**7/1/2018-6/30/2022**  
**Updated 7/1/21**

- I. Contractor will bill for each project according to the following rate schedule for oral interpretation services:

Language	Interpreting Rate/per hour**	Interpreting Rate/per day
Spanish and Russian*	\$50	\$320
Arabic	\$70	5% Discount
Laotian, Mien, Hmong, Cambodian,	\$75	5% Discount
Vietnamese*	\$55	\$400
Cantonese, Mandarin*	\$50	\$320
Punjabi, Hindi, Urdu, Dari	\$65	5% Discount
Amharic/Tigrinya	\$65	5% Discount
Mongolian	\$55	5% Discount
Korean, Toisan	\$55	5% Discount
Filipino (Tagalog*)	\$65	5% Discount
All others	\$75	5% Discount

\* There will be a one-hour minimum charge for Spanish, Cantonese/Mandarin, Vietnamese, Russian, and Filipino (Tagalog). For all other languages, there is a two-hour minimum charge. If IEC utilizes its in-house interpreters, no minimum hours charge will apply.

- Cancellation: cancellation received less than 24 hours before the requested date of service will incur 100% of the total estimated costs.
- No mileage/parking/rush charges.
- Free estimates always provided.
- Simultaneous interpreting equipment rental  
Standard: \$10 per headphone  
\$75 for Receiver (one per interpreter)  
\$0.80 per lb. shipping (25 headphones are about 50 lbs.)

- II. Invoices submitted for payment will include the client's name, requestor's name, date of service, start time and end time, location, program name, number of hours and the service(s) provided.
- III. The total contract amount is **\$1,670,000** plus 10% contingency for a total not to exceed of **\$1,837,000** for the period **July 1, 2018 to June 30, 2022**.