



**STATE OF OKLAHOMA STATEWIDE CONTRACT WITH
BROMBERG & ASSOCIATES, LLC**

This State of Oklahoma Statewide Contract #0780 - Translation and Interpreter Services ("Contract") is entered into between the State of Oklahoma by and through the Office of Management and Enterprise Services ("State") and Bromberg & Associates, LLC ("Supplier") and is effective as of the date of last signature to this Contract. The initial term of the Contract shall be for one (1) year with four (4) one-year options to renew.

Purpose

The State is awarding this Contract to Supplier for the provision Non-IT Translation and Interpretation Services, as more particularly described in certain Contract Documents. Supplier submitted a proposal containing exceptions to the Solicitation and Supplier submitted additional terms. This Contract memorializes the agreement of the parties with respect to the negotiated terms of the Contract that is being awarded to Supplier.

Now, therefore, in consideration of the foregoing and the mutual promises set forth herein, the receipt and sufficiency of which are hereby acknowledged the parties agree as follows:


1. The parties agree that Supplier has not yet begun performance of work under this Contract. Issuance of a purchase order is required prior to payment to a Supplier.
2. The following Contract Documents are attached hereto and incorporated herein:
 - 2.1. Solicitation, Attachment A;
 - 2.2. Exhibit 1 to Solicitation – Specifications, Attachment A-1;
 - 2.3. General Terms, Attachment B;
 - 2.4. Statewide Contract Terms, Attachment C;
 - 2.5. Reserved/Intentionally Omitted, Attachment D; and
 - 2.6. Vendor Pricing, Attachment E.
3. Any reference to a Contract Document refers to such Contract Document as it may have been amended. If and to the extent any provision is in multiple documents and addresses the same or substantially the same subject matter but does not create an actual conflict, the more recent provision is deemed to supersede earlier versions.

Signatures

The undersigned represent and warrant that they are authorized, as representatives of the party on whose behalf they are signing, to sign this Contract and to bind their respective party thereto.

STATE OF OKLAHOMA
by and through the
OFFICE OF MANAGEMENT AND
ENTERPRISE SERVICES:

BROMBERG & ASSOCIATES, LLC:

By: 
Amanda Otis (May 13, 2025 14:31 CDT)

By: 
Jinny Bromberg (May 13, 2025 15:18 EDT)

Name: **Amanda Otis**

Name: jinny Bromberg

Title: State Purchasing Director

Title: President

Date: **May 13, 2025**

Date: May 13, 2025

ATTACHMENT A-1

Exhibit 1 Specifications

I. Scope

The State of Oklahoma, Office of Management and Enterprise Services (OMES), Central Purchasing Division, seeks solicitation responses from Suppliers for the following Non-IT Translation and Interpretation Services:

- A. On-Site
- B. Written
- C. Telephone
- D. Desktop and Graphic
- E. Video Remote Interpretation

Bidders may bid on one, all, or any combination from the above categories. Any category that is bid on must have pricing in **Exhibit 3 Pricing**.

This is not an IT contract. This contract pertains to services that are related to translation and interpretation services, but not software. IT Software services has been removed from the scope of this solicitation and will be bid under another solicitation exclusively for those IT software solutions separately.

II. Definitions of Services

In this section, the categories and listed sub-categories of services will be defined and have the following meaning unless the context clearly indicates otherwise.

A. On-Site Translation

Defined as: Interpreters who are trained language experts who translate orally in-person.

The State of Oklahoma is looking for on-site translation services. There are 3 subcategories in this section that are also in the **Exhibit 3 Pricing** template. They are:

1. **Standard On-Site:** On-site interpretation requests that are sent by the requesting entity to the Supplier with a minimum of forty-eight (48) hours' notice.
2. **Expedited On-Site:** Requests for on-site interpretation that are sent by the requesting entity to the Supplier with less than forty-eight (48) hours but greater than twenty-four (24) hours' notice.
3. **Critical On-Site:** Requests for on-site interpretation that are sent by the Requesting Agency/Entity to the Supplier with less than six (6) hours' notice.

B. Written Translation

Defined as: Service that converts written text from one language to another, ensuring the original meaning, tone, and context are accurately preserved.

ATTACHMENT A-1

The State of Oklahoma is looking for written translation services. There are 2 subcategories in this section that are also in the **Exhibit 3 Pricing** template. They are:

1. **Standard Written:** Requests for up to 2,000 words of written document translation that shall be completed within one (1) week from the day the requesting entity sends the Supplier the Source Language. One additional day shall be permitted for each additional 2,000 words of Target Language translation, or portion thereof, beyond the first 2,000 words.
2. **Expedited Written:** Requests for up to 2,000 words of Target Language translation that shall be completed within one (1) day from the day the requesting entity sends the Source Language to the Supplier. One additional day shall be permitted for each additional 2,000 words of Target Language translation.

C. Telephone

Defined as: Telephone translation services that connects a live human linguist via phone. During these appointments, translation is consecutive which means the translator will wait until the speaker is finished to convert what was said from one language to another.

The State of Oklahoma is looking for telephone services.

D. Desktop and Graphic

Defined as: Translation services are integrated during the translation process and use specialized software to generate layouts and produce printed and digital materials.

The State of Oklahoma is looking for Desktop and Graphic services.

E. Video Remote Interpretation (VRI)

Defined as: A video telecommunication service that uses devices such as web cameras or videophones to provide spoken language interpreting or translation services.

The State of Oklahoma is looking for Video Remote Interpretation services.

III. Contract Specifications

In this section, qualifications and the requirements for this contract will be provided for the categories and listed sub-categories of services.

A. On-Site Translation

1. The Supplier shall provide services to the requesting entity by providing oral foreign language translation/interpretation either simultaneously or consecutively for meetings, conferences, seminar, litigation proceedings, briefings, training, escort and other forms of voice communication requirements from a source language in the target language.
2. Services shall be performed by professional and experienced translators/interpreters that possess demonstrated proficiency levels that range from the ability to speak the language with structural accuracy and vocabulary, to participate effectively in most formal and informal conversations on practical, social and professional topics at a minimum. The

ATTACHMENT A-1

maximum proficiency level will demonstrate that of a highly articulate well educated native speaker which reflects the cultural standards of the country where the language is natively spoken.

3. The requesting entity will specify in the Task Order, the foreign language requested by the client, the location, dates and times and any required certification or accreditation verification necessary.
4. An interpreter shall physically be present at the Oklahoma location specified by the requesting entity, including locations with security or other special requirements, and to abide by all such security or special requirements.
5. Ensure that the interpreter arrives a minimum of 15 minutes prior to the beginning of the event.
6. When more than one interpreter is available for an assignment, the Supplier shall assign the interpreter closest to the site where services are needed, unless a specific interpreter is requested by the requesting agency/ entity.
7. Interpreters shall be provided based on the following:
 - a. Client preference,
 - b. Subject matter, and
 - c. Length of the event and the type of interpreting required.
8. If a request for on-site translation/interpretation is cancelled with less than twenty-four (24) hours' notice, the requesting entity shall be required to pay the Supplier the one and a half (1.5) hour minimum billable time.
9. If the assignment is cancelled upon translation / interpreter arrival to the scheduled assignment, the interpreter will be compensated for the full scheduled length of the assignment.
10. If the translator/interpreter arrives to the assignment and the client is a no show for the translator/interpreter will be compensated for the full scheduled length of the assignment.

Standard On-Site Translation

11. Standard On-site translation/interpretation services shall be provided by the Supplier for requests received with a minimum of forty-eight (48) hours' notice.

Expedited On-Site Translation

12. Expedited On-site translation/interpretation services shall be provided by the Supplier for requests received with less than forty-eight (48) hours; but, at least twenty-four (24) hours' notice.

Critical On-Site Translation

13. Critical On-site translation/interpretation services shall be provided by the Supplier for requests received with less than twenty-four (24) hours' notice.

B. Written Translation

1. The Supplier shall provide written translations of source texts in one language into target texts written in another language, with the meaning and intent of the original source text.

ATTACHMENT A-1

2. Services shall include translation of documentation, proofing, editing, client consultation for product assessment, glossary development, and final production layout and output in the required media format (i.e. hardcopy or electronic) by qualified and experienced native speaking language translators.
3. Required field of expertise include, but are not limited to, the translation of business, legal, medical, and technical documents, manuals, web sites, brochures, multimedia, intranet, video, audio and software localization.
4. The Supplier shall provide foreign language translations that are accurate, culturally, and politically sensitive to the social environment of the target reader/audience.
5. When translating written text from a source to a target language, the final translation of the target language shall be typed on a specific paper size, font size, font type, margin, and line spacing as instructed by the requesting entity.
6. Depending on the type and/or complexity of project, the setup fee and/or project management fee may apply.

Standard Written Translation:

7. For source documents which would require 2,000 or less words of Target Language translation, standard written document translation shall be completed within one (1) week from the day the requesting entity sends the source language to the Supplier. The timeframe for completion of written translations requiring more than 2,000 words of Target Language translation shall be

Expedited Written Translation:

8. Expedited written translation requirements shall be completed within one standard hour day from the day the requesting entity sends the source language to the Supplier for up to 2,000 words of target language translation. One additional day shall be permitted for each additional 2,000 words, or portion thereof, of target language translation. See definition of standard hours.

C. Telephone Translation

1. The Supplier shall provide a toll-free telephone number which is staffed 24 hours a day, seven days a week, and 365 days per year.
2. Supplier must provide conference calling system/services that accommodate a minimum of 5 parties in a conference.
3. If the requesting entity requests specific foreign language interpretation/translation that will require more than 45 minutes of the interpreter/translator's time, the requesting entity shall submit the request for an interpreter at a minimum 6 hours in advance of the actual time it is needed.
4. The Supplier shall not require the requesting entity to purchase or obtain a specific type of equipment to access telephonic interpreter services.
5. The State of Oklahoma reserves the right to initiate and monitor a sample of interpreted calls and/or to tape and/or to test a sample of interpreters during the contract periods.

ATTACHMENT A-1

D. Desktop and Graphic Translation

1. Word counts are based on the source language for “out of English” work, and on the target language for “into English”. If electronic source files are not available from the requesting entity, word counts may be approximated.

E. Video Remote Interpretation (VRI) Translation

1. This is done through a remote or offsite interpreter or translator in order to communicate with persons with whom there is a communication barrier.
2. Party(s) needing the service will be in one location and the interpreter/translator will be in another location.
3. If the requesting entity requests specific foreign language interpretation/translation that will require more than 45 minutes of the interpreter/translator’s time, the requesting entity shall submit the request for an interpreter at a minimum 6 hours in advance of the actual time it is needed.
4. It is necessary for all parties to have the necessary equipment for this service. Examples of the necessary equipment is a videophone or web camera and a television or computer screen.
5. The State of Oklahoma reserves the right to initiate and monitor a sample of the VRI services and/or to tape and/or to test a sample of interpreters/translators during the contract periods.

F. General Translation Services

1. Provide confirmation that a translator or interpreter has been assigned to the user agency after receipt of written request within two working days of the original request. This confirmation must be sent to the appropriate user agency via fax or e-mail.
2. If requested by the using agency, a translator or interpreter that provides a service to agency must provide a copy of certification or transcript verifying the graduation. In addition, the Office of Management and Enterprise Services, Central Purchasing reserves the right to request such proof from the Supplier at any time during contract periods.
3. Timelines for translation services will begin on the day the request is “received” by the Supplier and end on the day Supplier’s response is submitted. Mailing time to and from the requesting entity (if electronic method is not used) is not included.
4. If services are provided during both peak and off-peak hours, payment will be made for the actual time worked in each time period at the appropriate standard peak or off-peak rate increment.
5. Timeframes can be either calendar or business day or week depending upon the requesting entity’s need. This shall be identified when submitting the request to the Supplier.
6. The Supplier must have a quality assurance plan to assure the quality of services provided under this contract. The plan must include information regarding monitoring of all services provided.

ATTACHMENT A-1

Requests for Certifications and Experience

7. The Supplier shall provide certified/qualified and experienced language professionals with relevant knowledge in the required field of expertise for performance of the services requested.

Minimum Personnel Experience

8. All personnel providing services on this contract shall have been providing foreign language services for a minimum of three years to customers. This includes on-site, telephonic, VRI, and/or written translation services. See definitions – qualified translator.

G. Travel Costs

Travel Costs Translation

1. Interpreter's actual mileage will be calculated and reimbursed in accordance with the Oklahoma State Travel Reimbursement Act, along with actual expenses (parking, tolls, etc.) for assignments within sixty (60) miles from the Interpreters home.
2. For any assignment that is 100 miles or more round trip the Supplier will be paid "portal-to-portal" plus mileage. Portal-to-Portal being defined as the level of certification pay rate for each hour from when the Supplier starts travel for the assignment the hours interpreting and when the travel ends for the assignment. Any assignment that is less than 100 miles round trip, the Supplier will be paid mileage only. Each agency will make the determination to use portal-to-portal
3. No travel time or mileage will be paid for statewide written document translation service.
4. No travel time or mileage will be paid for statewide telephone translation services.
5. No travel time or mileage will be paid for desktop and graphic translation services
6. No travel time or mileage will be paid for Video Remote Interpretation services.

IV. Value-Add Services

Provide information on other products and services that may be offered by the Supplier that are within the scope of this solicitation and provide pricing. The State may award value-added products and services at its sole discretion.

(end)

ATTACHMENT B

STATE OF OKLAHOMA NEGOTIABLE GENERAL TERMS

This State of Oklahoma General Terms (“General Terms”) is a Contract document in connection with a Contract awarded by the Office of Management and Enterprise Services on behalf of the State of Oklahoma.

In addition to other terms contained in an applicable Contract document, Supplier and State agree to the following General Terms:

1 Contract Order of Priority

- 1.1** Contract documents shall be read to be consistent and complementary. Any conflict among the Contract documents shall be resolved by giving priority to Contract documents in the following order of precedence:
- A.** any Amendment;
 - B.** terms contained in this Contract document.
 - C.** any Contract-specific State terms contained in a Contract document including, without limitation, information technology terms and terms specific to a statewide Contract or a State agency Contract;
 - D.** any applicable Solicitation;
 - E.** any successful Bid as may be amended through negotiation and to the extent the Bid does not otherwise conflict with the Solicitation, Contract or applicable law;
 - F.** any statement of work, work order, or other mutually agreed Contract documents.
- 1.2** If there is a conflict between the terms contained in this Contract document or in Contract-specific terms and an agreement provided by or on behalf of Supplier including but not limited to linked or supplemental documents which alter or diminish the rights of Customer or the State, the conflicting terms provided by Supplier shall not take priority over this Contract document or Acquisition-specific terms. In no event will any linked document alter or override such referenced terms except as specifically agreed in an Amendment.

2 Definitions

In addition to any defined terms set forth elsewhere in the Contract, the Oklahoma Central Purchasing Act and the Oklahoma Administrative Code, Title 260, the parties agree that, when used in the Contract, the following terms are defined as set forth below and may be used in the singular or plural form:

- 2.1 **Acquisition** means items, products, materials, supplies, services and equipment acquired by purchase, lease purchase, lease with option to purchase, value provided or rental under the Contract.
- 2.2 **Amendment** means any mutually executed, written modification to a Contract document or a written change, addition, correction or revision to a Solicitation.
- 2.3 **Bid** means an offer a Bidder submits in response to the Solicitation.
- 2.4 **Bidder** means an individual or business entity that submits a Bid in response to the Solicitation.
- 2.5 **Contract** means the written, mutually agreed and binding legal relationship resulting from the Contract documents and an appropriate encumbering document as may be amended from time to time, which evidences the final agreement between the parties with respect to the subject matter of the Contract.
- 2.6 **Customer** means the entity receiving goods or services contemplated by the Contract.
- 2.7 **Debarment** means action taken by a debarring official under federal or state law or regulations to exclude any business entity from inclusion on the Supplier list; bidding; offering to bid; providing a quote; receiving an award of contract with the State and may also result in cancellation of existing contracts with the State.
- 2.8 **Destination** means delivered to the receiving dock or other point specified in the applicable Contract document.
- 2.9 **Federal award** means the Federal financial assistance that a recipient receives directly from a Federal awarding agency or indirectly from a pass-through entity
- 2.10 **Governmental Entity** means any governmental entity specified as a political subdivision of the State pursuant to the Governmental Tort Claim Act including any associated institution, instrumentality, board, commission, committee, department, or other entity designated to act on behalf of the state.

- 2.11 Indemnified Parties** means the State and Customer and/or its officers, directors, agents, employees, representatives, contractors, assignees and designees thereof.
- 2.12 Inspection** means examining and testing an Acquisition (including, when appropriate, raw materials, components, and intermediate assemblies) to determine whether the Acquisition meets Contract requirements.
- 2.13 Moral Rights** means any and all rights of paternity or integrity of the Work Product and the right to object to any modification, translation or use of the Work Product and any similar rights existing under the judicial or statutory law of any country in the world or under any treaty, regardless of whether or not such right is denominated or referred to as a moral right.
- 2.14 OAC** means the Oklahoma Administrative Code.
- 2.15 OMES** means the Office of Management and Enterprise Services.
- 2.16 Solicitation** means the document inviting Bids for the Acquisition referenced in the Contract and any amendments thereto.
- 2.17 State** means the government of the state of Oklahoma, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the state of Oklahoma.
- 2.18 Supplier** means the Bidder with whom the State enters into the Contract awarded pursuant to the Solicitation or the business entity or individual that is a party to the Contract with the State.
- 2.19 Suspension** means action taken by a suspending official under federal or state law or regulations to suspend a Supplier from inclusion on the Supplier list; be eligible to submit Bids to State agencies and be awarded a contract by a State agency subject to the Central Purchasing Act.
- 2.20 Supplier Confidential Information** means certain confidential and proprietary information of Supplier that is clearly marked as confidential and agreed by the State Purchasing Director or Customer, as applicable, but does not include information excluded from confidentiality in provisions of the Contract or the Oklahoma Open Records Act.
- 2.21 Work Product** means any and all deliverables produced by Supplier under a statement of work or similar Contract document issued pursuant to this Contract, including any and all tangible or intangible items or things that have been or will be prepared, created, developed, invented or conceived at any time following the Contract effective date including but not limited to any (i) works

of authorship (such as manuals, instructions, printed material, graphics, artwork, images, illustrations, photographs, computer programs, computer software, scripts, object code, source code or other programming code, HTML code, flow charts, notes, outlines, lists, compilations, manuscripts, writings, pictorial materials, schematics, formulae, processes, algorithms, data, information, multimedia files, text web pages or web sites, other written or machine readable expression of such works fixed in any tangible media, and all other copyrightable works), (ii) trademarks, service marks, trade dress, trade names, logos, or other indicia of source or origin, (iii) ideas, designs, concepts, personality rights, methods, processes, techniques, apparatuses, inventions, formulas, discoveries, or improvements, including any patents, trade secrets and know-how, (iv) domain names, (v) any copies, and similar or derivative works to any of the foregoing, (vi) all documentation and materials related to any of the foregoing, (vii) all other goods, services or deliverables to be provided by or on behalf of Supplier under the Contract and (viii) all Intellectual Property Rights in any of the foregoing, and which are or were created, prepared, developed, invented or conceived for the use of benefit of Customer in connection with this Contract or with funds appropriated by or for Customer or Customer's benefit (a) by any Supplier personnel or Customer personnel or (b) any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.

3 Additional Pricing

- 3.1** The price of a product offered under the Contract shall include and Supplier shall prepay all shipping, packaging, delivery and handling fees. All product deliveries will be free on board Customer's Destination. No additional fees shall be charged by Supplier for standard shipping and handling. If Customer requests expedited or special delivery, Customer may be responsible for any charges for expedited or special delivery.
- 3.2** Supplier shall have no right of setoff.
- 3.3** Because funds are typically dedicated to a particular fiscal year, an invoice will be paid only when timely submitted, which shall in no instance be later than six (6) months after the end of the fiscal year in which the goods are provided or services performed.

4 Ordering, Inspection, and Acceptance

- 4.1** Any product or service furnished under the Contract shall be ordered by issuance of a valid purchase order or other appropriate payment mechanism, including a pre-encumbrance, or by use of a valid Purchase Card. All orders and transactions are governed by the terms and conditions of the Contract. Any purchase order or other applicable payment mechanism dated prior to termination or expiration of the Contract shall be performed unless mutually agreed in writing otherwise.
- 4.2** Services will be performed in accordance with industry best practices and are subject to acceptance by the Customer. Notwithstanding any other provision in the Contract, deemed acceptance of a service or associated deliverable shall not apply automatically upon receipt of a deliverable or upon provision of a service.

Supplier warrants and represents that a product or deliverable furnished by or through the Supplier shall individually, and where specified by Supplier to perform as a system, be substantially uninterrupted and error-free in operation and guaranteed against faulty material and workmanship for a warranty period of the greater of ninety (90) days from the date of acceptance or the maximum allowed by the manufacturer. A defect in a product or deliverable furnished by or through the Supplier shall be repaired or replaced by Supplier at no additional cost or expense to the Customer if such defect occurs during the warranty period.

Any product to be delivered pursuant to the Contract shall be subject to final inspection and acceptance by the Customer at Destination. The Customer assumes no responsibility for a product until accepted by the Customer. Title and risk of loss or damage to a product shall be the responsibility of the Supplier until accepted. The Supplier shall be responsible for filing, processing, and collecting any and all damage claims accruing prior to acceptance.

Pursuant to OAC 260:115-9-1, payment for an Acquisition does not constitute final acceptance of the Acquisition. If subsequent inspection affirms that the Acquisition does not meet or exceed the specifications of the order or that the Acquisition has a latent defect, the Supplier shall be notified as soon as is reasonably practicable. The Supplier shall retrieve and replace the Acquisition at Supplier's expense or, if unable to replace, shall issue a refund to Customer. Refund under this section shall not be an exclusive remedy.

- 4.3 Supplier shall deliver products and services on or before the required date specified in a Contract document. Failure to deliver timely may result in liquidated damages as set forth in the applicable Contract document. Deviations, substitutions, or changes in a product or service, including changes of personnel directly providing services, shall not be made unless expressly authorized in writing by the Customer. Any substitution of personnel directly providing services shall be a person of comparable or greater skills, education and experience for performing the services as the person being replaced. Additionally, Supplier shall provide staff sufficiently experienced and able to perform with respect to any transitional services provided by Supplier in connection with termination or expiration of the Contract.
- 4.4 Product warranty and return policies and terms provided under any Contract document will not be more restrictive or more costly than warranty and return policies and terms for other similarly situated customers for a like product.

5 Maintenance of Insurance, Payment of Taxes, and Workers' Compensation

- 5.1 As a condition of this Contract, Supplier shall procure at its own expense, and provide proof of, insurance coverage with the applicable liability limits set forth below and any approved subcontractor of Supplier shall procure and provide proof of the same coverage. The required insurance shall be underwritten by an insurance carrier with an A.M. Best rating of A- or better.

Such proof of coverage shall additionally be provided to the Customer if services will be provided by any of Supplier's employees, agents or subcontractors at any Customer premises and/or employer vehicles will be used in connection with performance of Supplier's obligations under the Contract. Supplier may not commence performance hereunder until such proof has been provided. Additionally, Supplier shall ensure each insurance policy includes a notice of cancellation and includes the State and its agencies as certificate holder and shall promptly provide proof to the State of any renewals, additions, or changes to such insurance coverage. Supplier's obligation to maintain insurance coverage under the Contract is a continuing obligation until Supplier has no further obligation under the Contract. Any combination of primary and excess or umbrella insurance may be used to satisfy the limits of coverage for Commercial General Liability, Auto Liability and Employers' Liability. Unless agreed between the parties and approved by the State Purchasing Director, the minimum acceptable insurance limits of liability are as follows:

- A. Workers' Compensation and Employer's Liability Insurance in accordance with and to the extent required by applicable law;

- B.** Commercial General Liability Insurance covering the risks of personal injury, bodily injury (including death) and property damage, including coverage for contractual liability, with a limit of liability of not less than \$2,000,000 per occurrence;
- C.** Automobile Liability Insurance with limits of liability of not less than \$2,000,000 combined single limit each accident;
- D.** If the Supplier will access, process, or store state data, then Security and Privacy Liability insurance, including coverage for failure to protect confidential information and failure of the security of Supplier's computer systems that results in unauthorized access to Customer data with limits \$5,000,000 per occurrence; and
- E.** Additional coverage required in writing in connection with a particular Acquisition.

5.2 Supplier shall be entirely responsible during the existence of the Contract for the liability and payment of taxes payable by or assessed to Supplier or its employees, agents and subcontractors of whatever kind, in connection with the Contract. Supplier further agrees to comply with all state and federal laws applicable to any such persons, including laws regarding wages, taxes, insurance, and Workers' Compensation. Neither Customer nor the State shall be liable to the Supplier, its employees, agents, or others for the payment of taxes or the provision of unemployment insurance and/or Workers' Compensation or any benefit available to a State or Customer employee.

5.3 Supplier agrees to indemnify Customer, the State, and its employees, agents, representatives, contractors, and assignees for any and all liability, actions, claims, demands, or suits, and all related costs and expenses (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) relating to tax liability, unemployment insurance and/or Workers' Compensation in connection with its performance under the Contract.

6 Compliance with Applicable Laws

6.1 As long as Supplier has an obligation under the terms of the Contract and in connection with performance of its obligations, the Supplier represents its present compliance, and shall have an ongoing obligation to comply, with all applicable federal, State, and local laws, rules, regulations, ordinances, and orders, as amended, including but not limited to the following:

- A.** Drug-Free Workplace Act of 1988 set forth at 41 U.S.C. §81.

- B.** Section 306 of the Clean Air Act, Section 508 of the Clean Water Act, Executive Order 11738, and Environmental Protection Agency Regulations which prohibit the use of facilities included on the EPA List of Violating Facilities under nonexempt federal contracts, grants or loans;
- C.** Prospective participant requirements set at 45 C.F.R. part 76 in connection with Debarment, Suspension and other responsibility matters;
- D.** 1964 Civil Rights Act, Title IX of the Education Amendment of 1972, Section 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act of 1990, and Executive Orders 11246 and 11375;
- E.** Anti-Lobbying Law set forth at 31 U.S.C. §1325 and as implemented at 45 C.F.R. part 93;
- F.** Requirements of Internal Revenue Service Publication 1075 regarding use, access and disclosure of Federal Tax Information (as defined therein);
- G.** Obtaining certified independent audits conducted in accordance with Government Auditing Standards and Office of Management and Budget Uniform Guidance, 2 CFR 200 Subpart F §200.500 et seq. with approval and work paper examination rights of the applicable procuring entity;
- H.** Requirements of the Oklahoma Taxpayer and Citizen Protection Act of 2007, 25 O.S. §1312 and applicable federal immigration laws and regulations and be registered and participate in the Status Verification System. The Status Verification System is defined at 25 O.S. §1312, includes but is not limited to the free Employment Verification Program (E-Verify) through the Department of Homeland Security, and is available at www.dhs.gov/E-Verify;
- I.** Requirements of the Health Insurance Portability and Accountability Act of 1996; Health Information Technology for Economic and Clinical Health Act; Payment Card Industry Security Standards; Criminal Justice Information System Security Policy and Security Addendum; and Family Educational Rights and Privacy Act; and
- J.** Be registered as a business entity licensed to do business in the State, have obtained a sales tax permit, and be current on franchise tax payments to the State, as applicable.

- 6.2** The Supplier's employees, agents and subcontractors shall adhere to applicable Customer policies including, but not limited to acceptable use of Internet and electronic mail, facility and data security, press releases, and public relations. As applicable, the Supplier shall adhere to the State Information Security Policy, Procedures, Guidelines set forth at [Information Security Policy, Procedures, Guidelines \(oklahoma.gov\)](https://www.oklahoma.gov/infosec) Supplier is responsible for reviewing and relaying such policies covering the above to the Supplier's employees, agents and subcontractors.
- 6.3** At no additional cost to Customer, the Supplier shall maintain all applicable licenses and permits required in association with its obligations under the Contract.
- 6.4** In addition to compliance under subsection 6.1 above, Supplier shall have a continuing obligation to comply with applicable Customer-specific mandatory contract provisions required in connection with the receipt of federal funds or other funding source.
- 6.5** The Supplier is responsible to review and inform its employees, agents, and subcontractors who provide a product or perform a service under the Contract of the Supplier's obligations under the Contract and Supplier certifies that its employees and each such subcontractor shall comply with minimum requirements and applicable provisions of the Contract. At the request of the State, Supplier shall promptly provide adequate evidence that such persons are its employees, agents or approved subcontractors and have been informed of their obligations under the Contract.
- 6.6** As applicable, Supplier agrees to comply with the Governor's Executive Orders related to the use of any tobacco product, electronic cigarette or vaping device on any and all properties owned, leased, or contracted for use by the State, including but not limited to all buildings, land and vehicles owned, leased, or contracted for use by agencies or instrumentalities of the State.
- 6.7** The execution, delivery and performance of the Contract and any ancillary documents by Supplier will not, to the best of Supplier's knowledge, violate, conflict with, or result in a breach of any provision of, or constitute a default (or an event which, with notice or lapse of time or both, would constitute a default) under, or result in the termination of, any written contract or other instrument between Supplier and any third party.
- 6.8** Supplier represents that it has the ability to pay its debts when due and it does not anticipate the filing of a voluntary or involuntary bankruptcy petition or appointment of a receiver, liquidator or trustee.

- 6.9** Supplier represents that, to the best of its knowledge, any litigation or claim or any threat thereof involving Supplier has been disclosed in writing to the State and Supplier is not aware of any other litigation, claim or threat thereof.
- 6.10** If services provided by Supplier include delivery of an electronic communication, Supplier shall ensure such communication and any associated support documents are compliant with Section 508 of the Federal Rehabilitation Act and with State standards regarding accessibility. Should any communication or associated support documents be non-compliant, Supplier shall correct and re-deliver such communication immediately upon discovery or notice, at no additional cost to the State. Additionally, as part of compliance with accessibility requirements where documents are only provided in non-electronic format, Supplier shall promptly provide such communication and any associated support documents in an alternate format usable by individuals with disabilities upon request and at no additional cost, which may originate from an intended recipient or from the State.

7 Audits and Records Clause

- 7.1** As used in this clause and pursuant to 67 O.S. §203, “record” includes a document, book, paper, photograph, microfilm, computer tape, disk, record, sound recording, film recording, video record, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form.
- 7.2** Supplier agrees any pertinent federal or State agency or governing entity of a Customer shall have the right to examine and audit, at no additional cost to a Customer, all records relevant to the execution and performance of the Contract except, unless otherwise agreed, costs of Supplier that comprise pricing under the Contract.
- 7.3** The Supplier is required to retain records relative to the Contract for the duration of the Contract and for a period of seven (7) years following completion or termination of an Acquisition unless otherwise indicated in the Contract terms. If a claim, audit, litigation or other action involving such records is started before the end of the seven-year period, the records are required to be maintained for two (2) years from the date that all issues arising out of the action are resolved, or until the end of the seven (7) year retention period, whichever is later.
- 7.4** Pursuant to 74 O.S. §85.41, if professional services are provided hereunder, all items of the Supplier that relate to the professional services are subject to examination by the State agency, State Auditor and Inspector and the State Purchasing Director.

8 Confidentiality

- 8.1** The Supplier shall maintain strict security of all State and citizen data and records entrusted to it or to which the Supplier gains access, in accordance with and subject to applicable federal and State laws, rules, regulations, and policies and shall use any such data and records only as necessary for Supplier to perform its obligations under the Contract. The Supplier further agrees to evidence such confidentiality obligation in a separate writing if required under such applicable federal or State laws, rules and regulations. The Supplier warrants and represents that such information shall not be sold, assigned, conveyed, provided, released, disseminated or otherwise disclosed by Supplier, its employees, officers, directors, subsidiaries, affiliates, agents, representatives, assigns, subcontractors, independent contractors, successor or any other persons or entities without Customer's prior express written permission. Supplier shall instruct all such persons and entities that the confidential information shall not be disclosed or used without the Customer's prior express written approval except as necessary for Supplier to render services under the Contract. The Supplier further warrants that it has a tested and proven system in effect designed to protect all confidential information.
- 8.2** Supplier shall establish, maintain and enforce agreements with all such persons and entities that have access to State and citizen data and records to fulfill Supplier's duties and obligations under the Contract and to specifically prohibit any sale, assignment, conveyance, provision, release, dissemination or other disclosure of any State or citizen data or records except as required by law or allowed by written prior approval of the Customer.
- 8.3** Supplier shall immediately report to the Customer any and all unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of any State or citizen data or records of which it or its parent company, subsidiaries, affiliates, employees, officers, directors, assignees, agents, representatives, independent contractors, and subcontractors is aware or have knowledge or reasonable should have knowledge. The Supplier shall also promptly furnish to Customer full details of the unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination, or attempt thereof, and use its best efforts to assist the Customer in investigating or preventing the reoccurrence of such event in the future. The Supplier shall cooperate with the Customer in connection with any litigation and investigation deemed necessary by the Customer to protect any State or citizen data and records and shall bear all costs associated with the investigation, response and recovery in connection with any breach of State or citizen data or records including but not limited to credit monitoring services with a term of

at least three (3) years, all notice-related costs and toll free telephone call center services.

- 8.4** Supplier further agrees to promptly prevent a reoccurrence of any unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of State or citizen data and records.
- 8.5** Supplier acknowledges that any improper use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of any State data or records to others may cause immediate and irreparable harm to the Customer and certain beneficiaries and may violate state or federal laws and regulations. If the Supplier or its affiliates, parent company, subsidiaries, employees, officers, directors, assignees, agents, representatives, independent contractors, and subcontractors improperly use, appropriate, sell, assign, convey, provide, release, access, acquire, disclose or otherwise disseminate such confidential information to any person or entity in violation of the Contract, the Customer will immediately be entitled to injunctive relief and/or any other rights or remedies available under this Contract, at equity or pursuant to applicable statutory, regulatory, and common law without a cure period.
- 8.6** The Supplier shall immediately forward to the State Purchasing Director, and any other applicable person listed in the Notices section(s) of the Contract, any request by a third party for data or records in the possession of the Supplier or any subcontractor or to which the Supplier or subcontractor has access and Supplier shall fully cooperate with all efforts to protect the security and confidentiality of such data or records in response to a third party request.

9 Assignment and Permitted Subcontractors

- 9.1** Supplier's obligations under the Contract may not be assigned or transferred to any other person or entity without the prior written consent of the State which may be withheld at the State's sole discretion. Should Supplier assign its rights to payment, in whole or in part, under the Contract, Supplier shall provide the State and all affected Customers with written notice of the assignment. Such written notice shall be delivered timely and contain details sufficient for affected Customers to perform payment obligations without any delay caused by the assignment.
- 9.2** Notwithstanding the foregoing, the Contract may be assigned by Supplier to any corporation or other entity in connection with a merger, consolidation, sale of all equity interests of the Supplier, or a sale of all or substantially all of the assets of the Supplier to which the Contract relates. In any such case, said

corporation or other entity shall by operation of law or expressly in writing assume all obligations of the Supplier as fully as if it had been originally made a party to the Contract. Supplier shall give the State and all affected Customers prior written notice of said assignment. Any assignment or delegation in violation of this subsection shall be void.

- 9.3** If the Supplier is permitted to utilize subcontractors in support of the Contract, the Supplier shall remain solely responsible for its obligations under the terms of the Contract, for its actions and omissions and those of its agents, employees and subcontractors and for payments to such persons or entities. Prior to a subcontractor being utilized by the Supplier, the Supplier shall obtain written approval of the State of such subcontractor and each employee, as applicable to a particular Acquisition, of such subcontractor proposed for use by the Supplier. Such approval is within the sole discretion of the State. Any proposed subcontractor shall be identified by entity name, and by employee name, if required by the particular Acquisition, in the applicable proposal and shall include the nature of the services to be performed. As part of the approval request, the Supplier shall provide a copy of a written agreement executed by the Supplier and subcontractor setting forth that such subcontractor is bound by and agrees, as applicable, to perform the same covenants and be subject to the same conditions and make identical certifications to the same facts and criteria, as the Supplier under the terms of all applicable Contract documents. Supplier agrees that maintaining such agreement with any subcontractor and obtaining prior written approval by the State of any subcontractor and associated employees shall be a continuing obligation. The State further reserves the right to revoke approval of a subcontractor or an employee thereof in instances of poor performance, misconduct or for other similar reasons.
- 9.4** All payments under the Contract shall be made directly to the Supplier, except as provided in subsection A above regarding the Supplier's assignment of payment. No payment shall be made to the Supplier for performance by unapproved or disapproved employees of the Supplier or a subcontractor.
- 9.5** Rights and obligations of the State or a Customer under the terms of this Contract may be assigned or transferred, at no additional cost, to other Customer entities.

10 Background Checks and Criminal History Investigations

Prior to the commencement of any services, performance of background checks and criminal history investigations of the Supplier's employees and subcontractors who will be providing services may be required. If required, the Supplier agree to provide the State with a description of the background check process to include any vendor's

used to gather information. Supplier will further attest that each employee and subcontractor providing services has passed the back ground check. Supplier's access to facilities, data and information may be withheld prior to completion of background verification acceptable to the State. The costs of additional background checks beyond Supplier's normal hiring practices shall be the responsibility of the Customer unless such additional background checks are required solely because Supplier will not provide verification of results of its otherwise acceptable normal background checks; in such an instance, Supplier shall pay for the additional background checks. Supplier will coordinate with the State and its employees to complete the necessary background checks and criminal history investigations. Should any employee or subcontractor of the Supplier who will be providing services under the Contract not be acceptable as a result of the background check or criminal history investigation, the Customer may require replacement of the employee or subcontractor in question and, if no suitable replacement is made within a reasonable time, terminate the purchase order or other payment mechanism associated with the project or services.

11 Patents and Copyrights

Without exception, a product or deliverable price shall include all royalties or costs owed by the Supplier to any third party arising from the use of a patent, intellectual property, copyright or other property right held by such third party. Should any third party threaten or make a claim that any portion of a product or service provided by Supplier under the Contract infringes that party's patent, intellectual property, copyright or other property right, Supplier shall enable each affected Customer to legally continue to use, or modify for use, the portion of the product or service at issue or replace such potentially infringing product, or re-perform or redeliver in the case of a service, with at least a functional non-infringing equivalent. Supplier's duty under this section shall extend to include any other product or service rendered materially unusable as intended due to replacement or modification of the product or service at issue. If the Supplier determines that none of these alternatives are reasonably available, the State shall return such portion of the product or deliverable at issue to the Supplier, upon written request, in exchange for a refund of the price paid for such returned goods as well as a refund or reimbursement, if applicable, of the cost of any other product or deliverable rendered materially unusable as intended due to removal of the portion of product or deliverable at issue. Any remedy provided under this section is not an exclusive remedy and is not intended to operate as a waiver of legal or equitable remedies because of acceptance of relief provided by Supplier.

12 Indemnification

12.1 Acts or Omissions

- A.** Supplier shall defend and indemnify the Indemnified Parties, as applicable, for any and all liability, claims, damages, losses, costs, expenses, demands, suits and actions of third parties (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) arising out of, or resulting from any action or claim for bodily injury, death, or property damage brought against any of the Indemnified parties to the extent arising from any negligent act or omission or willful misconduct of the Supplier or its agents, employees, or subcontractors in the execution or performance of the Contract.
- B.** To the extent Supplier is found liable for loss, damage, or destruction of any property of Customer due to negligence, misconduct, wrongful act, or omission on the part of the Supplier, its employees, agents, representatives, or subcontractors, the Supplier and Customer shall use best efforts to mutually negotiate an equitable settlement amount to repair or replace the property unless such loss, damage or destruction is of such a magnitude that repair or replacement is not a reasonable option. Such amount shall be invoiced to, and is payable by, Supplier sixty (60) calendar days after the date of Supplier's receipt of an invoice for the negotiated settlement amount.

12.2 Infringement

Supplier shall indemnify the Indemnified Parties, as applicable, for all liability, claims, damages, losses, costs, expenses, demands, suits and actions of third parties (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) arising from or in connection with Supplier's breach of its representations and warranties in the Contract or alleged infringement of any patent, intellectual property, copyright or other property right in connection with a product or service provided under the Contract. Supplier's duty under this section is reduced to the extent a claimed infringement results from: (a) a Customer's or user's content; (b) modifications by Customer or third party to a product delivered under the Contract or combinations of the product with any non-Supplier-provided services or products unless Supplier recommended or participated in such modification or combination; (c) use of a product or service by Customer in violation of the Contract unless done so at the direction of Supplier, or (d) a non-Supplier product that has not been provided to the State by, through or on behalf of Supplier as opposed to its combination with products Supplier provides to or develops for the State or a Customer as a system.

12.3 Notice and Cooperation

In connection with indemnification obligations under the Contract, the parties agree to furnish prompt written notice to each other of any third-party claim. Any Customer affected by the claim will reasonably cooperate with Supplier and defense of the claim to the extent its interests are aligned with Supplier. Supplier shall use counsel reasonably experienced in the subject matter at issue and will not settle a claim without the written consent of the party being defended and where applicable the Attorney General of Oklahoma, which consent will not be unreasonably withheld or delayed, except that no consent will be required to settle a claim against Indemnified Parties that are not a State agency, where relief against the Indemnified Parties is limited to monetary damages that are paid by the defending party under indemnification provisions of the Contract.

12.4 Limitation of Liability

- A.** With respect to any claim or cause of action arising under or related to the Contract, neither the State nor any Customer shall be liable to Supplier for lost profits, lost sales or business expenditures, investments, or commitments in connection with any business, loss of any goodwill, or for any other indirect, incidental, punitive, special or consequential damages, even if advised of the possibility of such damages.
- B.** Notwithstanding anything to the contrary in the Contract, no provision shall limit damages, expenses, costs, actions, claims, and liabilities arising from or related to property damage, bodily injury or death caused by Supplier or its employees, agents or subcontractors; indemnity, security or confidentiality obligations under the Contract; the bad faith, negligence, intentional misconduct or other acts for which applicable law does not allow exemption from liability of Supplier or its employees, agents or subcontractors.
- C.** The limitation of liability and disclaimers set forth in the Contract will apply regardless of whether Customer has accepted a product or service. The parties agree that Supplier has set its fees and entered into the Contract in reliance on the disclaimers and limitations set forth herein, that the same reflect an allocation of risk between the parties and form an essential basis of the bargain between the parties. These limitations shall apply notwithstanding any failure of essential purpose of any limited remedy.

13 Termination for Cause

- 13.1** Supplier may terminate the Contract if (i) it has provided the State with written notice of material breach and (ii) the State fails to cure such material breach within thirty (30) days of receipt of written notice. If there is more than one Customer, material breach by a Customer does not give rise to a claim of material breach as grounds for termination by Supplier of the Contract as a whole. The State may terminate the Contract in whole or in part if (i) it has provided Supplier with written notice of material breach, and (ii) Supplier fails to cure such material breach within thirty (30) days of receipt of written notice. Any partial termination of the Contract under this section shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that are not terminated.
- 13.2** The State may terminate the Contract in whole or in part immediately without a thirty (30) day written notice to Supplier if (i) Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract; (ii) Supplier's material breach is reasonably determined to be an impediment to the function of the State and detrimental to the State or to cause a condition precluding the thirty (30) day notice or (iii) when the State determines that an administrative error in connection with award of the Contract occurred prior to Contract performance.
- 13.3** The State may terminate the Contract if the scope includes PR Vendor services and the Supplier, or Supplier's employee, violate the lobbying clause. PR Vendor services is defined to include a contract for public relations (PR), marketing or communication services. The State may immediately terminate the Contract with no more than 10-day notice under this section.
- 13.4** Upon receipt of notice of a termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Such termination is not an exclusive remedy but is in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded. Termination of the Contract under this section, in whole or in part, shall not relieve the Supplier of liability for claims arising under the Contract.

13.5 The Supplier's repeated failure to provide an acceptable product or service; Supplier's unilateral revision of linked or supplemental terms that have a materially adverse impact on a Customer's rights or obligations under the Contract (except as required by a governmental authority); actual or anticipated failure of Supplier to perform its obligations under the Contract; Supplier's inability to pay its debts when due; assignment for the benefit of Supplier's creditors; or voluntary or involuntary appointment of a receiver or filing of bankruptcy of Supplier shall constitute a material breach of the Supplier's obligations, which may result in partial or whole termination of the Contract. This subsection is not intended as an exhaustive list of material breach conditions. Termination may also result from other instances of failure to adhere to the Contract provisions and for other reasons provided for by applicable law, rules or regulations; without limitation, OAC 260:115-9-1 is an example.

14 Termination for Convenience

14.1 The State may terminate the Contract, in whole or in part, for convenience if it is determined that termination is in the State's best interest. In the event of a termination for convenience, Supplier will be provided at least thirty (30) days' written notice of termination. Any partial termination of the Contract shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that remain in effect.

14.2 Upon receipt of notice of such termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Such termination shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded. Termination of the Contract under this section, in whole or in part, shall not relieve the Supplier of liability for claims arising under the Contract.

15 Suspension of Supplier

15.1 Supplier may be subject to Suspension without advance notice and may additionally be suspended from activities under the Contract if Supplier fails

to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract.

15.2 Upon receipt of a notice pursuant to this section, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to receipt of notice by Supplier, the Suspension does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract during a period of Suspension or suspended activity or for any damages or other amounts caused by or associated with such Suspension or suspended activity. A right exercised under this section shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees attributable to a period of Suspension or suspended activity shall be refunded.

15.3 Such Suspension may be removed, or suspended activity may resume, at the earlier of such time as a formal notice is issued that authorizes the resumption of performance under the Contract or at such time as a purchase order or other appropriate encumbrance document is issued. This subsection is not intended to operate as an affirmative statement that such resumption will occur.

16 Certification Regarding State Employees Prohibition From Fulfilling Services

Pursuant to 74 O.S. § 85.42, the Supplier certifies that no person involved in any manner in development of the Contract employed by the State shall be employed to fulfill any services provided under the Contract.

17 Force Majeure

17.1 Either party shall be temporarily excused from performance to the extent delayed as a result of unforeseen causes beyond its reasonable control including fire or other similar casualty, act of God, strike or labor dispute, war or other violence, or any law, order or requirement of any governmental agency or authority provided the party experiencing the force majeure event has prudently and promptly acted to take any and all steps within the party's control to ensure continued performance and to shorten duration of the event. If a party's performance of its obligations is materially hindered as a result of a force majeure event, such party shall promptly notify the other party of its best reasonable assessment of the nature and duration of the force majeure event and steps it is taking, and plans to take, to mitigate the effects of the force majeure event. The party shall use commercially reasonable best efforts to

continue performance to the extent possible during such event and resume full performance as soon as reasonably practicable.

17.2 Subject to the conditions set forth above, non-performance as a result of a force majeure event shall not be deemed a default. However, a purchase order or other payment mechanism may be terminated if Supplier cannot cause delivery of a product or service in a timely manner to meet the business needs of Customer. Supplier is not entitled to payment for products or services not received and, therefore, amounts payable to Supplier during the force majeure event shall be equitably adjusted downward.

17.3 Notwithstanding the foregoing or any other provision in the Contract, (i) the following are not a force majeure event under the Contract: (a) shutdowns, disruptions or malfunctions in Supplier's system or any of Supplier's telecommunication or internet services other than as a result of general and widespread internet or telecommunications failures that are not limited to Supplier's systems or (b) the delay or failure of Supplier or subcontractor personnel to perform any obligation of Supplier hereunder unless such delay or failure to perform is itself by reason of a force majeure event and (ii) no force majeure event modifies or excuses Supplier's obligations related to confidentiality, indemnification, data security or breach notification obligations set forth herein.

18 Security of Property and Personnel

In connection with Supplier's performance under the Contract, Supplier may have access to Customer personnel, premises, data, records, equipment and other property. Supplier shall use commercially reasonable best efforts to preserve the safety and security of such personnel, premises, data, records, equipment, and other property of Customer. Supplier shall be responsible for damage to such property to the extent such damage is caused by its employees or subcontractors and shall be responsible for loss of Customer property in its possession, regardless of cause. If Supplier fails to comply with Customer's security requirements, Supplier is subject to immediate suspension of work as well as termination of the associated purchase order or other payment mechanism.

19 Miscellaneous

19.1 Transition Services

If transition services are needed at the time of Contract expiration or termination, Supplier shall provide such services on a month-to-month basis, at the contract rate or other mutually agreed rate. Supplier shall provide a proposed transition plan, upon request, and cooperate with any successor

supplier and with establishing a mutually agreeable transition plan. Failure to cooperate may be documented as poor performance of Supplier.

19.2 Publicity

The existence of the Contract or any Acquisition is in no way an endorsement of Supplier, the products or services and shall not be so construed by Supplier in any advertising or publicity materials. Supplier agrees to submit to the State all advertising, sales, promotion, and other publicity matters relating to the Contract wherein the name of the State or any Customer is mentioned or language used from which, in the State's judgment, an endorsement may be inferred or implied. Supplier further agrees not to publish or use such advertising, sales promotion, or publicity matter or release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning the Contract or any Acquisition hereunder without obtaining the prior written approval of the State.

19.3 Mutual Responsibilities

- A.** No party to the Contract grants the other the right to use any trademarks, trade names, other designations in any promotion or publication without the express written consent by the other party.
- B.** The Contract is a non-exclusive contract and each party is free to enter into similar agreements with others.
- C.** The Customer and Supplier each grant the other only the licenses and rights specified in the Contract and all other rights and interests are expressly reserved.
- D.** The Customer and Supplier shall reasonably cooperate with each other and any Supplier to which the provision of a product and/or service under the Contract may be transitioned after termination or expiration of the Contract.
- E.** Except as otherwise set forth herein, where approval, acceptance, consent, or similar action by a party is required under the Contract, such action shall not be unreasonably delayed or withheld.

19.4 Entire Agreement

The Contract documents taken together as a whole constitute the entire agreement between the parties. The Contract documents include this Contract, any Amendments to this Contract, applicable Solicitation, and any successful bid as may be amended or limited through negotiation. No statement, promise,

condition, understanding, inducement or representation, oral or written, expressed or implied, which is not contained in a Contract document shall be binding or valid. The Supplier's certifications, including any completed electronically, are incorporated by reference into the Contract.

ATTACHMENT C

OKLAHOMA STATEWIDE CONTRACT TERMS

1. Statewide Contract Type

- 1.1** The Contract is a non-mandatory statewide contract for use by State agencies. Additionally, the Contract may be used by any governmental entity specified as a political subdivision of the State pursuant to the Governmental Tort Claims Act including any associated institution, instrumentality, board, commission, committee, department or other entity designated to act on behalf of the political subdivision; a state, county or local governmental entity in its state of origin; and entities authorized to utilize contracts by the State via a multistate or multigovernmental contract.
- 1.2** The Contract is a firm, fixed price contract for indefinite delivery and quantity for the Acquisitions available under the Contract.

2. Orders and Amendments

- 2.1** Unless mutually agreed in writing otherwise, orders shall be placed directly with the Supplier by issuance of written purchase orders or by Purchase Card by state agencies and other authorized entities. All orders are subject to the Contract terms and any order dated prior to Contract expiration shall be performed. Delivery to multiple destinations may be required.
- 2.2** Any ordering document shall be effective between Supplier and the Customer only and shall not be an Amendment to the Contract in its entirety or apply to any Acquisition by another Customer.
- 2.3** Additional terms added to a Contract Document by a Customer shall be effective if the additional terms do not conflict with the General Terms and are acceptable to Supplier. However, an Amendment to the Contract shall be signed by the State Purchasing Director or designee. Regarding information technology and telecommunications contracts, pursuant to 62 O.S., §34.11.1, the Chief Information Officer acts as the Information Technology and Telecommunications Purchasing Director.

3. Termination

All terms in this Contract relating to termination flow through to the Customer. A customer may terminate for funding insufficiency, cause or convenience any order or agreement made pursuant to this Contract. The termination must be done according to terms set forth in this Contract.

4. No Guarantee of Products or Services Required

The State shall not guarantee any minimum or maximum amount of Supplier products or services required under the Contract.

5. Contract Management Fee and Usage Report

5.1 Pursuant to 74 O.S. § 85.33A, the State assesses a contract management fee on all transactions under a statewide contract. The payment of such fee will be calculated for all transactions, net of returns and the Supplier has no right of setoff against such fee regardless of the payment status of any Customer or any aggregate accounts receivable percentage. Supplier acknowledges and agrees that all prices quoted under any statewide contract shall include the contract management fee and the contract management fee shall not be reflected as a separate line item in Supplier's billing. The State reserves the right to change this fee upward or downward upon sixty (60) calendar days' written notice to Supplier without further requirement for an Amendment.

5.2 While Supplier is the awardee of a statewide contract, transactions that occur under the terms of the statewide contract are subject to a one percent (1%) contract management fee to be paid by Supplier. Supplier shall submit a Contract Usage Report on a quarterly basis for each contract using a form provided by the State and such report shall include applicable information for each transaction. Reports shall include usage of the statewide contract by every Customer during the applicable quarter. A singular report provided late will not be considered a breach of the statewide contract; provided, however, repeated failure to submit accurate quarterly usage reports and submit timely payments may result in suspension or termination, in whole or in part, of the Contract.

5.3 All Contract Usage Reports shall meet the following criteria:

- i. Electronic submission in Microsoft Excel format to strategic.sourcing@omes.ok.gov;

- ii. Quarterly submission regardless of whether there were transactions under the Contract during the applicable quarterly reporting period;
- iii. Submission no later than forty-five (45) days following the end of each calendar quarter;
- iv. Contract quarterly reporting periods shall be as follows:
 - a. January 01 through March 31;
 - b. April 01 through June 30;
 - c. July 01 through September 30; and
 - d. October 01 through December 31.
 - e. Reports must include the following information:
 - f. Procuring entity;
 - g. Order date;
 - h. Purchase Order number or note that the transaction was paid by Purchase Card;
 - i. City in which products or services were received or specific office or subdivision title;
 - j. Product manufacturer or type of service;
 - k. Manufacturer item number, if applicable;
 - l. Product description;
 - m. General product category, if applicable;
 - n. Quantity;
 - o. Unit list price or MSRP, as applicable;
 - p. Unit price charged to the purchasing entity; and
 - q. Other Contract usage information requested by the State.

- 5.4** Payment of the contract management fee shall be delivered to the address below, or by setting up ACH. Payments must be received within forty-five (45) calendar days after the end of each quarterly reporting period.

Office of Management and Enterprise Services
P.O. Box 248984
Oklahoma City, Oklahoma 73124-8984

To ensure payment is properly accounted for, Supplier shall provide the following information with payment: (i) reference to the applicable Contract Usage Report and quarterly reporting period and (ii) the applicable statewide contract number(s) and the amount of the contract management fee being paid for each contract number.

ATTACHMENT D

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ATTACHMENT E

SECTION EIGHT: PRICING (WILL NOT BE HELD CONFIDENTIAL)

A completed “Exhibit 03: Pricing Template” is attached to this section and can be found on the following pages. We are also including the excel version of Exhibit 03 as a separate attachment for reference.

Bromberg offers a **0.5% early payment discount** for payments made **within 10 days** of invoice receipt. We do not offer a higher discount for earlier payments.

ATTACHMENT E

Exhibit 3 Pricing										
Standard On-Site Pricing										
Pricing	"By the Hour" Cost will be listed as per hour translated.									
Peak Hours	8:00am - 5pm Monday through Friday									
Off-Peak Hours	5:00pm - 8pm Monday - Friday, Holidays, and Weekends									
Notes	You may create more lines if needed									
Standard On-Site Translation										
Languages	Peak Hours				Off-Peak				Additional Fees	
(List All Below: A-Z)	General	Medical	Legal	Education	General	Medical	Legal	Education	Set up Fee	
Acholi	120	120	130	120	125	125	135	125	Management Fee	0
Afrikaans	120	120	130	120	125	125	135	125	Simultaneous Interpreting	30% surcharge on rate
Akan	120	120	130	120	125	125	135	125		
Albanian	105	105	115	105	110	110	120	110		
Amharic	110	110	120	110	115	115	125	115		
Apache	120	120	130	120	125	125	135	125		
Arabic	95	95	105	95	100	100	110	100		
Armenian	110	110	120	110	115	115	125	115		
Arvantic	120	120	130	120	125	125	135	125		
Assyrian	120	120	130	120	125	125	135	125		
Azeri	110	110	120	110	115	115	125	115		
Balinese	120	120	130	120	125	125	135	125		
Bantu	120	120	130	120	125	125	135	125		
Basque	120	120	130	120	125	125	135	125		
Belorussian	120	120	130	120	125	125	135	125		
Bengali	105	105	115	105	110	110	120	110		
Bosnian	105	105	115	105	110	110	120	110		
Brumese	110	110	120	110	115	115	125	115		
Bulgarian	110	110	120	110	115	115	125	115		
Cakchiquel	120	120	130	120	125	125	135	125		
Cambodian	110	110	120	110	115	115	125	115		
Cambodian (KHMER)	120	120	130	120	125	125	135	125		
Catalan	120	120	130	120	125	125	135	125		
Cebuano	120	120	130	120	125	125	135	125		
Chaldean	120	120	130	120	125	125	135	125		
Cherokee	120	120	130	120	125	125	135	125		
Chin	120	120	130	120	125	125	135	125		
Chinese (Cantonese)	110	110	120	110	115	115	125	115		
Chinese (Mandarin)	110	110	120	110	115	115	125	115		
Chiu-Chow	120	120	130	120	125	125	135	125		
Chuukese	120	120	130	120	125	125	135	125		
Creole	110	110	120	110	115	115	125	115		
Crioulo	120	120	130	120	125	125	135	125		
Croatian	105	105	115	105	110	110	120	110		
Czech	110	110	120	110	115	115	125	115		
Dagbani	120	120	130	120	125	125	135	125		
Danish	110	110	120	110	115	115	125	115		
Dari	110	110	120	110	115	115	125	115		
Dinka	120	120	130	120	125	125	135	125		
Dutch	110	110	120	110	115	115	125	115		
Ebon	120	120	130	120	125	125	135	125		
Estonian	120	120	130	120	125	125	135	125		
Ewe	120	120	130	120	125	125	135	125		
Farsi	110	110	120	110	115	115	125	115		
Fijian	120	120	130	120	125	125	135	125		
Flemish	120	120	130	120	125	125	135	125		
Foochow	120	120	130	120	125	125	135	125		
French	105	105	115	105	110	110	120	110		
French Cajun	120	120	130	120	125	125	135	125		
French Canadian	120	120	130	120	125	125	135	125		
French Creole	120	120	130	120	125	125	135	125		
Fukian	120	120	130	120	125	125	135	125		
Fulah	120	120	130	120	125	125	135	125		
Ga	120	120	130	120	125	125	135	125		
Gaelic	120	120	130	120	125	125	135	125		
Georgian	120	120	130	120	125	125	135	125		
German	105	105	115	105	110	110	120	110		
Grebo	120	120	130	120	125	125	135	125		
Greek	110	110	120	110	115	115	125	115		
Gujarati	110	110	120	110	115	115	125	115		
Gurani	120	120	130	120	125	125	135	125		
Haitian Creole	120	120	130	120	125	125	135	125		
Hakka	120	120	130	120	125	125	135	125		
Hausa	120	120	130	120	125	125	135	125		
Hawaii Creole	120	120	130	120	125	125	135	125		

ATTACHMENT E

Hawaiian	120	120	130	120	125	125	135	125
Hebrew	110	110	120	110	115	115	125	115
Hindi	110	110	120	110	115	115	125	115
Hmong	110	110	120	110	115	115	125	115
Hokkien	120	120	130	120	125	125	135	125
Hunanese	120	120	130	120	125	125	135	125
Hungarian	110	110	120	110	115	115	125	115
Ibo	120	120	130	120	125	125	135	125
Icelandic	120	120	130	120	125	125	135	125
Ilocano	120	120	130	120	125	125	135	125
Indonesian	120	120	130	120	125	125	135	125
Italian	105	105	115	105	110	110	120	110
Jamaican Creole	110	110	120	110	115	115	125	115
Japanese	110	110	120	110	115	115	125	115
Javanese	120	120	130	120	125	125	135	125
Kanjolal	120	120	130	120	125	125	135	125
Kannada	120	120	130	120	125	125	135	125
Karen	110	110	120	110	115	115	125	115
Karenni/Kayah	120	120	130	120	125	125	135	125
Kazakh	120	120	130	120	125	125	135	125
Khmer	120	120	130	120	125	125	135	125
Kinya	120	120	130	120	125	125	135	125
Kirundi	110	110	120	110	115	115	125	115
Kinyarwanda	110	110	120	110	115	115	125	115
Korean	110	110	120	110	115	115	125	115
Kosovan	120	120	130	120	125	125	135	125
Krahn	120	120	130	120	125	125	135	125
Krio	120	120	130	120	125	125	135	125
Kunama	120	120	130	120	125	125	135	125
Kurdish	120	120	130	120	125	125	135	125
Laotian	110	110	120	110	115	115	125	115
Latvian	110	110	120	110	115	115	125	115
Lingala	120	120	130	120	125	125	135	125
Lithuanian	120	120	130	120	125	125	135	125
Luganda	120	120	130	120	125	125	135	125
Macedonian	105	105	115	105	110	110	120	110
Malay	120	120	130	120	125	125	135	125
Malayalam	110	110	120	110	115	115	125	115
Malinke	120	120	130	120	125	125	135	125
Mam	120	120	130	120	125	125	135	125
Mandingo	120	120	130	120	125	125	135	125
Mandinka	110	110	120	110	115	115	125	115
Marathi	110	110	120	110	115	115	125	115
Marshallese	120	120	130	120	125	125	135	125
Minh	120	120	130	120	125	125	135	125
Mixteco	120	120	130	120	125	125	135	125
Moldavian	120	120	130	120	125	125	135	125
Mongolian	120	120	130	120	125	125	135	125
Montenegrin	120	120	130	120	125	125	135	125
Na-Dené	120	120	130	120	125	125	135	125
Navajo	120	120	130	120	125	125	135	125
Ndebele	120	120	130	120	125	125	135	125
Nepali	110	110	120	110	115	115	125	115
Norwegian	120	120	130	120	125	125	135	125
Nuer	120	120	130	120	125	125	135	125
Oromo	120	120	130	120	125	125	135	125
Pampangan	120	120	130	120	125	125	135	125
Pashto	110	110	120	110	115	115	125	115
Persian	120	120	130	120	125	125	135	125
Polish	105	105	115	105	110	110	120	110
Portuguese (BRAZILIAN)	105	105	115	105	110	110	120	110
Portuguese (EUROPEAN)	105	105	115	105	110	110	120	110
Portuguese Creole	110	110	120	110	115	115	125	115
Punjabi	110	110	120	110	115	115	125	115
Q'eqchi	120	120	130	120	125	125	135	125
Quiche	120	120	130	120	125	125	135	125
Romanian	105	105	115	105	110	110	120	110
Russian	105	105	115	105	110	110	120	110
Samoan	120	120	130	120	125	125	135	125
Serbian	120	120	130	120	125	125	135	125
Serbo-Croatian	120	120	130	120	125	125	135	125
Shanghaiese	120	120	130	120	125	125	135	125
Sindhi	120	120	130	120	125	125	135	125
Sinhalese	120	120	130	120	125	125	135	125
Slovak	110	110	120	110	115	115	125	115
Slovenian	120	120	130	120	125	125	135	125
Somali	110	110	120	110	115	115	125	115

ATTACHMENT E

[illegible]

ATTACHMENT E

Exhibit 3 Pricing										
Expedited On-Site Pricing										
Pricing	"By the Hour" Cost will be listed as per hour translated.									
Peak Hours	8:00am - 5pm Monday through Friday									
Off-Peak Hours	5:00pm - 8pm Monday - Friday, Holidays, and Weekends									
Notes	You may create more lines if needed									
Expedited On-Site Translation										
Languages	Peak Hours				Off-Peak				Additional Fees	
(List All Below: A-Z)	General	Medical	Legal	Education	General	Medical	Legal	Education	Set up Fee	0
Acholi	130	130	140	130	135	135	145	135	Management Fee	0
Afrikaans	130	130	140	130	135	135	145	135		
Akan	130	130	140	130	135	135	145	135		
Albanian	115	115	125	115	120	120	130	120		
Amharic	120	120	130	120	125	125	135	125		
Apache	130	130	140	130	135	135	145	135		
Arabic	105	105	115	105	110	110	120	110		
Armenian	120	120	130	120	125	125	135	125		
Arvantic	130	130	140	130	135	135	145	135		
Assyrian	130	130	140	130	135	135	145	135		
Azeri	120	120	130	120	125	125	135	125		
Balinese	130	130	140	130	135	135	145	135		
Bantu	130	130	140	130	135	135	145	135		
Basque	130	130	140	130	135	135	145	135		
Belorussian	130	130	140	130	135	135	145	135		
Bengali	115	115	125	115	120	120	130	120		
Bosnian	115	115	125	115	120	120	130	120		
Brumese	120	120	130	120	125	125	135	125		
Bulgarian	120	120	130	120	125	125	135	125		
Cakchiquel	130	130	140	130	135	135	145	135		
Cambodian	120	120	130	120	125	125	135	125		
Cambodian (KHMER)	130	130	140	130	135	135	145	135		
Catalan	130	130	140	130	135	135	145	135		
Cebuano	130	130	140	130	135	135	145	135		
Chaldean	130	130	140	130	135	135	145	135		
Cherokee	130	130	140	130	135	135	145	135		
Chin	130	130	140	130	135	135	145	135		
Chinese (Cantonese)	120	120	130	120	125	125	135	125		
Chinese (Mandarin)	120	120	130	120	125	125	135	125		
Chiu-Chow	130	130	140	130	135	135	145	135		
Chuukese	130	130	140	130	135	135	145	135		
Creole	120	120	130	120	125	125	135	125		
Crioulo	130	130	140	130	135	135	145	135		
Croatian	115	115	125	115	120	120	130	120		
Czech	120	120	130	120	125	125	135	125		
Dagbani	130	130	140	130	135	135	145	135		
Danish	120	120	130	120	125	125	135	125		
Dari	120	120	130	120	125	125	135	125		
Dinka	130	130	140	130	135	135	145	135		
Dutch	120	120	130	120	125	125	135	125		
Ebon	130	130	140	130	135	135	145	135		
Estonian	130	130	140	130	135	135	145	135		
Ewe	130	130	140	130	135	135	145	135		
Farsi	120	120	130	120	125	125	135	125		
Fijian	130	130	140	130	135	135	145	135		
Flemish	130	130	140	130	135	135	145	135		
Foochow	130	130	140	130	135	135	145	135		
French	115	115	125	115	120	120	130	120		
French Cajun	130	130	140	130	135	135	145	135		
French Canadian	130	130	140	130	135	135	145	135		
French Creole	130	130	140	130	135	135	145	135		
Fukian	130	130	140	130	135	135	145	135		
Fulah	130	130	140	130	135	135	145	135		
Ga	130	130	140	130	135	135	145	135		
Gaelic	130	130	140	130	135	135	145	135		
Georgian	130	130	140	130	135	135	145	135		
German	115	115	125	115	120	120	130	120		

ATTACHMENT E

Grebo	130	130	140	130	135	135	145	135
Greek	120	120	130	120	125	125	135	125
Gujarati	120	120	130	120	125	125	135	125
Gurani	130	130	140	130	135	135	145	135
Haitian Creole	130	130	140	130	135	135	145	135
Hakka	130	130	140	130	135	135	145	135
Hausa	130	130	140	130	135	135	145	135
Hawaii Creole	130	130	140	130	135	135	145	135
Hawaiian	130	130	140	130	135	135	145	135
Hebrew	120	120	130	120	125	125	135	125
Hindi	120	120	130	120	125	125	135	125
Hmong	120	120	130	120	125	125	135	125
Hokkien	130	130	140	130	135	135	145	135
Hunanese	130	130	140	130	135	135	145	135
Hungarian	120	120	130	120	125	125	135	125
Ibo	130	130	140	130	135	135	145	135
Icelandic	130	130	140	130	135	135	145	135
Ilocano	130	130	140	130	135	135	145	135
Indonesian	130	130	140	130	135	135	145	135
Italian	115	115	125	115	120	120	130	120
Jamaican Creole	120	120	130	120	125	125	135	125
Japanese	120	120	130	120	125	125	135	125
Javanese	130	130	140	130	135	135	145	135
Kanjobal	130	130	140	130	135	135	145	135
Kannada	130	130	140	130	135	135	145	135
Karen	120	120	130	120	125	125	135	125
Karenni/Kayah	130	130	140	130	135	135	145	135
Kazakh	130	130	140	130	135	135	145	135
Khmer	130	130	140	130	135	135	145	135
Kinya	130	130	140	130	135	135	145	135
Kirundi	120	120	130	120	125	125	135	125
Kinyarwanda	120	120	130	120	125	125	135	125
Korean	120	120	130	120	125	125	135	125
Kosovan	130	130	140	130	135	135	145	135
Krahn	130	130	140	130	135	135	145	135
Krio	130	130	140	130	135	135	145	135
Kunama	130	130	140	130	135	135	145	135
Kurdish	130	130	140	130	135	135	145	135
Laotian	120	120	130	120	125	125	135	125
Latvian	120	120	130	120	125	125	135	125
Lingala	130	130	140	130	135	135	145	135
Lithuanian	130	130	140	130	135	135	145	135
Luganda	130	130	140	130	135	135	145	135
Macedonian	115	115	125	115	120	120	130	120
Malay	130	130	140	130	135	135	145	135
Malayalam	120	120	130	120	125	125	135	125
Malinke	130	130	140	130	135	135	145	135
Mam	130	130	140	130	135	135	145	135
Mandingo	130	130	140	130	135	135	145	135
Mandinka	120	120	130	120	125	125	135	125
Marathi	120	120	130	120	125	125	135	125
Marshallese	130	130	140	130	135	135	145	135
Minh	130	130	140	130	135	135	145	135
Mixteco	130	130	140	130	135	135	145	135
Moldavian	130	130	140	130	135	135	145	135
Mongolian	130	130	140	130	135	135	145	135
Montenegrin	130	130	140	130	135	135	145	135
Na-Dené	130	130	140	130	135	135	145	135
Navajo	130	130	140	130	135	135	145	135
Ndebele	130	130	140	130	135	135	145	135
Nepali	120	120	130	120	125	125	135	125
Norwegian	130	130	140	130	135	135	145	135
Nuer	130	130	140	130	135	135	145	135
Oormo	130	130	140	130	135	135	145	135
Pampangan	130	130	140	130	135	135	145	135
Pashto	120	120	130	120	125	125	135	125
Persian	130	130	140	130	135	135	145	135
Polish	115	115	125	115	120	120	130	120
Portuguese (BRAZILIAN)	115	115	125	115	120	120	130	120

ATTACHMENT E

[illegible]

ATTACHMENT E

Exhibit 3 Pricing Critical On-Site Pricing

Pricing	"By the Hour" Cost will be listed as per hour translated.
Peak Hours	8:00am - 5pm Monday through Friday
Off-Peak Hours	5:00pm - 8pm Monday - Friday, Holidays, and Weekends
Notes	You may create more lines if needed

Critical On-Site Translation

Languages (List All Below: A-Z)	Peak Hours				Off-Peak				Additional Fees	
	General	Medical	Legal	Education	General	Medical	Legal	Education	Set up Fee	
Acholi	133	133	143	133	138	138	148	138		0
Afrikaans	133	133	143	133	138	138	148	138	Management Fee	0
Akan	133	133	143	133	138	138	148	138		
Albanian	118	118	128	118	123	123	133	123		
Amharic	123	123	133	123	128	128	138	128		
Apache	133	133	143	133	138	138	148	138		
Arabic	108	108	118	108	113	113	123	113		
Armenian	123	123	133	123	128	128	138	128		
Arvantic	133	133	143	133	138	138	148	138		
Assyrian	133	133	143	133	138	138	148	138		
Azeri	123	123	133	123	128	128	138	128		
Balinese	133	133	143	133	138	138	148	138		
Bantu	133	133	143	133	138	138	148	138		
Basque	133	133	143	133	138	138	148	138		
Belorussian	133	133	143	133	138	138	148	138		
Bengali	118	118	128	118	123	123	133	123		
Bosnian	118	118	128	118	123	123	133	123		
Brumese	123	123	133	123	128	128	138	128		
Bulgarian	123	123	133	123	128	128	138	128		
Cakchiquel	133	133	143	133	138	138	148	138		
Cambodian	123	123	133	123	128	128	138	128		
Cambodian (KHMER)	133	133	143	133	138	138	148	138		
Catalan	133	133	143	133	138	138	148	138		
Cebuano	133	133	143	133	138	138	148	138		
Chaldean	133	133	143	133	138	138	148	138		
Cherokee	133	133	143	133	138	138	148	138		
Chin	133	133	143	133	138	138	148	138		
Chinese (Cantonese)	123	123	133	123	128	128	138	128		
Chinese (Mandarin)	123	123	133	123	128	128	138	128		
Chiu-Chow	133	133	143	133	138	138	148	138		
Chuukese	133	133	143	133	138	138	148	138		
Creole	123	123	133	123	128	128	138	128		
Crioulo	133	133	143	133	138	138	148	138		
Croatian	118	118	128	118	123	123	133	123		
Czech	123	123	133	123	128	128	138	128		
Dagbani	133	133	143	133	138	138	148	138		
Danish	123	123	133	123	128	128	138	128		
Dari	123	123	133	123	128	128	138	128		
Dinka	133	133	143	133	138	138	148	138		
Dutch	123	123	133	123	128	128	138	128		
Ebon	133	133	143	133	138	138	148	138		
Estonian	133	133	143	133	138	138	148	138		
Ewe	133	133	143	133	138	138	148	138		
Farsi	123	123	133	123	128	128	138	128		
Fijian	133	133	143	133	138	138	148	138		
Flemish	133	133	143	133	138	138	148	138		
Foochow	133	133	143	133	138	138	148	138		
French	118	118	128	118	123	123	133	123		
French Cajun	133	133	143	133	138	138	148	138		
French Canadian	133	133	143	133	138	138	148	138		
French Creole	133	133	143	133	138	138	148	138		
Fukian	133	133	143	133	138	138	148	138		
Fulah	133	133	143	133	138	138	148	138		
Ga	133	133	143	133	138	138	148	138		
Gaelic	133	133	143	133	138	138	148	138		
Georgian	133	133	143	133	138	138	148	138		
German	118	118	128	118	123	123	133	123		

ATTACHMENT E

Grebo	133	133	143	133	138	138	148	138
Greek	123	123	133	123	128	128	138	128
Gujarati	123	123	133	123	128	128	138	128
Gurani	133	133	143	133	138	138	148	138
Haitian Creole	133	133	143	133	138	138	148	138
Hakka	133	133	143	133	138	138	148	138
Hausa	133	133	143	133	138	138	148	138
Hawaii Creole	133	133	143	133	138	138	148	138
Hawaiian	133	133	143	133	138	138	148	138
Hebrew	123	123	133	123	128	128	138	128
Hindi	123	123	133	123	128	128	138	128
Hmong	123	123	133	123	128	128	138	128
Hokkien	133	133	143	133	138	138	148	138
Hunanese	133	133	143	133	138	138	148	138
Hungarian	123	123	133	123	128	128	138	128
Ibo	133	133	143	133	138	138	148	138
Icelandic	133	133	143	133	138	138	148	138
Ilocano	133	133	143	133	138	138	148	138
Indonesian	133	133	143	133	138	138	148	138
Italian	118	118	128	118	123	123	133	123
Jamaican Creole	123	123	133	123	128	128	138	128
Japanese	123	123	133	123	128	128	138	128
Javanese	133	133	143	133	138	138	148	138
Kanjool	133	133	143	133	138	138	148	138
Kannada	133	133	143	133	138	138	148	138
Karen	123	123	133	123	128	128	138	128
Karenni/Kayah	133	133	143	133	138	138	148	138
Kazakh	133	133	143	133	138	138	148	138
Khmer	133	133	143	133	138	138	148	138
Kinya	133	133	143	133	138	138	148	138
Kirundi	123	123	133	123	128	128	138	128
Kinyarwanda	123	123	133	123	128	128	138	128
Korean	123	123	133	123	128	128	138	128
Kosovan	133	133	143	133	138	138	148	138
Krahn	133	133	143	133	138	138	148	138
Krio	133	133	143	133	138	138	148	138
Kunama	133	133	143	133	138	138	148	138
Kurdish	133	133	143	133	138	138	148	138
Laotian	123	123	133	123	128	128	138	128
Latvian	123	123	133	123	128	128	138	128
Lingala	133	133	143	133	138	138	148	138
Lithuanian	133	133	143	133	138	138	148	138
Luganda	133	133	143	133	138	138	148	138
Macedonian	118	118	128	118	123	123	133	123
Malay	133	133	143	133	138	138	148	138
Malayalam	123	123	133	123	128	128	138	128
Malinke	133	133	143	133	138	138	148	138
Mam	133	133	143	133	138	138	148	138
Mandingo	133	133	143	133	138	138	148	138
Mandinka	123	123	133	123	128	128	138	128
Marathi	123	123	133	123	128	128	138	128
Marshallese	133	133	143	133	138	138	148	138
Minh	133	133	143	133	138	138	148	138
Mixteco	133	133	143	133	138	138	148	138
Moldavian	133	133	143	133	138	138	148	138
Mongolian	133	133	143	133	138	138	148	138
Montenegrin	133	133	143	133	138	138	148	138
Na-Dené	133	133	143	133	138	138	148	138
Navajo	133	133	143	133	138	138	148	138
Ndebele	133	133	143	133	138	138	148	138
Nepali	123	123	133	123	128	128	138	128
Norwegian	133	133	143	133	138	138	148	138
Nuer	133	133	143	133	138	138	148	138
Oormo	133	133	143	133	138	138	148	138
Pampangan	133	133	143	133	138	138	148	138
Pashto	123	123	133	123	128	128	138	128
Persian	133	133	143	133	138	138	148	138
Polish	118	118	128	118	123	123	133	123
Portuguese (BRAZILIAN)	118	118	128	118	123	123	133	123

ATTACHMENT E

[illegible]

ATTACHMENT E

Exhibit 3 Pricing										
Standard Writing Pricing										
Pricing	"By the Word" Cost will be listed as per word translated.									
Peak Hours	8:00am - 5pm Monday through Friday									
Off-Peak Hours	5:00pm - 8pm Monday - Friday, Holidays, and Weekends									
Notes	You may create more lines if needed									
Standard Written Translation										
Languages	Peak Hours				Off-Peak				Additional Fees	
(List All Below: A-Z)	General	Medical	Legal	Education	General	Medical	Legal	Education	Set up Fee	0
Acholi	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23	Management Fee	0
Afrikaans	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23	Minimum Charge	300 words
Akan	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Albanian	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17		
Amharic	0.2	0.2	0.22	0.2	0.2	0.2	0.22	0.2		
Arabic	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17		
Armenian	0.2	0.2	0.22	0.2	0.2	0.2	0.22	0.2		
Assyrian	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Azeri	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Balinese	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Bantu	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Basque	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Belorussian	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17		
Bengali	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17		
Bosnian	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17		
Brumese	0.2	0.2	0.22	0.2	0.2	0.2	0.22	0.2		
Bulgarian	0.2	0.2	0.22	0.2	0.2	0.2	0.22	0.2		
Cakchiquel	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Cambodian	0.2	0.2	0.22	0.2	0.2	0.2	0.22	0.2		
Cambodian (KHMER)	0.2	0.2	0.22	0.2	0.2	0.2	0.22	0.2		
Catalan	0.2	0.2	0.22	0.2	0.2	0.2	0.22	0.2		
Cebuano	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Chaldean	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Chin	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Chinese (Simplified)	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17		
Chinese (Traditional)	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17		
Chiu-Chow	0.2	0.2	0.22	0.2	0.2	0.2	0.22	0.2		
Chuukese	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Creole	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Crioulo	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Croatian	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17		
Czech	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17		
Dagbani	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Danish	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
Dari	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
Dinka	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
Dutch	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
Ebon	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Estonian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
Ewe	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Farsi	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
Fijian	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Flemish	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Foochow	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
French	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
French Cajun	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
French Canadian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
French Creole	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
Fukian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
Fulah	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Ga	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Gaelic	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Georgian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
German	0.18	0.18	0.2	0.18	0.18	0.18	0.2	0.18		
Grebo	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23		
Greek	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21		
Gujarati	0.18	0.18	0.2	0.18	0.18	0.18	0.2	0.18		

ATTACHMENT E

Gurani	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Haitian Creole	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Hakka	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Hausa	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Hawaiian	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Hebrew	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Hindi	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17
Hmong	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Hokkien	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Hunanese	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Hungarian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Ibo	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Icelandic	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Ilocano	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Indonesian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Italian	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17
Jamaican Creole	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Japanese	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Javanese	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Kanjool	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Kannada	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Karen	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Karenni/Kayah	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Kazakh	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Khmer	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Kinya	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Kirundi	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Kinyarwanda	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Korean	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Kosovan	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Krahn	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Krio	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Kurdish	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Laotian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Latvian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Lingala	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Lithuanian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Luganda	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Macedonian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Malay	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Malayalam	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Malinke	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Mam	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Mandingo	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Mandinka	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Marathi	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Marshallese	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Minh	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Mixteco	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Moldavian	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Mongolian	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Montenegrin	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Na-Dené	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Ndebele	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Nepali	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Norwegian	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Nuer	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Oormo	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Pashto	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Persian	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Polish	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17
Portuguese (BRAZILIAN)	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17
Portuguese (EUROPEAN)	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17
Portuguese Creole	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Punjabi	0.21	0.21	0.23	0.21	0.21	0.21	0.23	0.21
Q'eqchi	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Quiche	0.23	0.23	0.25	0.23	0.23	0.23	0.25	0.23
Romanian	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17
Russian	0.17	0.17	0.19	0.17	0.17	0.17	0.19	0.17

ATTACHMENT E

[illegible]

ATTACHMENT E

Exhibit 3 Pricing										
Expedited Writing Pricing										
Pricing	"By the Word" Cost will be listed as per word translated.									
Peak Hours	8:00am - 5pm Monday through Friday									
Off-Peak Hours	5:00pm - 8pm Monday - Friday, Holidays, and Weekends									
Notes	You may create more lines if needed									
Expedited Written Translation										
Languages	Peak Hours				Off-Peak				Additional Fees	
(List All Below: A-Z)	General	Medical	Legal	Education	General	Medical	Legal	Education	Set up Fee	
Acholi	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245	Management Fee	
Afrikaans	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245	Minimum Charge	300 words
Akan	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Albanian	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185		
Amharic	0.215	0.215	0.235	0.215	0.215	0.215	0.235	0.215		
Arabic	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185		
Armenian	0.215	0.215	0.235	0.215	0.215	0.215	0.235	0.215		
Assyrian	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Azeri	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Balinese	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Bantu	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Basque	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Belorussian	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185		
Bengali	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185		
Bosnian	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185		
Brumese	0.215	0.215	0.235	0.215	0.215	0.215	0.235	0.215		
Bulgarian	0.215	0.215	0.235	0.215	0.215	0.215	0.235	0.215		
Cakchiquel	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Cambodian	0.215	0.215	0.235	0.215	0.215	0.215	0.235	0.215		
Cambodian (KHMER)	0.215	0.215	0.235	0.215	0.215	0.215	0.235	0.215		
Catalan	0.215	0.215	0.235	0.215	0.215	0.215	0.235	0.215		
Cebuano	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Chaldean	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Chin	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Chinese (Simplified)	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185		
Chinese (Traditional)	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185		
Chiu-Chow	0.215	0.215	0.235	0.215	0.215	0.215	0.235	0.215		
Chuukese	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Creole	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Crioulo	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Croatian	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185		
Czech	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185		
Dagbani	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Danish	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
Dari	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
Dinka	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
Dutch	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
Ebon	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Estonian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
Ewe	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Farsi	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
Fijian	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Flemish	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Foochow	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
French	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
French Cajun	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
French Canadian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
French Creole	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
Fukian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
Fulah	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Ga	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Gaelic	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Georgian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
German	0.195	0.195	0.215	0.195	0.195	0.195	0.215	0.195		
Grebo	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245		
Greek	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225		
Gujarati	0.195	0.195	0.215	0.195	0.195	0.195	0.215	0.195		

ATTACHMENT E

Gurani	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Haitian Creole	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Hakka	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Hausa	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Hawaiian	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Hebrew	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Hindi	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185
Hmong	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Hokkien	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Hunanese	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Hungarian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Ibo	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Icelandic	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Ilocano	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Indonesian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Italian	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185
Jamaican Creole	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Japanese	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Javanese	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Kanjool	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Kannada	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Karen	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Karenni/Kayah	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Kazakh	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Khmer	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Kinya	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Kirundi	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Kinyarwanda	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Korean	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Kosovan	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Krahn	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Krio	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Kurdish	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Laotian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Latvian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Lingala	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Lithuanian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Luganda	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Macedonian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Malay	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Malayalam	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Malinke	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Mam	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Mandingo	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Mandinka	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Marathi	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Marshallese	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Minh	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Mixteco	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Moldavian	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Mongolian	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Montenegrin	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Na-Dené	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Ndebele	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Nepali	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Norwegian	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Nuer	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Oormo	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Pashto	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Persian	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Polish	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185
Portuguese (BRAZILIAN)	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185
Portuguese (EUROPEAN)	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185
Portuguese Creole	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Punjabi	0.225	0.225	0.245	0.225	0.225	0.225	0.245	0.225
Q'eqchi	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Quiche	0.245	0.245	0.265	0.245	0.245	0.245	0.265	0.245
Romanian	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185
Russian	0.185	0.185	0.205	0.185	0.185	0.185	0.205	0.185

ATTACHMENT E

[illegible]

ATTACHMENT E

Exhibit 3 Pricing Telephone Pricing											
Pricing	"By the minute" Cost will be listed as per minute.										
Peak Hours	8:00am - 5pm Monday through Friday										
Off-Peak Hours	5:00pm - 8pm Monday - Friday, Holidays, and Weekends										
Notes	You may create more lines if needed										
Telephone											
Languages	Peak Hours				Off-Peak				Additional Fees		
(List All Below: A-Z)	General	Medical	Legal	Education	General	Medical	Legal	Education	Set up Fee (one-time)	\$100.00	
Acholi	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599	Annual Maintenance Fee	\$25.00	
Afrikaans	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599	Minimum billable time for prescheduled	45 minutes or the full assignment duration if the request exceeds 45 minutes	
Akan	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Albanian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Amharic	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Apache	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Arabic	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Armenian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Arvantic	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Assyrian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Azeri	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Balinese	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Bantu	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Basque	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Belorussian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Bengali	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Bosnian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Brumese	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Bulgarian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Cakchiquel	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Cambodian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Cambodian (KHMER)	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Catalan	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Cebuano	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Chaldean	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Cherokee	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Chin	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Chinese (Cantonese)	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Chinese (Mandarin)	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Chiu-Chow	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Chuukese	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Creole	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Crioulo	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Croatian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Czech	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Dagbani	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Danish	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Dari	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Dinka	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Dutch	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Ebon	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Estonian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Ewe	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Farsi	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Fijian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Flemish	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Foochow	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
French	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
French Cajun	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
French Canadian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
French Creole	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Fukian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Fulah	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Ga	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Gaelic	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			
Georgian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599			

ATTACHMENT E

German	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Grebo	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Greek	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Gujarati	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Gurani	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Haitian Creole	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Hakka	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Hausa	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Hawaii Creole	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Hawaiian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Hebrew	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Hindi	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Hmong	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Hokkien	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Hunanesse	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Hungarian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Ibo	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Icelandic	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Ilocano	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Indonesian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Italian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Jamaican Creole	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Japanese	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Javanese	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Kanjobal	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Kannada	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Karen	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Karenni/Kayah	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Kazakh	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Khmer	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Kinya	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Kirundi	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Kinyarwanda	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Korean	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Kosovan	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Krahn	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Krio	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Kunama	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Kurdish	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Laotian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Latvian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Lingala	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Lithuanian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Luganda	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Macedonian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Malay	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Malayalam	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Malinke	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Mam	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Mandingo	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Mandinka	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Marathi	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Marshallese	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Minh	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Mixteco	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Moldavian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Mongolian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Montenegrin	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Na-Dené	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Navajo	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Ndebele	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Nepali	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Norwegian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Nuer	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Oormo	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Pampangan	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Pashto	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599
Persian	0.599	0.599	0.599	0.599	0.599	0.599	0.599	0.599

ATTACHMENT E

[illegible]

ATTACHMENT E

Exhibit 3 Pricing								
Desktop / Graphic Publishing Pricing								
Pricing	"By the Hour" Cost will be listed as per hour.							
Peak Hours	8:00am - 5pm Monday through Friday							
Off-Peak Hours	5:00pm - 8pm Monday - Friday, Holidays, and Weekends							
Notes	You may create more lines if needed							
Desktop and Graphic Publishing								
Languages	Peak Hours				Off-Peak			
(List All Below: A-Z)	General	Medical	Legal	Education	General	Medical	Legal	Education
Acholi	44	44	44	44	44	44	44	44
Afrikaans	44	44	44	44	44	44	44	44
Akan	44	44	44	44	44	44	44	44
Albanian	39	39	39	39	39	39	39	39
Amharic	39	39	39	39	39	39	39	39
Arabic	39	39	39	39	39	39	39	39
Armenian	39	39	39	39	39	39	39	39
Assyrian	44	44	44	44	44	44	44	44
Azeri	44	44	44	44	44	44	44	44
Balinese	44	44	44	44	44	44	44	44
Bantu	44	44	44	44	44	44	44	44
Basque	44	44	44	44	44	44	44	44
Belorussian	39	39	39	39	39	39	39	39
Bengali	39	39	39	39	39	39	39	39
Bosnian	39	39	39	39	39	39	39	39
Brumese	39	39	39	39	39	39	39	39
Bulgarian	39	39	39	39	39	39	39	39
Cakchiquel	44	44	44	44	44	44	44	44
Cambodian	39	39	39	39	39	39	39	39
Cambodian (KHMER)	39	39	39	39	39	39	39	39
Catalan	39	39	39	39	39	39	39	39
Cebuano	39	39	39	39	39	39	39	39
Chaldean	39	39	39	39	39	39	39	39
Chin	39	39	39	39	39	39	39	39
Chinese (Simplified)	39	39	39	39	39	39	39	39
Chinese (Traditional)	39	39	39	39	39	39	39	39
Chiu-Chow	39	39	39	39	39	39	39	39
Chuukese	39	39	39	39	39	39	39	39
Creole	44	44	44	44	44	44	44	44
Crioulo	39	39	39	39	39	39	39	39
Croatian	44	44	44	44	44	44	44	44
Czech	39	39	39	39	39	39	39	39
Dagbani	44	44	44	44	44	44	44	44
Danish	39	39	39	39	39	39	39	39
Dari	39	39	39	39	39	39	39	39
Dinka	39	39	39	39	39	39	39	39
Dutch	39	39	39	39	39	39	39	39
Ebon	44	44	44	44	44	44	44	44
Estonian	39	39	39	39	39	39	39	39
Ewe	39	39	39	39	39	39	39	39
Farsi	39	39	39	39	39	39	39	39
Fijian	44	44	44	44	44	44	44	44
Flemish	39	39	39	39	39	39	39	39
Foochow	44	44	44	44	44	44	44	44
French	39	39	39	39	39	39	39	39
French Cajun	44	44	44	44	44	44	44	44
French Canadian	39	39	39	39	39	39	39	39
French Creole	44	44	44	44	44	44	44	44
Fukian	39	39	39	39	39	39	39	39
Fulah	44	44	44	44	44	44	44	44
Ga	44	44	44	44	44	44	44	44
Gaelic	44	44	44	44	44	44	44	44
Georgian	39	39	39	39	39	39	39	39
German	39	39	39	39	39	39	39	39
Grebo	44	44	44	44	44	44	44	44

ATTACHMENT E

Greek	39	39	39	39	39	39	39
Gujarati	39	39	39	39	39	39	39
Gurani	44	44	44	44	44	44	44
Haitian Creole	39	39	39	39	39	39	39
Hakka	44	44	44	44	44	44	44
Hausa	44	44	44	44	44	44	44
Hawaiian	44	44	44	44	44	44	44
Hebrew	39	39	39	39	39	39	39
Hindi	39	39	39	39	39	39	39
Hmong	39	39	39	39	39	39	39
Hokkien	39	39	39	39	39	39	39
Hunanese	39	39	39	39	39	39	39
Hungarian	39	39	39	39	39	39	39
Ibo	44	44	44	44	44	44	44
Icelandic	44	44	44	44	44	44	44
Ilocano	39	39	39	39	39	39	39
Indonesian	39	39	39	39	39	39	39
Italian	39	39	39	39	39	39	39
Jamaican Creole	44	44	44	44	44	44	44
Japanese	39	39	39	39	39	39	39
Javanese	44	44	44	44	44	44	44
Kanjobal	44	44	44	44	44	44	44
Kannada	44	44	44	44	44	44	44
Karen	44	44	44	44	44	44	44
Karenni/Kayah	44	44	44	44	44	44	44
Kazakh	44	44	44	44	44	44	44
Khmer	44	44	44	44	44	44	44
Kinya	44	44	44	44	44	44	44
Kirundi	44	44	44	44	44	44	44
Kinyarwanda	44	44	44	44	44	44	44
Korean	39	39	39	39	39	39	39
Kosovan	44	44	44	44	44	44	44
Krahn	44	44	44	44	44	44	44
Krio	44	44	44	44	44	44	44
Kunama	44	44	44	44	44	44	44
Kurdish	39	39	39	39	39	39	39
Laotian	39	39	39	39	39	39	39
Latvian	39	39	39	39	39	39	39
Lingala	44	44	44	44	44	44	44
Lithuanian	39	39	39	39	39	39	39
Luganda	44	44	44	44	44	44	44
Macedonian	39	39	39	39	39	39	39
Malay	44	44	44	44	44	44	44
Malayalam	44	44	44	44	44	44	44
Malinke	44	44	44	44	44	44	44
Mam	44	44	44	44	44	44	44
Mandingo	44	44	44	44	44	44	44
Mandinka	44	44	44	44	44	44	44
Marathi	39	39	39	39	39	39	39
Marshallese	44	44	44	44	44	44	44
Minh	44	44	44	44	44	44	44
Mixteco	44	44	44	44	44	44	44
Moldavian	44	44	44	44	44	44	44
Mongolian	44	44	44	44	44	44	44
Montenegrin	44	44	44	44	44	44	44
Na-Dené	44	44	44	44	44	44	44
Ndebele	44	44	44	44	44	44	44
Nepali	39	39	39	39	39	39	39
Norwegian	39	39	39	39	39	39	39
Nuer	39	39	39	39	39	39	39
Oormo	39	39	39	39	39	39	39
Pashto	39	39	39	39	39	39	39
Persian	44	44	44	44	44	44	44
Polish	39	39	39	39	39	39	39
Portuguese (BRAZILIAN)	39	39	39	39	39	39	39
Portuguese (EUROPEAN)	39	39	39	39	39	39	39

ATTACHMENT E

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ATTACHMENT E

Exhibit 3 Pricing										
Video Remote Interpretation (VRI)										
Pricing	"By the Hour" Cost will be listed as per hour.									
Peak Hours	8:00am - 5pm Monday through Friday									
Off-Peak Hours	5:00pm - 8pm Monday - Friday, Holidays, and Weekends									
Notes	You may create more lines if needed									
Video Remote Interpretation										
Languages	Peak Hours				Off-Peak				Additional Fees	
(List All Below: A-Z)	General	Medical	Legal	Education	General	Medical	Legal	Education	Set up Fee (one-time, if telephonic is set-up, this is waived for VRI)	\$100.00
Acholi	111	111	123	111	123	123	135	123	Monthly Maintenance Fee	\$25.00
Afrikaans	111	111	123	111	123	123	135	123	Minimum billable time for prescheduled	45 minutes or the full assignment duration if the request exceeds 45 minutes
Akan	111	111	123	111	123	123	135	123		
Albanian	99	99	111	99	111	111	123	111		
Amharic	99	99	111	99	111	111	123	111		
Apache	111	111	123	111	123	123	135	123	Note:	Divide rate by 60 to get the per minute
Arabic	93	93	105	93	111	111	123	111		
Armenian	99	99	111	99	111	111	123	111		
Arvantic	111	111	123	111	123	123	135	123		
Assyrian	111	111	123	111	123	123	135	123		
Azeri	111	111	123	111	123	123	135	123		
Balinese	111	111	123	111	123	123	135	123		
Bantu	111	111	123	111	123	123	135	123		
Basque	111	111	123	111	123	123	135	123		
Belorussian	99	99	111	99	111	111	123	111		
Bengali	99	99	111	99	111	111	123	111		
Bosnian	99	99	111	99	111	111	123	111		
Brumese	111	111	123	111	123	123	135	123		
Bulgarian	99	99	111	99	111	111	123	111		
Cakchiquel	111	111	123	111	123	123	135	123		
Cambodian	99	99	111	99	111	111	123	111		
Cambodian (KHMER)	99	99	111	99	111	111	123	111		
Catalan	99	99	111	99	111	111	123	111		
Cebuano	111	111	123	111	123	123	135	123		
Chaldean	111	111	123	111	123	123	135	123		
Cherokee	111	111	123	111	123	123	135	123		
Chin	111	111	123	111	123	123	135	123		
Chinese (Cantonese)	93	93	105	93	111	111	123	111		
Chinese (Mandarin)	93	93	105	93	111	111	123	111		
Chiu-Chow	99	99	111	99	111	111	123	111		
Chuukese	111	111	123	111	123	123	135	123		
Creole	111	111	123	111	123	123	135	123		
Crioulo	111	111	123	111	123	123	135	123		
Croatian	99	99	111	99	111	111	123	111		
Czech	99	99	111	99	111	111	123	111		
Dagbani	111	111	123	111	123	123	135	123		
Danish	99	99	111	99	111	111	123	111		
Dari	99	99	111	99	111	111	123	111		
Dinka	99	99	111	99	111	111	123	111		
Dutch	99	99	111	99	111	111	123	111		
Ebon	111	111	123	111	123	123	135	123		
Estonian	99	99	111	99	111	111	123	111		
Ewe	111	111	123	111	123	123	135	123		
Farsi	99	99	111	99	111	111	123	111		
Fijian	111	111	123	111	123	123	135	123		
Flemish	99	99	111	99	111	111	123	111		
Foochow	111	111	123	111	123	123	135	123		
French	99	99	111	99	111	111	123	111		
French Cajun	111	111	123	111	123	123	135	123		
French Canadian	99	99	111	99	111	111	123	111		
French Creole	111	111	123	111	123	123	135	123		
Fukian	99	99	111	99	111	111	123	111		
Fulah	111	111	123	111	123	123	135	123		
Ga	111	111	123	111	123	123	135	123		
Gaelic	111	111	123	111	123	123	135	123		
Georgian	99	99	111	99	111	111	123	111		
German	99	99	111	99	111	111	123	111		
Grebo	111	111	123	111	123	123	135	123		
Greek	99	99	111	99	111	111	123	111		
Gujarati	99	99	111	99	111	111	123	111		
Gurani	111	111	123	111	123	123	135	123		
Haitian Creole	99	99	111	99	111	111	123	111		
Hakka	111	111	123	111	123	123	135	123		
Hausa	111	111	123	111	123	123	135	123		
Hawaii Creole	111	111	123	111	123	123	135	123		
Hawaiian	111	111	123	111	123	123	135	123		
Hebrew	99	99	111	99	111	111	123	111		

ATTACHMENT E

Hindi	99	99	111	99	111	111	123	111
Hmong	99	99	111	99	111	111	123	111
Hokkien	111	111	123	111	123	123	135	123
Hunanese	99	99	111	99	111	111	123	111
Hungarian	99	99	111	99	111	111	123	111
Ibo	111	111	123	111	123	123	135	123
Icelandic	111	111	123	111	123	123	135	123
Ilocano	99	99	111	99	111	111	123	111
Indonesian	99	99	111	99	111	111	123	111
Italian	99	99	111	99	111	111	123	111
Jamaican Creole	111	111	123	111	123	123	135	123
Japanese	99	99	111	99	111	111	123	111
Javanese	111	111	123	111	123	123	135	123
Kanjober	111	111	123	111	123	123	135	123
Kannada	111	111	123	111	123	123	135	123
Karen	111	111	123	111	123	123	135	123
Karenni/Kayah	111	111	123	111	123	123	135	123
Kazakh	111	111	123	111	123	123	135	123
Khmer	111	111	123	111	123	123	135	123
Kinya	111	111	123	111	123	123	135	123
Kirundi	111	111	123	111	123	123	135	123
Kinyarwanda	111	111	123	111	123	123	135	123
Korean	99	99	111	99	111	111	123	111
Kosovan	111	111	123	111	123	123	135	123
Krahn	111	111	123	111	123	123	135	123
Krio	111	111	123	111	123	123	135	123
Kunama	111	111	123	111	123	123	135	123
Kurdish	99	99	111	99	111	111	123	111
Laotian	99	99	111	99	111	111	123	111
Latvian	99	99	111	99	111	111	123	111
Lingala	111	111	123	111	123	123	135	123
Lithuanian	99	99	111	99	111	111	123	111
Luganda	111	111	123	111	123	123	135	123
Macedonian	99	99	111	99	111	111	123	111
Malay	111	111	123	111	123	123	135	123
Malayalam	111	111	123	111	123	123	135	123
Malinke	111	111	123	111	123	123	135	123
Mam	111	111	123	111	123	123	135	123
Mandingo	111	111	123	111	123	123	135	123
Mandinka	111	111	123	111	123	123	135	123
Marathi	99	99	111	99	111	111	123	111
Marshallese	111	111	123	111	123	123	135	123
Minh	111	111	123	111	123	123	135	123
Mixteco	111	111	123	111	123	123	135	123
Moldavian	111	111	123	111	123	123	135	123
Mongolian	111	111	123	111	123	123	135	123
Montenegrin	111	111	123	111	123	123	135	123
Na-Dené	111	111	123	111	123	123	135	123
Navajo	111	111	123	111	123	123	135	123
Ndebele	111	111	123	111	123	123	135	123
Nepali	99	99	111	99	111	111	123	111
Norwegian	99	99	111	99	111	111	123	111
Nuer	111	111	123	111	123	123	135	123
Oromo	99	99	111	99	111	111	123	111
Pampangan	111	111	123	111	123	123	135	123
Pashto	99	99	111	99	111	111	123	111
Persian	111	111	123	111	123	123	135	123
Polish	99	99	111	99	111	111	123	111
Portuguese (BRAZILIAN)	99	99	111	99	111	111	123	111
Portuguese (EUROPEAN)	99	99	111	99	111	111	123	111
Portuguese Creole	111	111	123	111	123	123	135	123
Punjabi	99	99	111	99	111	111	123	111
Q'eqchi	111	111	123	111	123	123	135	123
Quiche	111	111	123	111	123	123	135	123
Romanian	99	99	111	99	111	111	123	111
Russian	93	93	105	93	111	111	123	111
Samoan	99	99	111	99	111	111	123	111
Serbian	99	99	111	99	111	111	123	111
Serbo-Croatian	99	99	111	99	111	111	123	111
Shanghaiese	111	111	123	111	123	123	135	123
Sindhi	111	111	123	111	123	123	135	123
Sinhalese	111	111	123	111	123	123	135	123
Slovak	111	111	123	111	123	123	135	123
Slovenian	99	99	111	99	111	111	123	111
Somali	99	99	111	99	111	111	123	111
Sorani	111	111	123	111	123	123	135	123
Spanish	81	81	93	81	111	111	123	111
Sundanese	111	111	123	111	123	123	135	123
Swahili	99	99	111	99	111	111	123	111
Swedish	99	99	111	99	111	111	123	111

ATTACHMENT E

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ATTACHMENT E

SECTION NINE: OFFER OF VALUE-ADDED PRODUCTS AND/OR SERVICES

Bromberg offers the following added value services for the State:

- A. Prescheduled remote interpreting via third party platforms such as Zoom, Microsoft Teams or other video conferencing platforms - as well as audio-only)

<u>Languages</u>	<u>Peak Hours (Per Hour Rates)</u>				<u>Off-Peak (Per Hour Rates)</u>			
	General	Medical	Legal	Education	General	Medical	Legal	Education
GROUP I Spanish, Arabic	85.00	85.00	95.00	85.00	90.00	90.00	100.00	90.00
GROUP II Albanian, Bengali, Croatian, Bosnian, Macedonian, French, German, Italian, Polish, Portuguese, Romanian, Russian, Ukrainian	95.00	95.00	105.00	95.00	100.00	100.00	110.00	100.00
GROUP III Amharic, Armenian, Azeri, Bulgarian, Burmese, Cambodian, Chinese (Cantonese and Mandarin), Creole, Czech, Danish, Dari, Dutch, Farsi, Greek, Gujarati, Hebrew, Hindi, Hmong, Hungarian, Japanese, Karen, Korean, Kinyarwanda, Kirundi, Lao, Latvian, Marathi, Malayalam, Mandinka, Nepali, Pashto, Punjabi, Slovak, Somali, Swahili, Swedish, Tagalog, Tamil, Thai, Tigrinya, Turkish, Urdu, Vietnamese, Wolof	100.00	100.00	110.00	100.00	105.00	105.00	115.00	105.00
GROUP IV Languages of very Limited Diffusion: Cherokee, Chin, Kaba, Khmer, Mam, Oromo, Quiche	110.00	110.00	120.00	110.00	115.00	115.00	125.00	115.00

- For expedited or critical requests, an additional \$10.00/hour surcharge will be added to the above rates.
- **Remote Simultaneous Interpreting for Virtual Conferences and Events:** an additional 30% surcharge will be added to the above rates.
- **Minimum Fee:** All interpreting assignments carry a two-hour minimum or duration of the requested time, if exceeding 2 hours.

ATTACHMENT E

- **Cancellation Fee:** If less than a 24-hour cancellation notice is given (holidays and weekends shall be discounted), the 2-hour minimum or the actual requested time if more than 2 hours will be billed.

B. Transcription Services

Transcription is converting spoken language from audio or video recordings into written text.

<u>Languages</u>	<u>Rate per minute</u>	<u>Project Minimum</u>
GROUP I Spanish	\$6.00	\$75.00
GROUP II Arabic, Bengali, Russian, Chinese (traditional and simplified)	\$6.50	\$75.00
GROUP III Albanian, Armenian, Bosnian, Bulgarian, Burmese, Croatian, Dari, Pashto, Farsi, French, German, Gujarati, Hindi, Italian, Kirundi, Kinyarwanda, Korean, Macedonian, Polish, Portuguese, Punjabi, Romanian, Serbian, Swahili, Ukrainian, Vietnamese	\$7.00	\$75.00
GROUP IV Amharic, Dutch, Danish, Georgian, Greek, Hebrew, Hmong, Hungarian, Japanese, Finnish, Kurdish, Lao, Latvian, Lithuanian, Norwegian, Swedish, Somali, Serbian, Tagalog, Thai, Tigrinya, Turkish, Urdu	\$7.50	\$75.00
GROUP I Spanish	\$6.00	\$75.00
<u>Additional Services</u>		
Time Coding	\$0.50 per minute	
Unclear Audio	\$0.50 per minute	
Multiple Speakers	\$0.50 per minute	

C. Subtitling Services

<u>Languages</u>	<u>Rate Per Source Audio Minute</u>	<u>Project Minimum</u>
English	\$15.00	\$200.00
Spanish, Arabic, Chinese, Portuguese	\$17.00	\$200.00

ATTACHMENT E

Other Languages	\$20.00	\$200.00
Additional Services		
Audio Description (SDH):	Extra \$2.00 per minute	
Burned Subtitles:	Extra \$30 per video	

D. Voice Over Services

Voice-over services involve the recording of spoken audio by professional voice actors for various media.

<u>Languages</u>	<u>Rate Per Source Audio Minute</u>	<u>Project Minimum</u>
English	\$30.00	\$300.00
Spanish, Arabic, Chinese, Portuguese	\$35.00	\$300.00
Other Languages	\$40.00	\$400.00
Additional Services		
Synching (Dubbing)	\$15 per minute / Minimum 10 minutes	

E. Remote American Sign Language (ASL) Services

<u>Languages</u>	<u>Peak Hours</u>				<u>Off-Peak</u>			
	General	Medical	Legal	Education	General	Medical	Legal	Education
ASL (on-demand via GTA) per minute	2.28	2.28	2.88	2.28	2.28	2.28	2.88	2.28
ASL (prescheduled via a 3 rd party platform) per hour	100.00	100.00	170.00	100.00	105.00	105.00	175.00	105.00

- **Minimum Fee:** Prescheduled ASL carry a two-hour minimum or duration of the requested time, if exceeding 2 hours.
- **Cancellation Fee:** If less than a 24-hour cancellation notice is given (holidays and weekends shall be discounted), the 2-hour minimum or the actual requested time if more than 2 hours will be billed.

F. Web Accessibility Services

<u>Service Description</u>	<u>Rate Per Hour</u>
PDF Accessibility Support including 508 Compliance and Remediation Services	\$98.00/hour
WCAG Consulting, Assessment and Remediation	\$115.00/hour

G. Simultaneous Interpreting Equipment Rental & Tech Support

Bromberg offers technical support as needed for either onsite or remote Simultaneous Interpreting events. For onsite and remote simultaneous events, Technical Teams will work closely with the interpreters to ensure everything is running smoothly and troubleshoot

ATTACHMENT E

expeditiously, if ever needed, to deliver a seamless interpreting experience to the audience at every event. Any technical glitches are solved in real time for either remote or onsite events.

While performing Onsite Simultaneous Interpretation, there are 2 primary scenarios that can be used depending on the type of event, number of participants and available room space:

Scenario 1, Portable Equipment: Interpreters will use a portable transmitter equipped with a microphone to render the message in the target language. This setup is recommended for events with a limited number of participants in general and specifically needing interpreting services. Since interpreters won't be in a booth or have an audio feed from the presenters, we need to ensure that they are close enough to hear what is being presented. Examples of events suitable for Scenario 1: small group therapy sessions, walking tours, smoking cessation classes, board meetings and other similarly sized events.

Scenario 2, Stationary Equipment: Stationary equipment is suitable for larger meetings in larger spaces with more Limited English Proficient (LEP) participants; stationary equipment helps to eliminate background noise. We will provide a tabletop booth, an interpreter console, a transmitter, and receivers with earbuds that will be used by the LEP participants to listen. With this option, technical support is mandatory for setup/teardown and troubleshooting of equipment during the event. Alternatively, Bromberg can train client's staff for the technical support needed. Examples of events suitable for Scenario 2: large group trainings, conferences, expos, community meetings with substantial attendance, and other large events.

<u>Service Description</u>	<u>Rate</u>
Technical Support Team Onsite – (2 technicians)	\$1,500.00 per day for a team of 2 technicians
Technical Support Virtual – (1 technician) during the virtual conference	\$90.00 per hour
Remote Dry Run prior to the virtual conference	\$90.00 per hour per participant
Portable Equipment: Portable Transmitter Rental	\$200.00 per day
Stationary Equipment: Tabletop Booth Kit Rental (Booth, console, transmitter)	\$650.00 per day
Receiver & Headset Rental	\$5.50 per day per unit
Recording Fee (if applicable)	\$540.00 per day

- Shipping and handling charges apply and are to be determined based on the location of the event.

ATTACHMENT E

- Travel and mileage are to be calculated as per the Oklahoma State Travel Reimbursement Act.
- Lodging fees are to be determined if lodging is required for an event.