



TRANSLATION SERVICES

The City has a contract with **Language Line Services, Inc.** for translation services of various types including video, over-the-phone, audio, and document translations.

PLEASE NOTE: To ensure that account billing is assigned to the department using the services, each department is responsible for setting up its own account. If your department does not have an established account, use the Client Contact Information form to do so.

The [Language Line Language List](#) is provided to show the many language translations available. Up-to-date language lists can be found on www.languageline.com.

The [OPI or Over-the-Phone Interpretation Account Access Options](#) gives you step-by-step instructions for using this translation process.

CONTRACT INFORMATION

2019-0728-I Telecommunications and Technology Interpreter Services

Valid through May 10, 2022.

Vendor

Language Line Services, Inc.
1 Lower Ragsdale Drive, Building 2
Monterey, CA 93940

Contacts

Dedicated Strategic Account Executive

To establishing an account for any or all services, or for general questions, contact:

Kelly Mistry, MPA, MSW
(831) 648-5505
KMistry@languageline.com

Dedicated Translation Support Specialist

For translation inquiries or to discuss potential translation projects, contact:

Jon Bove
(541) 968-1255
JBove@llts.com

Purchasing Contact

If you have questions about the contract or encounter service-related issues, contact:

Vernie Rambo
Senior Buyer, Procurement and Project Management
(972) 941-7549
vernier@plano.gov

ORDERING INFORMATION

JDE Supplier Address# 41494

Order Type: Contract Release Order (CRO)

City of Plano, Language Access Contract LanguageLine® Solutions & Pricing Schedule

City of Plano Language Access Contract Services

- Over-the-Phone Interpretation
- Video Remote Interpretation
- Translation & Localization
- Interpreter Testing

Dedicated Strategic Account Executive

Kelly Mistry, MPA, MSW
Phone: 831-648-5505
Email: KMistry@languageline.com



Contact Kelly to establish an account for any or all services, or for general questions

Dedicated Translation Support Specialist

Jon Bove
Phone: 541-968-1255
Email: JBove@lts.com



Contact Jon for any translation inquiries or to discuss potential translation projects

LanguageLine Resources

- **MyLanguageLine** – Access your account, run historical and real time usage reports, and review past invoices on our website by signing up for MyLLS at <https://my.languageline.com/portal/go/login/signup//>. Once you sign up for an account, you should receive log-in in confirmation from our office within 24 hours. If you do not, please contact Customer Care at customercare@languageline.com.
- **Complimentary Support Materials** – Complimentary hard copy reference and support materials are also available to you and may be ordered through our website using your new Client ID number. To order materials, please visit: <https://www.languageline.com/client-services/support-materials/order-support-materials>. Additional electronic support materials are available at: <https://www.languageline.com/client-services/support-materials>.
- **24/7 Customer Support** – LanguageLine’s Customer Service Team is available for assistance for all services. If you need help with product information or support:
 - By Phone: 1-800-752-6096, option 2
 - By Email: customercare@languageline.com
 - InSight Application Technical Support: 1-844-373-1951
- **Voice of the Customer** – If you wish to submit a comment or feedback on any on-demand interpretation session, please submit a Voice of the Customer (VOC) at <https://www.languageline.com/client-services/provide-feedback>. They welcome your feedback, and all submissions will be reviewed and formally addressed.

Languages available for phone or audio interpreting*

Acholi	Duala	Italian	Marathi	Shona
Afar	Dutch	Jakartanese	Marka	Sichuan Yi
Afrikaans	Dzongkha	Jamaican Patois	Marshallese	Sicilian
Akan	Edo	Japanese	Masalit	Sinhala
Akateko	Ekegusii	Jarai	Mbay	Slovak
Albanian	Estonian	Javanese	Mien	Slovene
Amharic	Ewe	Jingpho	Mirpuri	Soga
Anuak	Farsi	Jinyu	Mixteco	Somali
Apache	Fijian	Juba Arabic	Mizo	Soninke
Arabic	Fijian Hindi	Jula	Mnong	Sorani
Armenian	Finnish	Kaba	Mongolian	Spanish
Assyrian	Flemish	Kamba	Moroccan Arabic	Sudanese Arabic
Azerbaijani	French	Kam Muang	Mortlockese	Sunda
Bahasa	French Canadian	Kanjobal	Napoletano	Susu
Bahdini	Fukienese	Kannada	Navajo	Swahili
Bajuni	Fulani	Karen	Nepali	Swedish
Bambara	Fuzhou	Kashmiri	Ngambay	Sylheti
Bantu	Ga	Kayah	Nigerian Pidgin	Tagalog
Barese	Gaddang	Kazakh	Norwegian	Taiwanese
Basque	Gaelic-Irish	Kham	Nuer	Tajik
Bassa	Gaelic-Scottish	Khana	Nupe	Tamil
Belorussian	Garre	Khmer	Nyanja	Telugu
Bemba	Gen	K'iché	Nyoro	Thai
Benaadir	Georgian	Kikuyu	Ojibway	Tibetan
Bengali	German	Kimiiru	Oromo	Tigré
Berber	German Penn. Dutch	Kinyarwand	Pampangan	Tigrigna
Bosnian	Gheg	Koho	Papiamento	Toishanese
Bravanese	Gokana	Korean	Pashto	Tongan
Bulgarian	Greek	Krahn	Plautdietsch	Tooro
Burmese	Gujarati	Krio	Pohnpeian	Trique
Cantonese	Gulay	Kunama	Polish	Turkish
Catalan	Gurani	Kurmanji	Portuguese	Turkmen
Cebuano	Haitian Creole	Kyrgyz	Portuguese Brazilian	Tzotzil
Chaldean	Hakka China	Laotian	Portuguese Cape Verdean	Ukrainian
Chamorro	Hakka Taiwan	Latvian	Pugliese	Urdu
Chaochow	Hassaniyya	Liberian Pidgin English	Pulaar	Uyghur
Chin Falam	Hausa	Lingala	Punjabi	Uzbek
Chin Hakha	Hawaiian	Lithuanian	Putian	Vietnamese
Chin Mara	Hebrew	Luba-Kasai	Quechua	Visayan
Chin Matu	Hiligaynon	Luganda	Quichua	Welsh
Chin Senthang	Hindi	Luo	Rade	Wodaabe
Chin Tedim	Hindko	Maay	Rakhine	Wolof
Chipewyan	Hmong	Macedonian	Rohingya	Wuzhou
Chuukese	Hunanese	Malay	Romanian	Yemeni Arabic
Cree	Hungarian	Malayalam	Rundi	Yiddish
Croatian	Ibanag	Maltese	Russian	Yoruba
Czech	Icelandic	Mam	Samoan	Yunnanese
Danish	Igbo	Mandarin	Sango	Zapoteco
Dari	Ilocano	Mandinka	Seraiki	Zarma
Dewoin	Indonesian	Maninka	Serbian	Zo
Dinka	Inuktitut	Manobo	Shanghainese	Zyphe

*Some languages may not be available at the time of your call. Not all languages are available in all regions. Additional languages and dialects may be available. Rare languages may require additional interpreter connect time or may require an appointment. If you have a question regarding language availability, please contact your Account Executive or Customer Care.

Languages available for video interpreting

Albanian	French	Korean	Somali
American Sign Language	German	Laotian	Spanish
Amharic	Greek	Lithuanian	Swahili
Arabic	Haitian Creole	Malay	Tagalog
Armenian	Hebrew	Mandarin	Thai
Bengali	Hindi	Nepali	Tigrigna
Bosnian	Hmong	Polish	Turkish
British Sign Language	Italian	Portuguese	Vietnamese
Burmese	Japanese	Punjabi	
Cantonese	Karen	Romanian	
Farsi	Khmer	Russian	

FOR MORE INFORMATION ON INTERPRETATION

www.LanguageLine.com / 1-800-752-6096

Translation and Localization top requested languages

More than 240 languages and dialects are available.

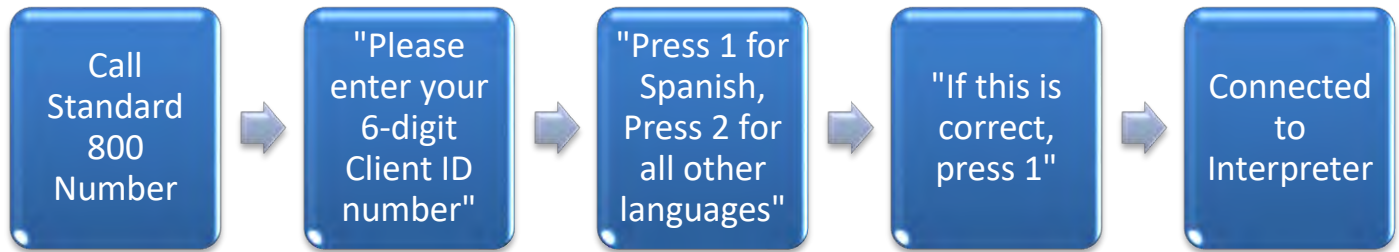
Afrikaans	Euro English	Kashmiri	Russian
Albanian	Farsi	Kazakh	Serbian
Amharic	Finnish	Khmer	Sinhalese
Arabic	French (Belgian)	Korean	Slovak
Bahasa	French (Canadian)	Laotian	Somali
Bengali	French (Euro)	Latvian	Spanish (Iberian)
Bosnian	German	Lithuanian	Spanish (Latin)
Bravanese	Greek	Macedonian	Sudanese Arabic
Bulgarian	Gujarati	Malay	Swedish
Catalan	Haitian Creole	Malayalam	Tagalog
Chinese (Simplified)	Hebrew	Mandinka	Tamil
Chinese (Trad-HK)	Hindi	Marathi	Telegu
Chinese (Traditional)	Hmong	Norwegian	Thai
Croatian	Hungarian	Oromo	Turkish
Czech	Icelandic	Polish	Ukrainian
Danish	Italian	Portuguese	Urdu
Dutch	Japanese	Punjabi	Vietnamese
Estonian	Javanese	Romanian	

FOR MORE INFORMATION

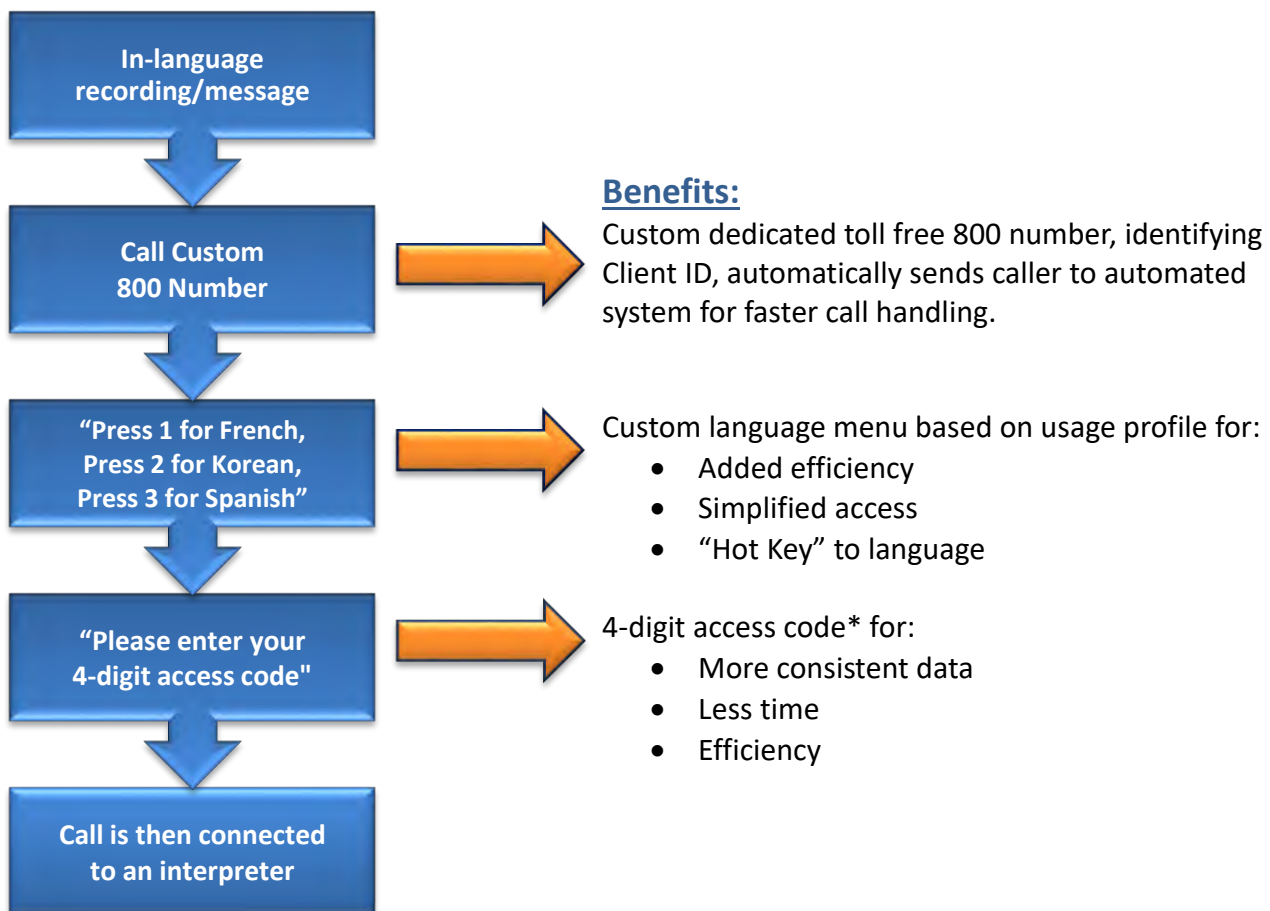
www.LanguageLine.com / 1-800-878-8523

Over-the-Phone Interpretation Account Access Options

Standard Access



Customizable Access



*Access Code Considerations:

OPTIONAL – The caller will be asked for their code or information but may decline to provide and still move to interpretation.

REQUIRED – The caller will be required to identify themselves regardless of where they are calling from before connecting to the interpreter, but information is not matched to a preset/pre-approved access code. Caller can still connect to interpreter, even if undesired response is given.

SECURED – Only the callers who you have granted access to use your account will be able to connect to the interpreter, using the preset/pre-approved access code.

City of Plano, Language Access Contract LanguageLine® Solutions & Pricing Schedule

LanguageLine® PhoneSM Interpreting

Uses & Benefits:

- 24/7/365 access to over-the-phone or audio interpreters in 240+ languages, on-demand
- No appointment scheduling necessary
- Most cost-effective approach to interpretation services

Appropriate for:

- Call/communication centers
- Three-way calling (dial-in, dial-outs)
- Unanticipated interpretation needs
- Languages of lesser diffusion (languages with limited or nonexistent video or face-to-face availability)
- Short encounters (less than 15 minutes) that are less technical in nature

Per Minute Usage Fees for LanguageLine Phone Interpreting and InSight® Audio Interpreting

Tiers	Languages	Per Minute Charge
1	Spanish	\$0.58
2	All Other Spoken Languages	\$0.63
3	Medical/Court Skilled Interpreters – All Languages	\$0.86

Generic Call Flow Process to Access an Interpreter:

1. Dial LanguageLine at **1-866-874-3972**
2. Input **Client ID** (unique to your Department)
3. Press 1 for Spanish, 2 for all other languages, 0 if you do not know the language you need
4. Input Secondary Department Access Code (if required)

**TO ESTABLISH AN ON-DEMAND INTERPRETATION ACCOUNT, COMPLETE
THE CLIENT CONTACT INFORMATION FORM AND EMAIL TO
KMISTRY@LANGUAGELINE.COM**

City of Plano, Language Access Contract LanguageLine® Solutions & Pricing Schedule

InSight Video Remote Interpreting®

Uses & Benefits:

- On-demand access to video interpreters in 40 languages including American Sign Language
- One-touch access to interpreters via mobile or desktop application
- 24/7/365 one-touch access to audio interpreters in 240+ languages, on-demand
- No appointment scheduling necessary
- Cost effective alternative to onsite interpretation (no minimums, no scheduling/cancellation fees)
- Virtual Integrations: Zoom, Doxy.me, BlueStream, AmWell

Appropriate for:

- Face-to-face or virtual encounters on supported platforms lasting less than 30-45 minutes
- Challenging situations benefiting from visual cues and facial expressions
- Encounters with children and/or elderly populations
- Staff working in the field needing quick access to video or audio interpreters (police, caseworkers, code enforcement, public health workers, etc.)

Per Minute Usage Fees for LanguageLine InSight Interpreting®

Languages	Per Minute Charge
AUDIO ONLY – Spanish (General Proficiency)	\$0.58
AUDIO ONLY – All Other Languages (General Proficiency)	\$0.63
AUDIO ONLY – Court/Medical	\$0.86
VIDEO American Sign Language	\$2.52
VIDEO Spoken Languages	\$1.51

VIDEO INTERPRETERS AVAILABLE 24/7

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

VIDEO INTERPRETERS AVAILABLE EXTENDED BUSINESS HOURS, MONDAY TO FRIDAY*

Albanian	Hindi	Portuguese**
Armenian	Hmong	Punjabi
Bengali	Italian	Romanian
Burmese	Japanese	Somali**
Farsi	Karen	Swahili
French	Khmer	Tagalog
German	Laotian	Thai
Greek	Lithuanian	Turkish
Haitian Creole	Malay	
Hebrew	Nepal	

*Check interpreter availability within app to view current schedule

**Extended Weekend Hours

AUDIO INTERPRETERS AVAILABLE 24/7 IN ALL 240+ LANGUAGES

City of Plano, Language Access Contract LanguageLine® Solutions & Pricing Schedule

Translation & Localization Services

Uses & Benefits:

- ISO 17100:2015-05 audited and certified for translation best practices.
- Multi-step translation process to assure quality and accuracy
- Translated content remains available for countless uses and encounters, reducing the need for spoken interpretation costs to review that content
- Translated content may be updated as needed, with reduced charges for repeated content versus new or updated content
- Resources include in house engineering, desktop publishing, accessibility/508 compliance services, plain English solution (Clarity and MacroSimplification®).

Appropriate for:

- Brochures/manuals/forms/claims
- Constituent letters, emails, etc., to/from English.
- Vital documents/contracts
- Technical publications
- Marketing materials
- Websites or online applications (CMS connectors and proxy server solutions available.)
- Voiceovers, subtitling, IVR recordings
- Multimedia
- Training materials/eLearning
- Software

Standard Turnaround Times for Translation Projects

LanguageLine’s standard turn-around commitment for simple MS Word document translation, based on the size of the source document(s) being translated, is detailed below:

- Less than 1,000 words..... 1 – 3 business days
- 1,001 to 2,500 words..... 4 – 6 business days
- 2,501 to 7,500 words..... 6 – 8 business days
- Greater than 7,501 words..... 8 + business days

Please note that any complex formatting, engineering, document recreation, screen capture placement, UI review, or other special requirements may extend the timelines below. Estimated timelines will be communicated upon project approval for all special project assignments.

To Request a Translation Quote:

- Send files and quote requests to Translation@LLTS.com and cc Jon Bove at JBove@llts.com
- For sensitive or confidential projects, email Translation@LLTS.com to request a secure file upload link
- When available, send original source/native files

City of Plano, Language Access Contract LanguageLine® Solutions & Pricing Schedule

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

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

City of Plano, Language Access Contract LanguageLine® Solutions & Pricing Schedule

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

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

City of Plano, Language Access Contract LanguageLine® Solutions & Pricing Schedule

LanguageLine Interpreter Testing

Uses & Benefits

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

Appropriate For:

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

Test	Description	Price per Test	Volume Discount
Language Proficiency Test (LPT)	Assesses level of fluency in English or another language in a general context setting.	\$116.87	50-99 tests - 25% 100-499 tests - 30% 500+ units – 35%
Electronic Language Proficiency Test (eLPT)		\$104.78	
Bilingual Fluency Assessment (BFA)	Assesses level of fluency in English and the target language and definition of terms commonly used in a healthcare context.	\$100.75	
Electronic Bilingual Fluency Assessment (eBFA)		\$90.67	
Bilingual Fluency Assessment for Clinicians (BFAC)	Assesses level of fluency in English and the target language in a clinical setting, including definitions of medical terminology.	\$112.84	
Electronic Bilingual Fluency Assessment for Clinicians (eBFAC)		\$100.75	
Interpreter Readiness Assessment (IRA)	Assesses the bilingual candidate’s aptitude for interpreting, based on a brief evaluation of fluency and conversion skills in a healthcare context.	\$108.81	
Electronic Interpreter Readiness Assessment (eIRA)		\$96.72	
Electronic Interpreter Skills Test (eIST)	Assesses interpreting skills and knowledge of terminology in a role-play format for interpreters.	\$128.96	

City of Plano, Language Access Contract LanguageLine® Solutions & Pricing Schedule

Medical Certification Test (MCT)	Assesses knowledge of clinical medical terminology and advanced interpreting skills for trained and experienced medical interpreters.	\$153.14	50-99 tests - 25% 100-499 tests - 30% 500+ units – 35%
Court Certification Test (CCT)	Assesses knowledge of court terminology and advanced interpreting skills for trained and experienced court interpreters.	\$153.14	