



RI Purchase Agreement Amendment Report

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
ONE CAPITOL HILL
PROVIDENCE RI 02908

CENTER FOR SOUTHEAST ASIANS
270 ELMWOOD AVE
PROVIDENCE, RI 02907
United States

Amendment Date: 11-JUN-13
Original Award Date: 05-APR-12
Buyer: C McGurn
Phone #:
FOB: Destination
Terms: NET 30
Vendor # 2499

S H I P T O	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States	Change Order Number 2 Award Number 3273286 Effective Period 09-APR-12 - 11-JUN-13	I N V O I C E	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States

MPA 54 - (CR 34) INTERPRETING AND TRANSLATION SERVICES MPA 54 - (CR 34)

Description			Bid Number	Change Order Req#	
MPA 54 - (CR 34) INTERPRETING AND TRANSLATION SERVICES MPA 54 - (CR 34)					
Line #	Code	Class-Item	Quantity	Unit	Unit Price
		3273286 IS CANCELED VENDOR CHANGE: FROM: SOCIO-ECONOMIC DEVELOPMENT CENTER FOR SEA TO: CENTER FOR SOUTHEAST ASIANS PO 3328790 REPLACES PO 3273286 AND IS ISSUED TO CENTER FOR SOUTHEAST ASIANS FOR THE REMAINDER OF THE CONTRACT			

STATE PURCHASING AGENT
Lorraine A. Hynes



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 ONE CAPITOL HILL
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SOCIO-ECONOMIC DEVELOPMENT CENTER FOR SEA
 270 ELMWOOD AVE
 PROVIDENCE, RI 02907
 United States

Amendment Date: 31-MAY-13
 Original Award Date: 05-APR-12
 Buyer: C McGurn
 Phone #:
 FOB: Destination
 Terms: NET 30
 Vendor # 2499

S H I P T O	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States	I N V O I C E	Change Order Number 1 Award Number 3273286 Effective Period 09-APR-12 - 30-JUN-14	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States
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MPA 54 - (CR 34) INTERPRETING AND TRANSLATION SERVICES MPA 54 - (CR 34)

Description			Bid Number	Change Order Req#	
MPA 54 - (CR 34) INTERPRETING AND TRANSLATION SERVICES MPA 54 - (CR 34)					
Line #	Code	Class-Item	Quantity	Unit	Unit Price
		CHANGE TO PO #3273286 CHANGE EFFECTIVE PERIOD: FROM: 4/9/2012 - 6/30/2013 TO: 4/9/2012 - 6/30/2014 EXTENDED DUE TO CONTRACT TERM.			

STATE PURCHASING AGENT
 Lorraine A. Hynes



Notice of Contract Purchase Agreement

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MPA 54 - (CR 34) INTERPRETING AND TRANSLATION SERVICES MPA 54 - (CR 34)	
Award Number 3273286	Effective Period: 09-APR-12 - 30-JUN-13

S H I P T O	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States
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Date: 05-APR-12
Buyer: C McGurn
Shipping: Paid
Terms: NET 30
Vendor#: 2499

I N V O I C E	MASTER PRICE AGREEMENT SEE BELOW RELEASE AGAINST, RI MPA United States
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Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

4/9/2012 - 6/30/2013

INTERPRETING AND TRANSLATIONS SERVICES IN ACCORDANCE WITH THE PLANS, SPECIFICATIONS AND DOCUMENTS (CR-34)

MASTER AGREEMENT #54 (CR-34)

RENEWABLE FOR (THREE) ADDITIONAL YEARS
AT THE SOLE OPTION OF THE STATE

VENDOR CONTACT:
SOCIO ECONOMIC DEVELOPMENT CENTER FOR SEA, INC
270 ELMWOOD AVE
PROVIDENCE, RI 02907

EMERGENCY AND AFTER HOURS CONTACT IS SOCIO ECONOMIC DEVELOPMENT CENTER FOR SEA, INC
BUSINESS HOURS: 401-274-8811
AFTER HOURS: 401-419-3507
FAX: 401-274-8877
EMAIL: LANGUAGE BANK@SEDSCEA.ORG
EMERGENCY OVERNIGHT: HOME:

CANCELLATION POLICY:
CANCELLATIONS MADE LESS THAN 24 HOURS BEFORE THE APPOINTMENT WILL BE CHARGED FOR THE HOURS REQUESTED.

SOCIO ECONOMIC DEVELOPMENT CENTER FOR SOUTHEAST ASIANS (SEDC-SEA) WILL PROVIDE INTERPRETING/TRANSLATIONS SERVICES TO RI CITIES AND TOWNS AT THE SAME RATES OFFERED TO THE STATE OF RI.

THIS CONTRACT COVERS INTERPRETERS WHO TRANSLATE THE SPOKEN WORD.
INTERPRETER INCLUDES BUT IS NOT LIMITED TO, AN ORAL INTERPRETER, A SIGN LANGUAGE INTERPRETER, OR A DEAF-BLIND INTERPRETER, DEPENDING UPON THE NEEDS OF THE INDIVIDUAL WHO IS DEAF OR HEARING IMPAIRED

STATE PURCHASING AGENT
Lorraine A. Hynes

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at www.purchasing.ri.gov. Delivery of goods or services as described herein shall be deemed acceptance of these terms. Incomplete



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Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

PLEASE NOTE THAT MPA #54 (CR 34) IS LIMITED TO ORAL INTERPRETERS SEE MPA #358 FOR SIGN LANGUAGE INTERPRETATION.

TRANSLATORS ARE CONSIDERED TO BE INDIVIDUALS WHO TRANSLATE THE WRITTEN WORD.

RECORDS RETENTION

ALL RECORDS, BOOKS, AND DOCUMENTS REASONABLY RELATED TO THIS CONTRACT SHALL BE MAINTAINED AND KEPT BY CONTRACTOR FOR A MINIMUM OF THREE (3) YEARS AFTER TERMINATION OR EXPIRATION OF THIS CONTRACT. IF ANY LITIGATION, CLAIM, OR AUDIT INVOLVING THESE DOCUMENTS AND/OR RECORDS BEGINS BEFORE THE SPECIFIED PERIOD EXPIRES, CONTRACTOR MUST KEEP THE RECORDS AND DOCUMENTS FOR NOT LESS THAN THREE (3) YEARS AND UNTIL ALL LITIGATION, CLAIMS, OR AUDIT FINDINGS ARE RESOLVED, WHICHEVER IS LATER. CONTRACTOR IS STRICTLY PROHIBITED FROM DESTROYING OR DISCARDING ANY RECORDS, BOOKS, OR OTHER DOCUMENTS REASONABLY RELATED TO THIS CONTRACT, UNLESS THE TIME PERIOD FOR MAINTAINING SUCH UNDER THIS SUBSECTION HAS LAPSED.

DOCUMENTATION OF SERVICES PERFORMED

INTERPRETERS SHALL SIGN IN AND SIGN OUT ON A DAILY BASIS FOR EACH DAILY ASSIGNMENT/SERVICE WITH EACH REQUESTING COURT(S) AND/OR USER DEPARTMENT(S) WRITTEN DOCUMENTATION OF THE SERVICES PERFORMED SHALL INCLUDE ACTUAL ARRIVAL AND DEPARTURE TIME, CAUSE OR CASE NUMBER, AND BE SIGNED BY THE PRESIDING JUDGE OR AUTHORIZED COURT OR DEPARTMENT. A COPY OF THE SIGN-IN/SIGN-OUT FORM MUST BE LEFT WITH EACH REQUESTING COURT(S) AND/OR USER DEPARTMENT(S) STATE WILL ONLY PAY THE MINIMUM SERVICE FEE/CHARGE OR THE HOURS ACTUALLY WORKED (EXCLUDING LUNCH), OR WHICHEVER IS GREATER, FOR EACH ASSIGNMENT AS OUTLINED IN CONTRACTOR'S PAY RATES. THE STATE FORM USED FOR WRITTEN DOCUMENTATION OF SERVICE PERFORMED SHALL BE FOR THE PURPOSE OF DETERMINING THE LANGUAGE INTERPRETED/TRANSLATED AND THE TIME SPENT; HOWEVER, THE FORM DOES NOT DIRECTLY DETERMINE CONTRACTOR'S FEE. THE DETERMINATION OF THE FEE THE CONTRACTOR CHARGES THE STATE IS BASED ON THE RELEVANT RATE AS DELINEATED IN THE BID PROPOSAL SECTION MULTIPLIED BY THE DOCUMENTED HOURS

MEETINGS

CONTRACTOR IS REQUIRED TO HOLD AT LEAST TWO (2) MEETINGS WITH VARIOUS STATE COURTS AND/OR USER DEPARTMENTS DURING THE TERM OF THIS CONTRACT AND AT LEAST ONE (1) MEETING ONE (1) MONTH PRIOR TO ANY

STATE PURCHASING AGENT
Lorraine A. Hynes



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United States

MPA 54 - (CR 34) INTERPRETING
AND TRANSLATION SERVICES MPA
54 - (CR 34)

Award Number: 3273286
Effective Period: 09-APR-12 -
30-JUN-13

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SEE BELOW
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Date: 05-APR-12
Buyer: C McGurn
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SEE BELOW
RELEASE AGAINST, RI MPA
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Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

RENEWAL OF THIS CONTRACT IF STATE FINDS IT NECESSARY. AS REQUESTED BY STATE, THE PARTIES SHALL PERIODICALLY MEET AT A LOCATION DESIGNATED BY THE PARTIES OR CONDUCT A TELEPHONE CONFERENCE CALL TO DISCUSS THE PERFORMANCE OF THE PARTIES' RESPECTIVE OBLIGATIONS HEREUNDER. IN ORDER TO FACILITATE PROPER MANAGEMENT OF THE PERFORMANCE OF THIS CONTRACT, CONTRACTOR SHALL, AT EACH SUCH MEETING, PROVIDE STATE WITH WRITTEN DOCUMENTATION OF ANY PROBLEM OR CIRCUMSTANCE ENCOUNTERED BY CONTRACTOR WHICH (i) MAY PREVENT OR TEND TO PREVENT CONTRACTOR FROM COMPLETING ANY OF ITS OBLIGATIONS HEREUNDER, OR (ii) MAY CAUSE OR TEND TO CAUSE STATE TO GENERATE UNNECESSARY OR EXCESSIVE FEES OR OTHER CHARGES UNDER THIS CONTRACT.

BACKGROUND CHECK

THE STATE RESERVES THE RIGHT TO CONDUCT CRIMINAL BACKGROUND CHECKS ON ANY AND ALL OF CONTRACTOR'S PERSONNEL ASSIGNED TO THIS CONTRACT, INCLUDING INTERPRETERS/TRANSLATORS PROVIDING SERVICES HEREUNDER. IN THE EVENT AN INDIVIDUAL'S FILE/BACKGROUND CHECK PROVES OTHER THAN SATISFACTORY, AS DETERMINED SOLELY BY STATE, STATE RESERVES THE RIGHT TO HAVE THE INDIVIDUAL(S) IMMEDIATELY REMOVED FROM PERFORMING UNDER THIS CONTRACT AND REPLACED BY ACCEPTABLE PERSONNEL AT NO ADDITIONAL COST TO STATE

REPORTING

CONTRACTOR AGREES TO SUBMIT ALL REQUIRED DOCUMENTATION AND REPORTS ON A TIMELY BASIS AND IN ACCORDANCE WITH THE SPECIFIED TIME FRAMES PURSUANT TO THIS CONTRACT. PENALTIES FOR DELINQUENT REPORTING MAY INCLUDE WITHHOLDING OF PAYMENTS UNTIL SUCH TIME ALL REPORTS ARE RECEIVED, CANCELLATION AND/OR TERMINATION OF THIS CONTRACT WITH NO OBLIGATION TO PAY FOR UNDOCUMENTED SERVICES, OR BOTH. CONTRACTOR SHALL NOT BE RESPONSIBLE, AND SHALL NOT BE PENALIZED, FOR STATE'S LOSS OF DOCUMENTATION AND REPORTS

AUDIT

THE STATE AUDITOR, IT ASSIGNS, OR ANY OTHER GOVERNMENTAL ENTITY APPROVED BY THE STATE SHALL HAVE THE UNRESTRICTED RIGHT TO AUDIT ALL DATA OR DOCUMENTS RELATED TO THIS CONTRACT SUCH DATA SHALL BE FURNISHED IN CONTRACTOR'S OFFICES AT A MUTUALLY CONVENIENT TIME WITHIN A REASONABLE TIME. SHOULD STATE DETERMINE IT REASONABLY NECESSARY, CONTRACTOR SHALL MAKE ALL OF ITS RECORDS, BOOKS, AND DOCUMENTS REASONABLY RELATED TO THIS CONTRACT AVAILABLE TO AUTHORIZED STATE PERSONNEL, AT REASONABLE TIMES AND WITHIN REASONABLE PERIODS, FOR INSPECTION OR AUDITING PURPOSES OR TO SUBSTANTIATE THE PROVISIONS OF SERVICES UNDER THIS CONTRACT

STATE PURCHASING AGENT

Lorraine A. Hynes

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Department	Type of Requisition	Bid Number	Requisition Number
		N/A	

STATE PURCHASING AGENT

Lorraine A. Hynes

Contract Terms and Conditions

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Terms and Conditions

PURCHASE ORDER STANDARD TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR THIS PURCHASE ORDER

INSURANCE REQUIREMENTS (ADDITIONAL)

ANNUAL RENEWAL INSURANCE CERTIFICATES FOR WORKERS' COMPENSATION, PUBLIC LIABILITY, PROPERTY DAMAGE INSURANCE, AUTO INSURANCE, PROFESSIONAL LIABILITY INSURANCE (AKA ERRORS & OMISSIONS), BUILDER'S RISK INSURANCE, SCHOOL BUSING AUTO LIABILITY, ENVIRONMENTAL IMPAIRMENT (AKA POLLUTION CONTROL), VESSEL OPERATION (MARINE OR AIRCRAFT) PROTECTION & INDEMNITY, ETC., MUST BE SUBMITTED TO THE SPECIFIC AGENCY IDENTIFIED IN THE "BILL TO" SECTION OF THE PURCHASE ORDER. CERTIFICATES ARE ANNUALLY DUE PRIOR TO THE BEGINNING OF ANY CONTRACT PERIOD BEYOND THE INITIAL TWELVE-MONTH PERIOD OF A CONTRACT. FAILURE TO PROVIDE ANNUAL INSURANCE CERTIFICATION MAY BE GROUNDS FOR CANCELLATION

MULTI YEAR AWARD

THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES

PURCHASE AGREEMENT AWARD

THIS IS A NOTICE OF AWARD, NOT AN ORDER. Any quantity reference in the agreement or in the bid preceding it are estimates only and do not represent a commitment on the part of the state to any level of billing activity, other than for quantities or volumes specifically released during the term. No action is to be taken except as specifically authorized, as described herein under AUTHORIZATION AND RELEASE ENTIRE AGREEMENT - This NOTICE OF AWARD, with all attachments, and any release(s) against it shall be subject to: (1) the specifications, terms and conditions set forth in the Request/Bid Number cited herein, (2) the General Terms and Conditions of Contracts for the State of Rhode Island and (3) all provisions of, and the Rules and Regulations promulgated pursuant to, Title 37, Chapter 2 of the General Laws of the State of Rhode Island. This NOTICE shall constitute the entire agreement between the State of Rhode Island and the Vendor. No assignment of rights or responsibility will be permitted except with the express written permission of the State Purchasing Agent or his designee. CANCELLATION, TERMINATION and EXTENSION - This Price Agreement shall automatically terminate as of the date(s) described under CONTRACT PERIOD unless this Price Agreement is altered by formal amendment by the State Purchasing Agent or his designee upon mutual agreement between the State and the Vendor

AUTHORIZATION AND RELEASE

In no event shall the Vendor deliver goods or provide service until such time as a duly authorized release document is certified by the ordering Agency. A Direct Purchase Order (DPO) shall be created by the agency listing the items ordered, using the pricing and format set forth in the Master Blanket. All pricing

shall be as described in the Master Blanket and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein. All prices include prepaid freight. Freight, taxes, surcharges, or other additional charges will not be honored unless reflected in Master Blanket.

BLANKET PAYMENT

DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY. PAYMENTS WILL BE AUTHORIZED UPON SUBMISSION OF PROPERLY RENDERED INVOICES NO MORE THAN MONTHLY TO THE RECEIVING AGENCY. ANY UNUSED BALANCE AT END OF BLANKET PERIOD IS AUTOMATICALLY CANCELLED.

EQUAL OPPORTUNITY COMPLIANCE

THIS PURCHASE ORDER IS AWARDED SUBJECT TO EQUAL OPPORTUNITY COMPLIANCE.

CAMPAIGN FINANCE COMPLIANCE

EVERY PERSON OR BUSINESS ENTITY PROVIDING GOODS OR SERVICES AT A COST OF \$5000 CUMULATED VALUE IS REQUIRED TO FILE AN AFFIDAVIT REGARDING POLITICAL CAMPAIGN CONTRIBUTIONS WITH THE RI STATE BOARD OF ELECTIONS EVEN IF NO REPORTABLE CAMPAIGN CONTRIBUTIONS HAVE BEEN MADE (RI GENERAL LAW 17-27) FORMS OBTAINED AT BOARD OF ELECTIONS, CAMPAIGN FINANCE DIVISION, 50 BRANCH AVENUE PROVIDENCE 02904 (401-222-2056).

ARRA SUPPLEMENTAL TERMS AND CONDITIONS

For contracts and sub-awards funded in whole or in part by the American Recovery and Reinvestment Act of 2009 Pub L No. 111-5 and any amendments thereto, such contracts and sub-awards shall be subject to the Supplemental Terms and Conditions For Contracts and Sub-awards Funded in Whole or in Part by the American Recovery and Reinvestment Act of 2009. Pub L.No 111-5 and any amendments thereto located on the Division of Purchases website at www.purchasing.ri.gov."

TERMS AND CONDITIONS OF PRICING AGREEMENT

SCOPE AND LIMITATIONS - This Agreement covers requirements as described herein, ordered by State agencies during the Agreement Period. No additional or alternative requirements are covered, unless added to the Agreement by formal amendment by the State Purchasing Agent or his designee.

Under State Purchasing Law, 37-2-54, no purchase or contract shall be binding on the state or any agency thereof unless approved by the department [of administration] or made under general regulations which the chief purchasing officer may prescribe. Under State Purchasing Regulation 8 2 1 1 2, any alleged oral agreement or arrangements made by a bidder or contractor with any agency or an employee of the Office of Purchases may be disregarded and shall not be binding on the state

PRODUCT ACCEPTANCE - All merchandise offered or otherwise provided shall be new, of prime manufacture, and of first quality unless otherwise specified by the State. The State reserves the right to reject all nonconforming goods, and to cause their return for credit or replacement, at the State's option

- a) Failure by the state to discover latent defect(s) or concealed damage or non-conformance shall not foreclose the State's right to subsequently reject the goods in question.
- b) Formal or informal acceptance by the State of non-conforming goods shall not constitute a precedent for successive receipts or procurements.

Where the vendor fails to cure the defect promptly or replace the goods, the State reserves the right to cancel the Release, contract with a different vendor, and to invoice the original vendor for any differential in price over the original contract price

ORDER AUTHORIZATION AND RELEASE AGAINST PRICING AGREEMENT

In no event shall the Vendor deliver goods or provide service until such time as a duly authorized

release document is certified by the ordering Agency.

State Agencies shall request release as follows: All releases shall reference the Price Agreement number, the Contract Issue number, the item(s) covered, and the unit pricing in the same format as described herein.

A Department Purchase Order (DPO) listing the items ordered shall be created by the agency. The agency may mail or fax a copy of the order to the Vendor. In some cases the agency may request delivery by telephone, but must provide the Vendor with a DPO Order Number reference for billing purposes. Vendors are encouraged to require written orders to assure payments are processed accurately and promptly.

DELIVERY - If this is an MPA, Vendor will obtain "ship to" information from each participating agency. This information will be contained in the DPO. APA delivery information will be contained in the Notice of Award.

PRICING - All pricing shall be as described herein, and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein. All prices include prepaid freight. Freight, taxes, surcharges, or other additional charges will not be honored unless reflected herein.

INVOICING - All invoices shall reference the DPO Order Number(s), Price Agreement number, the Contract Issue number, the item(s) covered, and the unit pricing in the same format as described herein. If this is an MPA, Vendor will obtain "bill to" information from each participating agency. This information will be contained in the DPO. APA billing information will be contained in the Notice of Award.

PAYMENT - Invoices for items not received, not priced according to contract or for work not yet performed will not be honored. No payment will be processed to any vendor for whom there is no IRS W-9 on file with the State Controller.

CHARGES PERMITTED

NO CHARGES OTHER THAN PARTS AND LABOR ON THE JOB - NO TRAVEL, NO MILEAGE,
NO MISCELLANEOUS CHARGES, NO PORTAL TO PORTAL.



Socio-Economic Development Center for Southeast Asians (SEDC-SEA)

Main Office • 270 Elmwood Avenue • Providence, Rhode Island 02907
Phone: 401.274.8811 • Fax: 401.274.8877

Branch Office • 727 Front Street, Suite 110 • Woonsocket, Rhode Island 02895
Phone: 401.762.0343 • Fax: 401.762.1459

INTERNATIONAL LANGUAGE BANK

About Us

The mission of SEDC is to promote the evolution of healthy and productive citizens among people with roots in Southeast Asia by facilitating their transition to life in America while cultivating their heritage; and to encourage their involvement in the design and implementation of efforts that support economic development, family harmony, and community well-being.

The Socio-Economic Development Center for Southeast Asians (SEDC-SEA) is a statewide non-profit organization dedicated to the promotion and integration of Southeast Asian culture while empowering the community by focusing on equality and self-sufficiency. SEDC-SEA builds dignity and integrity, by cultivating leadership and developing personal and social responsibility. SEDC-SEA promotes social and professional networks, allowing multi-cultural families in Rhode Island to live healthy and prosperous lives through learning and networking opportunities, while utilizing existing resources to establish self-sufficiency.

All profits from the International Language Bank directly fund the social services that SEDC-SEA provides to the Providence community. By choosing SEDC-SEA's International Language Bank to fulfill your interpretation and translation needs, you are helping lower-income community members to obtain food, education, protection from domestic violence, and many other services that they can receive from SEDC-SEA's programs. Businesses that advertise their use of SEDC's Language Bank might earn respect and goodwill in the Southeast Asian community in Providence.

Services

The International Language Bank provides in-person interpretation, document translation, over-the-phone interpreting and 24 hour emergency services from qualified experts in over 30 different languages.

The Language Bank is available 24 hours a day, 7 days a week

- Business Hours: **(401) 274-8811**
- After Hours: **(401) 419-3507**
- Fax: **(401) 274-8877**
- Email: language.bank@sedcsea.org

Fees and Charges

- In-Person Interpreting for legal setting: \$55 per hour (minimum of 2 hours)
- In-Person Interpreting for all others: \$50 per hour (minimum of 1 hour)
- American Sign Language for all: \$80 per hour (minimum of 2 hours)
- Over-the-Phone Interpreting: \$20 per phone call
- Document Translations for Spanish and Portuguese: \$.50 per word
- Document Translations for all other languages: \$.60 per word

Cancellations:

- Cancellations made less than 24 hours before the appointment will be charged for the hours requested