



**Contract Number**  
20-ROV-04

**SAP Number**  
4400015157

## Registrar of Voters

<b>Department Contract Representative</b>	Bob Page
<b>Telephone Number</b>	909-387-2100
<b>Contractor</b>	Keller Translation Development Services LLC. Dba GlobalReady
<b>Contractor Representative</b>	James Keller
<b>Telephone Number</b>	805-405-0839
<b>Contract Term</b>	Upon full execution through June 30, 2025
<b>Original Contract Amount</b>	Not to exceed \$100,000 annually
<b>Amendment Amount</b>	
<b>Total Contract Amount</b>	Not to exceed \$100,000 annually
<b>Cost Center</b>	6800001000

### IT IS HEREBY AGREED AS FOLLOWS:

**WHEREAS**, the County of San Bernardino (County) desires translation and interpretation services of election specific material as required by the Registrar of Voters, as further described in a statement of work (the "Services"); and

**WHEREAS**, the County conducted a competitive process to find Keller Translation Development Services, LLC dba GlobalReady (Contractor) to provide translation and interpretation services, and

**WHEREAS**, based upon and in reliance on the representations of Contractor in its response to the County's Request for Proposals, the County finds Contractor qualified to provide translation and interpretation services; and

**WHEREAS**, the County desires that such services be provided by Contractor and Contractor agrees to perform these services as set forth below;

**NOW, THEREFORE**, the County and Contractor mutually agree to the following terms and conditions:

**A. DEFINITIONS**

- A.1. After-Hours – After-hours are considered before or after business hours, twenty-four hours a day, seven days a weeks (24/7).
- A.2. American Sign Language (ASL) – A visual-gestural language used primarily by members of the North American Deaf community.
- A.3. Ballot Measure – A piece of proposed legislation to be approved or rejected by eligible voters.
- A.4. Business Hours – Monday through Friday, 8 a.m. to 5 p.m.
- A.5. Candidate Statement – Candidates running for an office may pay to include a personalized statement to be published in the Voter Information Guide.
- A.6. Election: A single election event administered by the County including any absentee and early voting activity associated with the election event. Election shall not mean any follow-on events occurring after the initial election event, including without limitations, run-offs or recall replacements elections. Any follow on event shall be considered an Election in and of itself.
- A.7. Interpret – To translate what is said or singed in one language into another language, including ASL.
- A.8. Interpretation – The conversion of live speech from one language into another.
- A.9. Interpreter – An individual paid to listen to a person speaking in one language and converse the spoken words to another individual(s), in that individual's language.
- A.10. Language Services – Translation and Interpretation services.
- A.11. Project – means all the materials needing translation for a specific event or election.
- A.12. Registrar of Voters (ROV) – The San Bernardino County Registrar of Voters is responsible for all aspects of the election process for the County's residents. The Registrar of Voters administers all local, state and federal elections in the County of San Bernardino, including the management of voting systems, the employment and training of poll workers, election ballot processing, and vote tallying.
- A.13. Sign Language – A formal language utilizing the technique of hand gestures for communication.
- A.14. Secretary of State (SOS): The State of California Agency statutorily empowered to oversee all federal and state elections within California and which tests and certifies all voting equipment used in the state.
- A.15. Services: Includes Section B, Scope of Work in Attachment A, and all requirements for services, supplies, support and maintenance identified in this Contract.
- A.16. Telephonic Interpretation – Interpretation conducted on the phone as opposed to face-to-face.
- A.17. Translate – To convert into one's own or another language in writing.
- A.18. Translation – The conversion of written text from one language into another.
- A.19. Translator – An individual paid to convert written text from one language to another.

- A.20.** Voter Information Guide – Contains a sample of the ballot and information about local candidates and ballot measures, and location of polling places.

**B. CONTRACTOR RESPONSIBILITIES**

- B.1.** Provide accurate translation and interpretation of all documents and conversation, on an as-requested basis for Services and Language Services.
- B.2.** Assign a Contractor project manager (“Contractor Project Manager”) to oversee and coordinate the Services and Language Services provided under this Contract. The Contractor project manager will be the primary contract for all Services and Language Services requirements by ROV. The Contractor project manager will be responsible for the Services and Language Services, including all deliverables, planning, coordination, product delivery, issue resolution and for all administration matters such as invoice and payments.
- B.3.** Provide invoices to County pursuant to the price schedule in Attachment B and the fiscal provisions described in Section F herein.
- B.4.** Provide Services and Language Services described in Attachment A, Scope of Work.
- B.5.** Provide a Client Portal or File Transfer Protocol (FTP) site in order to transmit the project needs.
- B.6.** Assign experienced and professional Translators and Interpreters who are proficient in English and the requested foreign language.
- B.7.** Provide adequate staff to meet the demand and strict deadlines set by the Secretary of State.
- B.8.** Provide high quality and consistent work product for the services required by the County.
- B.9.** Provide written Translation and Interpretation materials within 24-48 hours from the request in electronic format. Electronic copy must be sent through Client Portal or FTP site.
- B.10.** Collaborate with the County at least 15 days prior to each project to discuss expected days, deadlines and potential workload.
- B.11.** Provide a toll-free telephone number to access interpreters for immediate and/or scheduled use.
- B.12.** Provide an accurate interpretation of all conversations on an as-requested basis for services and languages as outlined in Attachment B.

**C. GENERAL CONTRACT REQUIREMENTS**

**C.1 Recitals**

The recitals set forth above are true and correct and incorporated herein by this reference.

**C.2 Contract Amendments**

Contractor agrees any alterations, variations, modifications, or waivers of the provisions of the Contract, shall be valid only when reduced to writing, executed and attached to the original Contract and approved by the person(s) authorized to do so on behalf of Contractor and County.

**C.3 Contract Assignability**

Without the prior written consent of the County, the Contract is not assignable by Contractor either in whole or in part.

**C.4 Contract Exclusivity**

This is not an exclusive Contract. The County reserves the right to enter into a contract with other contractors for the same or similar services. The County does not guarantee or represent that the Contractor will be permitted to perform any minimum amount of work, or receive compensation other than on a per order basis, under the terms of this Contract.

**C.5 Attorney's Fees and Costs**

If any legal action is instituted to enforce any party's rights hereunder, each party shall bear its own costs and attorney fees, regardless of who is the prevailing party. This paragraph shall not apply to those costs and attorney fees directly arising from a third-party legal action against a party hereto and payable under Indemnification and Insurance Requirements.

**C.6 Background Checks for Contractor Personnel**

Contractor shall ensure that its personnel (a) are authorized to work in the jurisdiction in which they are assigned to perform Services; (b) do not use legal or illegal substances in any manner which will impact their ability to provide Services to the County; and (c) are not otherwise disqualified from performing the Services under applicable law. If requested by the County and not in violation of applicable law, Contractor shall conduct a background check, at Contractor's sole expense, on all its personnel providing Services. If requested by the County, Contractor shall provide the results of the background check of each to the County. Such background check shall be in the form generally used by Contractor in its initial hiring of employees or contracting for contractors or, as applicable, during the employment-screening process but must, at a minimum, have been performed within the preceding 12-month period. Contractor personnel who do not meet the County's hiring criteria, in County's sole discretion, shall not be assigned to work on County property or Services, and County shall have the right, at its sole option, to refuse access to any Contract personnel to any County facility.

Contractor shall follow the Registrar of Voters Criminal Conviction Guidelines for all employees or subcontractors providing Services or Language Services to County under this Contract. The Registrar of Voters Criminal Conviction Policy requires the following:

Fraud, election or other, or identify theft convictions – no hire

Misdemeanor convictions:

Five (5) or more years previously – no action

Less than five (5) years previously – the County will review on a case by case, based on specific charge

Felony convictions:

Five (5) or more years previously – case by case, based on specific charge

Less than five (5) years previously – no hire

**C.7 Change of Address**

Contractor shall notify the County in writing, of any change in mailing address within ten (10) business days of the change.

**C.8 Choice of Law**

This Contract shall be governed by and construed according to the laws of the State of California.

**C.9 Compliance with County Policy**

In performing the Services and while at any County facilities, Contractor personnel (including subcontractors) shall (a) conduct themselves in a businesslike manner; (b) comply with the policies, procedures, and rules of the County regarding health and safety, and personal, professional and ethical conduct; (c) comply with the finance, accounting, banking, Internet, security, and/or other applicable standards, policies, practices, processes, procedures, and

controls of the County; and (d) abide by all laws applicable to the County facilities and the provision of the Services, and all amendments and modifications to each of the documents listed in subsections (b), (c), and (d) (collectively, "County Policies"). County Policies, and additions or modifications thereto, may be communicated orally or in writing to Contractor or Contractor personnel or may be made available to Contractor or Contractor personnel by conspicuous posting at a County facility, electronic posting, or other means generally used by County to disseminate such information to its employees or contractors. Contractor shall be responsible for the promulgation and distribution of County Policies to Contractor personnel to the extent necessary and appropriate.

County shall have the right to require Contractor's employees, agents, representatives and subcontractors to exhibit identification credentials issued by County in order to exercise any right of access under this Contract.

**C.10 Confidentiality**

Contractor shall protect from unauthorized use or disclosure names and other identifying information concerning persons receiving Services pursuant to this Contract, except for statistical information not identifying any participant. Contractor shall not use or disclose any identifying information for any other purpose other than carrying out the Contractor's obligations under this Contract, except as may be otherwise required by law. This provision will remain in force even after the termination of the Contract.

**C.11 Primary Point of Contact**

Contractor will designate an individual to serve as the primary point of contact for the Contract. Contractor or designee must respond to County inquiries within two (2) business days. Contractor shall not change the primary contact without written acknowledgement to the County. Contractor will also designate a back-up point of contact in the event the primary contact is not available.

**C.12 County Internship Initiative**

Contractor agrees to be contacted by the County to solicit its participation in an internship initiative known as GenerationGo! Career Pathways, involving the potential placement and hiring of interns by Contractor's business. Contractor is encouraged, and agrees to make good faith efforts, to utilize the County's program to aid the **County's Vision for a skilled workforce and jobs that create countywide prosperity**, and its **goal to Create, Maintain and Grow Jobs and Economic Value in the County**. The County's objective with its internship initiative is to focus on training, education, employment and support services to develop a more highly-educated and trained workforce. When participating in the County's internship initiative, the Contractor remains an independent contractor and shall not be construed as agents, officers, or employees of the County. More information about the County's GenerationGo! Career Pathways Program can be located at <http://wp.sbcounty.gov/workforce/career-pathways/>.

**C.13 County Representative**

The *Registrar of Voters* or his/her designee shall represent the County in all matters pertaining to the services to be rendered under this Contract, including termination and assignment of this Contract, and shall be the final authority in all matters pertaining to the Services by Contractor. If this contract was initially approved by the San Bernardino County Board of Supervisors, then the Board of Supervisors must approve all amendments to this Contract.

**C.14 Damage to County Property**

Contractor shall repair, or cause to be repaired, at its own cost, all damages to County vehicles, facilities, buildings or grounds caused by the willful or negligent acts of Contractor or its employees or agents. Such repairs shall be made immediately after Contractor becomes aware of such damage, but in no event later than thirty (30) days after the occurrence.

If the Contractor fails to make timely repairs, the County may make any necessary repairs. The Contractor, as determined by the County, shall repay all costs incurred by the County for such repairs, by cash payment upon demand, or County may deduct such costs from any amounts due to the Contractor from the County, as determined at the County's sole discretion.

**C. 15 Debarment and Suspension**

Contractor certifies that neither it nor its principals or subcontractors is presently disbarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency. (See the following United States General Services Administration's System for Award Management website <https://www.sam.gov>). Contractor further certifies that if it or any of its subcontractors are business entities that must be registered with the California Secretary of State, they are registered and in good standing with the Secretary of State.

**C.16 Drug and Alcohol Free Workplace**

In recognition of individual rights to work in a safe, healthful and productive work place, as a material condition of this Contract, the Contractor agrees that the Contractor and the Contractor's employees, while performing service for the County, on County property, or while using County equipment:

- C.16.1** Shall not be in any way impaired because of being under the influence of alcohol or an illegal or controlled substance.
- C.16.2** Shall not possess an open container of alcohol or consume alcohol or possess or be under the influence of an illegal or controlled substance.
- C.16.3** Shall not sell, offer, or provide alcohol or an illegal or controlled substance to another person, except where Contractor or Contractor's employee who, as part of the performance of normal job duties and responsibilities, prescribes or administers medically prescribed drugs.

The Contractor shall inform all employees that are performing service for the County on County property, or using County equipment, of the County's objective of a safe, healthful and productive work place and the prohibition of drug or alcohol use or impairment from same while performing such service for the County.

The County may terminate for default or breach of this Contract and any other Contract the Contractor has with the County, if the Contractor or Contractor's employees are determined by the County not to be in compliance with above.

**C.17 Duration of Terms**

This Contract, and all of its terms and conditions, shall be binding upon and shall inure to the benefit of the heirs, executors, administrators, successors, and assigns of the respective parties, provided no such assignment is in violation of the provisions of this Contract.

**C.18 Employment Discrimination**

During the term of the Contract, Contractor shall not discriminate against any employee or applicant for employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, sexual orientation, age, or military and veteran status. Contractor shall comply with Executive Orders 11246, 11375, 11625, 12138, 12432, 12250, 13672, Title VI and Title VII of the Civil Rights Act of 1964, the California Fair Employment and Housing Act and other applicable Federal, State and County laws and regulations and policies relating to equal employment and contracting opportunities, including laws and regulations hereafter enacted.

**C.19 Environmental Requirements**

In accordance with County Policy 11-08, the County prefers to acquire and use products with higher levels of post-consumer recycled content. Environmentally preferable goods and materials must perform satisfactorily and be available at a reasonable price. The County requires Contractor to use recycled paper for any printed or photocopied material created as a result of this Contract. Contractor is also required to use both sides of paper sheets for reports submitted to the County whenever practicable.

To assist the county in meeting the reporting requirements of the California Integrated Waste Management Act of 1989 (AB 939), Contractor must be able to annually report the County's environmentally preferable purchases. Contractor must also be able to report on environmentally preferable goods and materials used in the provision of their service to the County, utilizing a County approved form.

**C.20 Improper Influence**

Contractor shall make all reasonable efforts to ensure that no County officer or employee, whose position in the County enables him/her to influence any award of the Contract or any competing offer, shall have any direct or indirect financial interest resulting from the award of the Contract or shall have any relationship to the Contractor or officer or employee of the Contractor.

**C.21 Improper Consideration**

Contractor shall not offer (either directly or through an intermediary) any improper consideration such as, but not limited to cash, discounts, service, the provision of travel or entertainment, or any items of value to any officer, employee or agent of the County in an attempt to secure favorable treatment regarding this Contract.

The County, by written notice, may immediately terminate this Contract if it determines that any improper consideration as described in the preceding paragraph was offered to any officer, employee or agent of the County with respect to the proposal and award process. This prohibition shall apply to any amendment, extension or evaluation process once a contract has been awarded.

Contractor shall immediately report any attempt by a County officer, employee or agent to solicit (either directly or through an intermediary) improper consideration from Contractor. The report shall be made to the supervisor or manager charged with supervision of the employee or the County Administrative Office. In the event of a termination under this provision, the County is entitled to pursue any available legal remedies.

**C.22 Informal Dispute Resolution**

In the event the County determines that service is unsatisfactory, or in the event of any other dispute, claim, question or disagreement arising from or relating to this Contract or breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question or disagreement. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties.

**C.23 Legality and Severability**

The parties' actions under the Contract shall comply with all applicable laws, rules, regulations, court orders and governmental agency orders. The provisions of this Contract are specifically made severable. If a provision of the Contract is terminated or held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall remain in full effect.

**C.24 Licenses, Permits and/or Certifications**

Contractor shall ensure that it has all necessary licenses, permits and/or certifications required by the laws of Federal, State, County, and municipal laws, ordinances, rules and regulations. The Contractor shall maintain these licenses, permits and/or certifications in effect for the duration of this Contract. Contractor will notify County immediately of loss or suspension of any such licenses, permits and/or certifications. Failure to maintain a required license, permit and/or certification may result in immediate termination of this Contract.

**C.25 Material Misstatement/Misrepresentation**

If during the course of the administration of this Contract, the County determines that Contractor has made a material misstatement or misrepresentation or that materially inaccurate information has been provided to the County, this Contract may be immediately terminated. If this Contract is terminated according to this provision, the County is entitled to pursue any available legal remedies.

**C.26 Mutual Covenants**

The parties to this Contract mutually covenant to perform all of their obligations hereunder, to exercise all discretion and rights granted hereunder, and to give all consents in a reasonable manner consistent with the standards of "good faith" and "fair dealing".

**C.27 Nondisclosure**

Contractor shall hold as confidential and use reasonable care to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, confidential information that is either: (1) provided by the County to Contractor or an agent of Contractor or otherwise made available to Contractor or Contractor's agent in connection with this Contract; or, (2) acquired, obtained, or learned by Contractor or an agent of Contractor in the performance of this Contract. For purposes of this provision, confidential information means any data, files, software, information or materials in oral, electronic, tangible or intangible form and however stored, compiled or memorialize and includes, but is not limited to, technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data.

**C.28 Notice of Delays**

Except as otherwise provided herein, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, that party shall, within twenty-four (24) hours, give notice thereof, including all relevant information with respect thereto, to the other party.

**C.29 Ownership of Documents**

All documents, data, products, graphics, computer programs and reports prepared by Contractor pursuant to the Contract shall be considered property of the County upon payment for services (and product, if applicable). All such items shall be delivered to County at the completion of work under the Contract. Unless otherwise directed by County, Contractor may retain copies of such items.

**C.30 Participation Clause**

The County desires that Municipalities, School Districts, and other Tax Districts within the County of San Bernardino requiring the same services provided herein may at their option and through the County Purchasing agent, avail themselves of this Contract. Upon notice, in writing, the Contractor agrees to the extension of the terms of a resultant contract with such governmental bodies as though they have been expressly identified in this bid, with the provisions that:

**C.30.1** Such governmental body does not have and will not have in force any other contract for like purchases.

**C.30.2** Such governmental body does not have under consideration for award any other



bids or quotations for like purchases.

Such governmental body shall make purchases directly through and to the Contractor. The County will not be liable for any such purchase made between the Contractor and another governmental body who avails themselves of this contract.

**C.31 Air, Water Pollution Control, Safety and Health**

Contractor shall comply with all air pollution control, water pollution, safety and health ordinances and statutes, which apply to the work performed pursuant to this Contract.

**C.32 Records**

Contractor shall maintain all records and books pertaining to the delivery of services under this Contract and demonstrate accountability for contract performance. All records shall be complete and current and comply with all Contract requirements. Failure to maintain acceptable records shall be considered grounds for withholding of payments for invoices submitted and/or termination of the Contract.

All records relating to the Contractor's personnel, consultants, subcontractors, Services/Scope of Work and expenses pertaining to this Contract shall be kept in a generally acceptable accounting format. Records should include primary source documents. Fiscal records shall be kept in accordance with Generally Accepted Accounting Principles and must account for all funds, tangible assets, revenue and expenditures. Fiscal records must comply with the appropriate Office of Management and Budget (OMB) Circulars which state the administrative requirements, cost principles and other standards for accountancy.

**C.33 Relationship of the Parties**

Nothing contained in this Contract shall be construed as creating a joint venture, partnership, or employment arrangement between the Parties hereto, nor shall either Party have the right, power or authority to create an obligation or duty, expressed or implied, on behalf of the other Party hereto.

**C.34 Release of Information**

No news releases, advertisements, public announcements or photographs arising out of the Contract or Contractor's relationship with County may be made or used without prior written approval of the County.

**C.35 Representation of the County**

In the performance of this Contract, Contractor, its agents and employees, shall act in an independent capacity and not as officers, employees, or agents of the County of San Bernardino.

**C.36 Strict Performance**

Failure by a party to insist upon the strict performance of any of the provisions of this Contract by the other party, or the failure by a party to exercise its rights upon the default of the other party, shall not constitute a waiver of such party's right to insist and demand strict compliance by the other party with the terms of this Contract thereafter.

**C.37 Subcontracting**

Contractor shall obtain County's written consent, which County may withhold in its sole discretion, before entering into Contracts with or otherwise engaging any subcontractors who may supply any part of the Services to County. At County's request, Contractor shall provide information regarding the subcontractor's qualifications and a listing of a subcontractor's key personnel including, if requested by the County, resumes of proposed subcontractor personnel. Contractor shall remain directly responsible to County for its subcontractors and shall indemnify County for the actions or omissions of its subcontractors under the terms and conditions

specified in Section G. All approved subcontractors shall be subject to the provisions of this Contract applicable to Contractor Personnel.

For any subcontractor, Contractor shall:

- 37.1 Be responsible for subcontractor compliance with the Contract and the subcontract terms and conditions; and
- 37.2 Ensure that the subcontractor follows County's reporting formats and procedures as specified by County.
- 37.3 Include in the subcontractor's subcontract substantially similar terms as are provided in Sections B. Contractor Responsibilities, C. General Contract Requirements and G. Insurance and Indemnification.

Upon expiration or termination of this Contract for any reason, County will have the right to enter into direct Contracts with any of the Subcontractors. Contractor agrees that its arrangements with Subcontractors will not prohibit or restrict such Subcontractors from entering into direct Contracts with County.

**C. 38 Subpoena**

In the event that a subpoena or other legal process commenced by a third party in any way concerning the Goods or Services provided under this Contract is served upon Contractor or County, such party agrees to notify the other party in the most expeditious fashion possible following receipt of such subpoena or other legal process. Contractor and County further agree to cooperate with the other party in any lawful effort by such other party to contest the legal validity of such subpoena or other legal process commenced by a third party as may be reasonably required and at the expense of the party to whom the legal process is directed, except as otherwise provided herein in connection with defense obligations by Contractor for County.

**C.39 Termination for Convenience**

The County and the Contractor each reserve the right to terminate the Contract, for any reason, with a thirty (30) day written notice of termination. Such termination may include all or part of the services described herein. Upon such termination, payment will be made to the Contractor for services rendered and expenses reasonably incurred prior to the effective date of termination. Upon receipt of termination notice Contractor shall promptly discontinue services unless the notice directs otherwise. Contractor shall deliver promptly to County and transfer title (if necessary) all completed work, and work in progress, including drafts, documents, plans, forms, data, products, graphics, computer programs and reports.

**C.40 Time of the Essence**

Time is of the essence in performance of this Contract and of each of its provisions.

**C.41 Venue**

The parties acknowledge and agree that this Contract was entered into and intended to be performed in San Bernardino County, California. The parties agree that the venue of any action or claim brought by any party to this Contract will be the Superior Court of California, County of San Bernardino, San Bernardino District. Each party hereby waives any law or rule of the court, which would allow them to request or demand a change of venue. If any action or claim concerning this Contract is brought by any third-party and filed in another venue, the parties hereto agree to use their best efforts to obtain a change of venue to the Superior Court of California, County of San Bernardino, San Bernardino District.

**C.42 Conflict of Interest**

Contractor shall make all reasonable efforts to ensure that no conflict of interest exists between its officers, employees, or subcontractors and the County. Contractor shall make a reasonable effort to prevent employees, Contractor, or members of governing bodies from using their positions for purposes that are, or give the appearance of being motivated by a desire for private gain for themselves or others such as those with whom they have family business, or

other ties. Officers, employees, and agents of cities, counties, districts, and other local agencies are subject to applicable conflict of interest codes and state law. In the event the County determines a conflict of interest situation exists, any increase in costs, associated with the conflict of interest situation, may be disallowed by the County and such conflict may constitute grounds for termination of the Contract. This provision shall not be construed to prohibit employment of persons with whom Contractor's officers, employees, or agents have family, business, or other ties so long as the employment of such persons does not result in increased costs over those associated with the employment of any other equally qualified applicant.

**C.43 Former County Administrative Officials**

Contractor agrees to provide, or has already provided information on former County of San Bernardino administrative officials (as defined below) who are employed by or represent Contractor. The information provided includes a list of former County administrative officials who terminated County employment within the last five years and who are now officers, principals, partners, associates or members of the business. The information also includes the employment with or representation of Contractor. For purposes of this provision, "County administrative official" is defined as a member of the Board of Supervisors or such officer's staff, County Executive Officer or member of such officer's staff, County department or group head, assistant department or group head, or any employee in the Exempt Group, Management Unit or Safety Management Unit.

**C.44 Disclosure of Criminal and Civil Procedures**

The County reserves the right to request the information described herein from the Contractor. Failure to provide the information may result in a termination of the Contract. The County also reserves the right to obtain the requested information by way of a background check performed by an investigative firm. The Contractor also may be requested to provide information to clarify initial responses. Negative information discovered may result in Contract termination.

Contractor is required to disclose whether the firm, or any of its partners, principals, members, associates or key employees (as that term is defined herein), within the last ten years, has been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense arising directly or indirectly from the conduct of the firm's business, or whether the firm, or any of its partners, principals, members, associates or key employees, has within the last ten years, been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense involving financial misconduct or fraud. If the response is affirmative, the Contractor will be asked to describe any such indictments or charges (and the status thereof), convictions and the surrounding circumstances in detail.

In addition, the Contractor is required to disclose whether the firm, or any of its partners, principals, members, associates or key employees, within the last ten years, has been the subject of legal proceedings as defined herein arising directly from the provision of services by the firm or those individuals. "Legal proceedings" means any civil actions filed in a court of competent jurisdiction, or any matters filed by an administrative or regulatory body with jurisdiction over the firm or the individuals. If the response is affirmative, the Contractor will be asked to describe any such legal proceedings (and the status and disposition thereof) and the surrounding circumstances in detail.

For purposes of this provision "key employees" includes any individuals providing direct service to the County. "Key employees" do not include clerical personnel providing service at the firm's offices or locations.

**C.45 Copyright**

County shall have a royalty-free, non-exclusive and irrevocable license to publish, disclose, copy, translate, and otherwise use, copyright or patent, now and hereafter, all reports, studies, information, data, statistics, forms, designs, plans, procedures, systems, and any other

materials or properties developed under this Contract including those covered by copyright, and reserves the right to authorize others to use or reproduce such material. All such materials developed under the terms of this Contract shall acknowledge the County of San Bernardino as the funding agency and Contractor as the creator of the publication. No such materials, or properties produced in whole or in part under this Contract shall be subject to private use, copyright or patent right by Contractor in the United States or in any other country without the express written consent of County. Copies of all educational and training materials, curricula, audio/visual aids, printer material, and periodicals, assembled pursuant to this Contract must be filed with the County prior to publication.

**C.46 Artwork, Proofs and Negatives**

All artwork, proofs, and/or negatives in either print or digital format for anything produced under the terms of this Contract are the property of the County. These items must be returned to the County within ten (10) days, upon written notification to the Contractor. In the event of a failure to return the documents, the County is entitled to pursue any available legal remedies. In addition, the Contractor will be barred from all future solicitations, for a period of at least six (6) months.

**D. TERM OF CONTRACT**

This Contract is effective upon execution by both parties and expires June 30, 2025, but may be terminated earlier in accordance with provisions of this Contract.

**E. COUNTY RESPONSIBILITIES**

- E.1.** Assign a County project manager ("County Project Manager"), who shall be responsible for review, analysis and the coordination of County personnel. The County Project Manager shall be empowered to make decisions on behalf of the County with respect to the work being performed under this Contract. The County Project Manager shall also have direct access to the County's top management at all times for purposes of problem resolution.
- E.2.** Collaborate with the Contractor at least 15 days prior to each election to discuss expected days and hours of service.
- E.3.** Compensate the Contractor for deliverables in accordance with the provisions of Section F of the Contract.
- E.4.** Monitor and evaluate the performance of the Contract in meeting the terms of the Contract and the quality and effectiveness of services provided based on criteria determined by the County. County personnel shall monitor the performance of the Contractor annually, or as deemed necessary by the County.
- E.5.** Provide consultation and technical assistance in implementing the terms of the Contract.

**F. FISCAL PROVISIONS**

- F.1.** The maximum amount of consideration under this Contract shall not exceed \$100,000 annually. The consideration to be paid to Contractor, as provided herein, shall be in full payment for all Contractor's services and expenses incurred in the performance hereof, including travel and per diem.
- F.2.** Provide an itemized invoice and shall be issued with a net sixty (60) day payment term.

Payment by the County to Contractor with a net sixty (60) days upon receipt of a complete invoice. Incomplete or inaccurate payment information provided in a single invoice may delay the entire month's payment due to the Contractor.

- F.3. Contractor shall accept all payments from County via electronic funds transfer (EFT) directly deposited into the Contractor's designated checking or other bank account. Contractor shall promptly comply with directions and accurately complete forms provided by County required to process EFT payments.
- F.4. County is exempt from Federal excise taxes and no payment shall be made for any personal property taxes levied on Contractor or on any taxes levied on employee wages. The County shall only pay for any State or local sales or use taxes on the services rendered or equipment and/or parts supplied to the County pursuant to the Contract.
- F.5. Costs for services under the terms of this Contract shall be incurred during the contract period except as approved by County. Contractor shall not use current year funds to pay prior or future year obligations.
- F.6. Funds made available under this Contract shall not supplant any federal, state or any governmental funds intended for services of the same nature as this Contract. Contractor shall not claim reimbursement or payment from County for, or apply sums received from County with respect to that portion of its obligations that have been paid by another source of revenue. Contractor agrees that it will not use funds received pursuant to this Contract, either directly or indirectly, as a contribution or compensation for purposes of obtaining funds from another revenue source without prior written approval of the County.
- F.7. Contractor shall adhere to the County's Travel Management Policy (8-02 and 08-02SP1) when travel is pursuant to this Contract and for which reimbursement is sought from the County. In addition, Contractor is encouraged to utilize local transportation services, including but not limited to, the Ontario International Airport.

## **G. INDEMNIFICATION AND INSURANCE REQUIREMENTS**

### **G.1 Indemnification**

The Contractor agrees to indemnify, defend (with counsel reasonably approved by County) and hold harmless the County and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages and/or liability arising out of this Contract from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by the County on account of any claim except where such indemnification is prohibited by law. This indemnification provision shall apply regardless of the existence or degree of fault of indemnities. The Contractor indemnification obligation applies to the County's "active" as well as "passive" negligence but does not apply to the County's "sole negligence" or "willful misconduct" within the meaning of Civil Code section 2782.

### **G.2 Additional Insured**

All policies, except for Worker's Compensation, Errors and Omissions and Professional Liability policies shall contain additional endorsements naming the County and its officers, employees, agents and volunteers as additional named insured with respect to liabilities arising out of the performance of services hereunder. The additional insured endorsements shall not limit the scope of coverage for the County to vicarious liability but shall allow coverage for the County to the full extent provided by the policy. Such additional insured coverage shall be at least as broad as Additional Insured (Form B) endorsement form ISO, CG 2010.11 85.

### **G.3 Waiver of Subrogation Rights**

The Contractor shall require the carriers of required coverages to waive all rights of subrogation against the County, its officers, employees, agents, volunteers, contractors and subcontractors. All general or auto liability insurance coverage provided shall not prohibit the Contractor and Contractor's employees or agents from waiving the right of subrogation prior to a loss or claim. The Contractor hereby waives all rights of subrogation against the County.

**G.4 Policies Primary and Non-Contributory**

All policies required herein are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the County.

**G.5 Severability of Interests**

The Contractor agrees to ensure that coverage provided to meet these requirements is applicable separately to each insured and there will be no cross liability exclusions that preclude coverage for suits between the Contractor and the County or between the County and any other insured or additional insured under the policy.

**G.6 Proof of Coverage**

The Contractor shall furnish Certificates of Insurance to the County Department administering the Contract evidencing the insurance coverage at the time the Contract is executed, additional endorsements, as required shall be provided prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to the Department, and Contractor shall maintain such insurance from the time Contractor commences performance of services hereunder until the completion of such services. Within fifteen (15) days of the commencement of this contract, the Contractor shall furnish a copy of the Declaration page for all applicable policies and will provide complete certified copies of the policies and endorsements immediately upon request.

**G.7 Acceptability of Insurance Carrier**

Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum "Best" Insurance Guide rating of "A- VII".

**G.8 Deductibles and Self-Insured Retention**

Any and all deductibles or self-insured retentions in excess of \$10,000 shall be declared to and approved by Risk Management.

**G.9 Failure to Procure Coverage**

In the event that any policy of insurance required under this contract does not comply with the requirements, is not procured, or is canceled and not replaced, the County has the right but not the obligation or duty to cancel the contract or obtain insurance if it deems necessary and any premiums paid by the County will be promptly reimbursed by the Contractor or County payments to the Contractor will be reduced to pay for County purchased insurance.

**G.10 Insurance Review**

Insurance requirements are subject to periodic review by the County. The Director of Risk Management or designee is authorized, but not required, to reduce, waive or suspend any insurance requirements whenever Risk Management determines that any of the required insurance is not available, is unreasonably priced, or is not needed to protect the interests of the County. In addition, if the Department of Risk Management determines that heretofore unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Director of Risk Management or designee is authorized, but not required, to change the above insurance requirements to require additional types of insurance coverage or higher coverage limits, provided that any such change is reasonable in light of past claims against the County, inflation, or any other item reasonably related to the County's risk.

Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this contract. Contractor agrees to execute any such amendment within thirty (30) days of receipt.

Any failure, actual or alleged, on the part of the County to monitor or enforce compliance with

any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of the County.

- G.11** The Contractor agrees to provide insurance set forth in accordance with the requirements herein. If the Contractor uses existing coverage to comply with these requirements and that coverage does not meet the specified requirements, the Contractor agrees to amend, supplement or endorse the existing coverage to do so.

Without in anyway affecting the indemnity herein provided and in addition thereto, the Contractor shall secure and maintain throughout the contract term the following types of insurance with limits as shown:

- G.11.1** Workers' Compensation/Employer's Liability – A program of Workers' Compensation insurance or a state-approved, self-insurance program in an amount and form to meet all applicable requirements of the Labor Code of the State of California, including Employer's Liability with \$250,000 limits covering all persons including volunteers providing services on behalf of the Contractor and all risks to such persons under this contract.

If Contractor has no employees, it may certify or warrant to the County that it does not currently have any employees or individuals who are defined as "employees" under the Labor Code and the requirement for Workers' Compensation coverage will be waived by the County's Director of Risk Management.

With respect to Contractors that are non-profit corporations organized under California or Federal law, volunteers for such entities are required to be covered by Workers' Compensation insurance.

- G.11.2** Commercial/General Liability Insurance – The Contractor shall carry General Liability Insurance covering all operations performed by or on behalf of the Contractor providing coverage for bodily injury and property damage with a combined single limit of not less than one million dollars (\$1,000,000), per occurrence. The policy coverage shall include:
- a. Premises operations and mobile equipment.
  - b. Products and completed operations.
  - c. Broad form property damage (including completed operations).
  - d. Explosion, collapse and underground hazards.
  - e. Personal injury.
  - f. Contractual liability.
  - g. \$2,000,000 general aggregate limit.

- G.11.3** Automobile Liability Insurance – Primary insurance coverage shall be written on ISO Business Auto coverage form for all owned, hired and non-owned automobiles or symbol 1 (any auto). The policy shall have a combined single limit of not less than one million dollars (\$1,000,000) for bodily injury and property damage, per occurrence.

If the Contractor is transporting one or more non-employee passengers in performance of contract services, the automobile liability policy shall have a combined single limit of two million dollars (\$2,000,000) for bodily injury and property damage per occurrence.

If the Contractor owns no autos, a non-owned auto endorsement to the General Liability policy described above is acceptable.

**G.11.4** Umbrella Liability Insurance – An umbrella (over primary) or excess policy may be used to comply with limits or other primary coverage requirements. When used, the umbrella policy shall apply to bodily injury/property damage, personal injury/advertising injury and shall include a “dropdown” provision providing primary coverage for any liability not covered by the primary policy. The coverage shall also apply to automobile liability.

**G.11.5** Professional Liability – Professional Liability Insurance with limits of not less than one million (\$1,000,000) per claim and two million (\$2,000,000) aggregate limits

or

Errors and Omissions Liability Insurance – Errors and Omissions Liability Insurance with limits of not less than one million (\$1,000,000) and two million (\$2,000,000) aggregate limits

or

Directors and Officers Insurance coverage with limits of not less than one million (\$1,000,000) shall be required for Contracts with charter labor committees or other not-for-profit organizations advising or acting on behalf of the County.

If insurance coverage is provided on a “claims made” policy, the “retroactive date” shall be shown and must be before the date of the state of the contract work. The claims made insurance shall be maintained or “tail” coverage provided for a minimum of five (5) years after contract completion.

## **H. RIGHT TO MONITOR AND AUDIT**

**H.1** The County, State and Federal government shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of Contractor in the delivery of services provided under this Contract. Contractor shall give full cooperation, in any auditing or monitoring conducted. Contractor shall cooperate with the County in the implementation, monitoring, and evaluation of this Contract and comply with any and all reporting requirements established by the County.

**H.2** All records pertaining to services delivered and all fiscal, statistical and management books and records shall be available for examination and audit by County representatives for a period of three years after final payment under this Contract or until all pending County, State and Federal audits are completed, whichever is later.

## **I. CORRECTION OF PERFORMANCE DEFICIENCIES**

**I.1** Failure by Contractor to comply with any of the provisions, covenants, requirements or conditions of this Contract shall be a material breach of this Contract.

**I.2** In the event of a non-cured breach, County may, at its sole discretion and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:

- a. Afford Contractor thereafter a time period within which to cure the breach, which period shall be established at the sole discretion of County; and/or
- b. Discontinue reimbursement to Contractor for and during the period in which Contractor is in breach, which reimbursement shall not be entitled to later recovery; and/or
- c. Withhold funds pending duration of the breach; and/or
- d. Offset against any monies billed by Contractor but yet unpaid by County those monies disallowed pursuant to Item “b” of this paragraph; and/or
- e. Terminate this Contract immediately and be relieved of the payment of any consideration to Contractor. In the event of such termination, the County may proceed with the work in any



manner deemed proper by the County. The cost to the County shall be deducted from any sum due to the Contractor under this Contract and the balance, if any, shall be paid by the Contractor upon demand.

**J. NOTICES**

All written notices provided for in this Contract or which either party desires to give to the other shall be deemed fully given, when made in writing and either served personally, or by facsimile, or deposited in the United States mail, postage prepaid, and addressed to the other party as follows:

*County of San Bernardino  
Registrar of Voters  
777 East Rialto Avenue  
San Bernardino, CA 92415*

*Keller Translation Development Services, LLC  
dba GlobalReady  
655 North Central Avenue 17<sup>th</sup> Floor  
Glendale, CA 91203*

Notice shall be deemed communicated two (2) County working days from the time of mailing if mailed as provided in this paragraph.

**K. ENTIRE AGREEMENT**

This Contract, including all Exhibits and Attachments A and B, which are attached hereto and incorporated by reference, and other documents incorporated herein, represents the final, complete and exclusive agreement between the parties hereto. Any prior agreement, promises, negotiations or representations relating to the subject matter of this Contract not expressly set forth herein are of no force or effect. This Contract is executed without reliance upon any promise, warranty or representation by any party or any representative of any party other than those expressly contained herein. Each party has carefully read this Contract and signs the same of its own free will.

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IN WITNESS WHEREOF, the County of San Bernardino and the Contractor have each caused this Contract to be subscribed by its respective duly authorized officers, on its behalf.

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COUNTY OF SAN BERNARDINO

Michelle Churchill  
Michelle Churchill  
Supervising Buyer

Laurie Rozko, Director of Purchasing  
Dated: 7/15/2020

Keller Translation Development Services, LLC dba  
GlobalReady

(Print or type name of corporation, company, contractor, etc.)

By James Keller  
(Authorized signature - sign in blue ink)

Name James Keller  
(Print or type name of person signing contract)

Title CEO  
(Print or Type)

Dated: 6/30/2020

Address 655 North Central Avenue 17th Floor  
Glendale, CA 91203

FOR COUNTY USE ONLY

Approved as to Legal Form  
Julie Surber  
Julie Surber, Principal Assistant County Counsel  
Date July 10, 2020

Reviewed for Contract Compliance  
\_\_\_\_\_  
Date \_\_\_\_\_

Reviewed/Approved by Department  
Bob Page  
Bob Page, Registrar of Voters  
Date 7/14/2020



## Registrar of Voters

**Bob Page**  
Registrar of Voters

### ATTACHMENT A

## SCOPE OF WORK

Contractor shall provide accurate translation and interpretation of all documents and conversations, on an as-requested basis, for the languages and rates in Attachment B, Fee Schedule. Contractor shall provide the other services described in Attachment B, Fee Schedule.

The Registrar of Voters (ROV) office's primary source of translation requirements is related to the Voter Information Guide, the Ballot and other voter information documents. Letters, forms and other miscellaneous text are examples of additional items ROV shall require Contractor to translate. The primary language for translations is Spanish. However, ROV is required to have other materials translated into other languages as dictated by the Secretary of State and/or the Department of Justice. Currently, the additional required languages are Chinese, Indonesian, Korean, Tagalog, Thai and Vietnamese, and are subject to change.

ROV requires Contractor to provide a high quality and consistent work product for the services required by ROV and provided by Contractor. The documents often have one or more relationships to each other and the voters will see many of the documents during their experience through the voting process. It is a requirement that this level of quality and consistency be followed throughout the entire translation process.

Elections are the driving force for ninety percent of our translations. Each election is unique and the demands are different for each. Some elections will require minimal translations while other elections will require considerably more translations. The peak period of translation requests for a regularly scheduled election is between 113 to 80 days from the date of the election. For larger scale elections, an average of 300-400 documents will need translation during this four-week period. Approximately 5-20 documents per day can be requested with a heavier increase seen in the last week leading to the 70<sup>th</sup> day before an election.

### BOARD OF SUPERVISORS

ROBERT A. LOVINGOOD  
First District

JANICE RUTHERFORD  
Second District

DAWN ROWE  
Third District

CURT HAGMAN  
Chairman, Fourth District

JOSIE GONZALES  
Vice Chair, Fifth District

GARY MCBRIDE  
Chief Executive Officer

**A. Translation requirements**

1. Software used by the Registrar of Voters is PC-based.
2. Files sent to the translator are generally in Microsoft Word, Excel and plain text file formats and will follow an established naming convention indicating document status as outlined in the Stylistic Preferences Guide.
3. Translated documents must:
  - a) Follow existing formatting
  - b) Follow specific formatting as required by supplied templates
  - c) Follow formatting as specified in the Stylistic Preferences
  - d) Be in the originating file format with the established naming convention indicating the document status as outlined in the Stylistic Preferences Guide
4. Desktop publishing
  - a) Shall be defined as the creation or editing of documents using page layout software in which text or images must be rearranged. Such work typically involves graphic design, typesetting and prepress tasks completed outside of Microsoft Office Suite, such as Editing PDF, InDesign, Illustrator, Visio etc.
5. The primary method of file transmission shall be via the translator's Client Portal or FTP site.
  - a) Client shall provide a list of users to vendors.
  - b) All notifications – project submissions and completed projects – must be sent to all users.
  - c) All users should be able to view/track the progress of the projects submitted for translation regardless of who submitted the project.
  - d) Email will be the back-up communication and transmission method, only if FTP site is not accessible.
6. Telephone translation services.
7. Onsite translation services.
8. Turnaround times of 24-48 hours is required.
9. Same day rush service will be necessary at times on a very limited basis.
10. We will need the ability to assign billing codes to the translation request. Therefore, the invoice must itemize each project.

## B. List of Documents

The following is a list of documents that are most commonly submitted for translation. Included is a brief description, and the glossaries and guides that should be referenced for them.

### 1. Candidate Statements

- a) Submitted by candidates and published in the Voter Information Guide.
- b) Only the body of the Candidate Statement is to be translated.
  - The header section of the statement, which contains the candidate's name, occupation and age, **will not** be translated
- c) Contain an average of 200 words per document.
- d) Must follow the General Glossary and Stylistic Preferences Guide.

### 2. Measures

- a) Submitted by districts and published in the Voter Information Guide.
- b) Have multiple documents per Measure.
- c) Documents vary at the jurisdiction's request and per legal requirements. Vary on page and word count per document.
- d) Only the body of the Measure document is to be translated.
  - The header and introduction section must follow the Measure Document Headers Glossary, and **will not** be translated.
- e) Must follow the General Glossary and Stylistic Preferences Guide.

### 3. Informational pages

- a) Published in the Voter Information Guide.
- b) Must follow the General Glossary and Stylistic Preferences Guide.

### 4. Ballot Designations/Occupations

- a) Ballot Designations and Occupations are one in the same; they are just referred to differently depending on the document that uses them.
- b) Ballot Designations appear on the Official Ballot for each candidate (should they elect to have one).
- c) Occupations appear in a section of the candidate statements (should the candidate elect to have one).
- d) Our office also maintains a glossary of Ballot Designations/Occupations. This is a historical listing of designations/occupations that have been used by different candidates in the same and other elections.
- e) When translating Ballot Designations/Occupations, the following reference documents must be used in order to maintain consistency with other like Ballot Designations/Occupations:
  - Ballot Designations/Occupations Glossary
  - General Glossary
  - Stylistic Preferences Guide
- f) If a new Ballot Designation/Occupation is submitted for translation, it will be added to the Ballot Designations/Occupations Glossary. The revised glossary will then be provided to the translation vendor. The translation vendor is to replace the revised glossary with any prior versions.

### C. Glossaries and Guides

The Registrar of Voters has established several Glossaries and Guides that are specific to certain documents and/or sections within documents. These will be provided to the translation vendors. Below is a list of the Glossaries and Guides with descriptions.

Glossary/Guide	Description
Ballot Designations and Occupations Glossary	This glossary contains a listing professions, vocations or occupations used by a candidate that have been previously translated and published in the Voter Information Guide and/or on the ballot. Each election may generate new designations and occupations that will be added to this glossary for future use. This glossary lists professions both in English and Spanish.
Office Titles Glossary	This glossary contains a listing of Official Titles of Elective Offices in English along with the corresponding Spanish translation.
Measure Document Headers Glossary	This glossary contains the specific English text to be used for Measure Headers in addition to the corresponding Spanish translation.
General Glossary	This glossary contains words and phrases for election related terms used by the California Secretary of State and the California Association of Clerks and Elections Officials (CACEO) and those established by the Registrar of Voters with their corresponding Spanish translation.
Stylistic Preferences Guide	This guide contains specific preferences and guidelines established by the Registrar of Voters for Spanish translation of dates, contest headers and office titles, age, acronyms and abbreviations and similar items.
Document Relationships Guide	This is a cross-reference list of the various documents the Registrar of Voters submits for translation. It indicates how each document may relate to one another.

## FEE SCHEDULE

Service in 24-48 hours	Fees		
	On-Site	Telephonic	Translation
Language			
Spanish	\$40/hour	\$1.00/minute	0.14/word
American Sign Language (ASL)	\$90/hour	\$1.25/minute	NA
Arabic	\$75/hour	\$1.25/minute	\$0.17/word
Armenian	\$75/hour	\$1.25/minute	\$0.19/word
Cambodian	\$75/hour	\$1.25/minute	\$0.15/word
Cantonese	\$75/hour	\$1.25/minute	\$0.14/word
Farsi	\$75/hour	\$1.25/minute	\$0.15/word
French	\$75/hour	\$1.25/minute	\$0.17/word
Hmong	\$75/hour	\$1.25/minute	\$0.14/word
Hungarian	\$75/hour	\$1.25/minute	\$0.17/word
Indonesian	\$75/hour	\$1.25/minute	\$0.14/word
Japanese	\$75/hour	\$1.25/minute	\$0.25/word
Korean	\$80/hour	\$1.25/minute	\$0.15/word
Laotian	\$75/hour	\$1.25/minute	\$0.14/word
Mandarin	\$75/hour	\$1.25/minute	\$0.14/word
Punjabi	\$75/hour	\$1.25/minute	\$0.15/word
Romanian	\$75/hour	\$1.25/minute	\$0.15/word
Russian	\$75/hour	\$1.25/minute	\$0.14/word
Sign Language (non ASL)	\$95/hour	\$1.25/minute	NA
Tagalog	\$75/hour	\$1.25/minute	\$0.15/word
Thai	\$75/hour	\$1.25/minute	\$0.14/word
Tigrinian	\$75/hour	\$1.25/minute	\$0.25/word
Tongan	\$75/hour	\$1.25/minute	\$0.25/word
Turkish	\$75/hour	\$1.25/minute	\$0.15/word
Urdu	\$75/hour	\$1.25/minute	\$0.14/word
Vietnamese	\$75/hour	\$1.25/minute	\$0.14/word

## FEE SCHEDULE

<b>Ancillary Charges</b>	
Minimum Charges - Translation (English to Spanish only)	Two hour minimum charge
Minimum Charges - Translation	\$60
Minimum Charges - Telephonic	30 Minutes
Cancellation > One Business Days' Notice/No Notice	No notice, full payment Less than 24hr notice: Full payment, if assignment is for more than one day, payment for the day will be charged
Rush Orders - Translation > One Business Days' Notice	Standard rate plus 25%
Exotic Languages (Languages Not Listed in Schedule of Fees)	Contrator provides rate quote in RTIS 49 Confirmation
Proofreading and Editing	\$0.04/word Spanish \$0.07/word other languages
<b>Additional:</b>	
Glossary Maintenance	No Charge
Translation Memory Maintenance	No Charge
Glossary & Terminology Fee Development	No Charge
Desktop Publishing	\$15 per page