



## Request for Vendor Contract Update

Pursuant to the terms of your awarded vendor contract, all vendors must notify and receive approval from Region 4/OMNIA Partners, Public Sector when there is an update in the contract. No request will be officially approved without the prior authorization of Region 4. Region 4 reserves the right to accept or reject any request.

MasterWord Services, Inc. (Vendor Name) hereby provides notice of the following update to

Contract number: R210608 for Language Service Providers and Other Related Services on this date September 11, 2023  
Contract Title

**Instructions:** Vendors must check all that may apply and shall provide supporting documentation. Place your initials next to each item to confirm that documents are indeed included. Request received without supporting documentation will be returned. Be sure to sign prior to submitting your update for approval. **This form is not intended for use if there is a material change in operations, which may adversely affect members, i.e. assignment, bankruptcy, change of ownership, merger, etc. Please contact a member of the OMNIA Partners Contracting Team to request a "Notice of Material Change to Vendor Contract" form.**

**Authorized Distributors/Dealers**  
\_\_\_\_ Addition  
\_\_\_\_ Deletion  
\_\_\_\_ Supporting Documentation

**Price Update**  
\_\_\_\_ Price Supporting Documentation  
\_\_\_\_ Decrease

**Products/Services**  
 New Addition  
 Update Only  
\_\_\_\_ Supporting Documentation

**Discontinued Products/Services**  
\_\_\_\_ Supporting Documentation

**States/Territories**  
\_\_\_\_ Supporting Documentation

**Other** \_\_\_\_\_  
\_\_\_\_ Supporting Documentation

Notes: Vendor may include other notes regarding the contract update here: (attach another page if necessary).  
added Mayan language to in person interpreting inside Texas, added Mayan language to Virtual interpreting and Over the Phone interpreting, added in person language and American Sign language interpreting to outside of Texas rates, decreased Video Remote Interpreting rates.

Submitted By:   
Title: President / CEO

**Approved Date** 9/12/2023 | 8:16 AM CDT  
 **Denied Date** \_\_\_\_\_

**Contact Number:** R210608  
**Email Address:** contracts@masterword.com

DocuSigned by:  
Robert Zingelmann  
**Region 4 ESC:** \_\_\_\_\_  
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**SCOPE OF WORK AND SERVICE RATES  
PER OMNIA AGREEMENT #R210608**

**(See next page)**

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**OUTSIDE OF TX, AR, CT, KS, IL, MD  
RATES BEGIN ON NEXT PAGE**

CONFIDENTIAL



## CONSECUTIVE COMMUNITY IN-PERSON INTERPRETING (IPI)

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES  
 MODALITY<sup>1</sup>: CONSECUTIVE  
 SERVICE AREA: OUTSIDE OF TX, AR, CT, KS, IL, MD  
 SCOPE: Community In-Person Interpreting includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings. Community interpreting sessions are usually triadic (1. Provider (ex., doctor, social worker, therapist) -> 2. Limited English proficient (LEP) consumer -> 3. Interpreter) or set in small groups. No special interpretation equipment is required for consecutive Community IPI services.

SERVICE RATES:

| ASSIGNMENT TYPE   | HOURLY RATE<br>(PER INTERPRETER) |                                    | MINIMUM<br>(PER<br>INTERPRETER) | MINIMUM<br>CANCELLATION<br>NOTICE | CANCELLATION<br>FEE<br>(PER<br>INTERPRETER) |
|---|----------------------------------|------------------------------------|---------------------------------|-----------------------------------|---|
|   | SPANISH<br>LANGUAGE              | OTHER CORE<br>SPOKEN<br>LANGUAGES* |                                 |                                   |   |
| <b>SCHEDULED BUSINESS</b><br>Services requested with at least 24-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days  |                                  |                                    |                                 |                                   |   |
| <b>SCHEDULED NON-BUSINESS</b><br>Services requested with at least 24-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays  |                                  |                                    |                                 |                                   |   |
| <b>EMERGENCY</b><br>Services requested with less than 24-hour notice  |                                  |                                    |                                 |                                   |   |
| <p><b>ADDITIONAL TERMS OF SERVICE:</b></p> <p><b>Billing Increments:</b><br/>Each assignment is billed based on the actual number of hours interpreted in excess of a defined minimum. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.</p> <p><b>Parking and Mileage:</b></p> <ul style="list-style-type: none"> <li>• Parking is billed at cost (where applicable).</li> <li>• Mileage is billed at the current IRS rate for assignments outside of the 30-mile radius from the interpreter's starting point.</li> </ul> <p><b>Additional Expenses:</b><br/>Any other additional expenses require pre-approval by Client.</p> <p><b>Request Extensions:</b></p> <ul style="list-style-type: none"> <li>• As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two additional consecutive hours.</li> <li>• If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two hours, a new Service Order will be submitted based on the applicable emergency rates.</li> </ul> <p><b>Cancellation:</b><br/>Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.</p> <p><b>Number of Interpreters:</b><br/>For any interpreting assignment lasting two or more consecutive hours, a minimum of two interpreters may be required per language pair depending on the nature and complexity of the assignment.</p> <p><b>Availability of Interpreters:</b><br/>Availability of interpreters for any in-person services is based on location and advance notice.</p> <p><b>Services Outside of Service Area:</b><br/>Rates and terms for services outside of the defined service area can be quoted upon request.</p> <p><b>*List of Core Spoken Languages:</b><br/>Please visit <a href="https://www.masterword.com/core-languages/">https://www.masterword.com/core-languages/</a> to view the list of Core Spoken Languages.</p> <p><b>Other Languages:</b><br/>Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.</p> <p><b>Additional Fees May Apply:</b><br/>In addition to the fees to be paid to MasterWord for the services provided, MasterWord shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of Client. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by Client before such expenses are incurred. Per diem, travel, accommodations are billed, where applicable, in accordance with IRS and JTR guidelines (<a href="https://www.gsa.gov/travel/plan-book/per-diem-rates">https://www.gsa.gov/travel/plan-book/per-diem-rates</a> and <a href="http://www.defensetravel.dod.mil/site/perdiemCalc.cfm">http://www.defensetravel.dod.mil/site/perdiemCalc.cfm</a>).</p> |                                  |                                    |                                 |                                   |   |

<sup>1</sup> Two generally used interpreting modalities are consecutive and simultaneous. During consecutive interpreting, an interpreter listens to and analyzes the message while one of the meeting or conversation participants is speaking, and then delivers the interpretation into another language when the speaker or conversation participant pauses. Learn more: <https://www.masterword.com/services/interpreting/consecutive-interpreting/>. During simultaneous interpreting, the interpreters listen to, analyze, and interpret the presentation or speech at the same time (with just a slight lag) and same rate of delivery as the person speaking. It is the most challenging mode of interpreting that requires specialized skills. This type of interpreting often requires special equipment. Learn more: <https://www.masterword.com/services/interpreting/simultaneous-interpreting/>.



## SIMULTANEOUS COMMUNITY IN-PERSON INTERPRETING (IPI)

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES  
 MODALITY: SIMULTANEOUS (CHUCHOTAGE / WHISPERED)  
 SERVICE AREA: OUTSIDE OF TX, AR, CT, KS, IL, MD  
 SCOPE:

During simultaneous interpreting, the interpreters listen to, analyze, and interpret the presentation or speech at the same time (with just a slight lag) and same rate of delivery as the person speaking. It is the most challenging mode of interpreting that requires specialized skills. This type of interpreting often requires special equipment. Learn more: <https://www.masterword.com/services/interpreting/simultaneous-interpreting/>.

Simultaneous Community Interpreting includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings. Chuchotage (or "whispered interpreting") is a form of simultaneous interpreting where an interpreter is positioned right next to the listener or small group of listeners, and whispers to the listener(s) interpretation of what the speaker is saying at the same time as the speaker is saying it with just a slight lag. Thus, speaker does not pause for an interpreter to complete interpretation. It is usually used when there is a small group of users that requires interpreting during a meeting or a community/organizational event. Simultaneous Community Interpreting usually does not require any special equipment; however, portable interpreting equipment can be used to facilitate interpreting for a larger group of listeners.

PLEASE NOTE: Simultaneous Community Interpreting is not to be confused with Conference Simultaneous Interpreting which requires highly specialized qualifications (ex, International Association of Conference Interpreters certification (AIIC)) and specialized conference interpreting equipment, such as interpreter booth and audio system. Conference Simultaneous Interpreting can be quoted upon request.

SERVICE RATES:

| ASSIGNMENT TYPE  | HOURLY RATE (PER INTERPRETER) |                              | MINIMUM (PER INTERPRETER) | MINIMUM CANCELLATION NOTICE | CANCELLATION FEE (PER INTERPRETER) |
|--|-------------------------------|------------------------------|---------------------------|-----------------------------|------------------------------------|
|  | SPANISH LANGUAGE              | OTHER CORE SPOKEN LANGUAGES* |                           |                             |                                    |
| <b>SCHEDULED BUSINESS</b><br>Services requested with at least 48-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days   |                               |                              |                           |                             |                                    |
| <b>SCHEDULED NON-BUSINESS</b><br>Services requested with at least 48-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays |                               |                              |                           |                             |                                    |
| <b>EMERGENCY</b><br>Services requested with less than 48-hour notice   |                               |                              |                           |                             |                                    |

**ADDITIONAL TERMS OF SERVICE:**

**Billing Increments:**

Each requested assignment has a minimum of two hours and will be billed based on the estimated number of hours requested or a 2-hour minimum – whichever is greater. Anything after that will be billed in 30-minute increments. The rate per hour applied to the assignment is based on the start time of the assignment.

**Parking and Mileage:**

Parking is billed at cost (where applicable).  
 Mileage is billed at the current IRS rate for assignments outside of the 30-mile radius.

**Cancellation:**

Cancellation fee applies per interpreter requested if the services are cancelled within less than 24 hours of the scheduled start time. Payment will be limited to an applicable cancellation fee, plus reasonable, unavoidable, and non-recoverable expenses actually incurred prior to the cancellation (ex., equipment rental, non-recoverable travel costs, etc.).

**Number of Interpreters:**

Simultaneous community interpreting assignments lasting two or more hours may require at least two interpreters per language pair depending on the complexity and nature of event.

**Availability of Interpreters:**

Availability of interpreters for any IPI services is based on location and advance notice.

**\*List of Core Spoken Languages:**

Please visit <https://www.masterword.com/core-languages/> to view the list of Core Spoken Languages.

**Other Languages:**

Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.

**Additional Fees May Apply:**

The hourly rates do not include interpretation equipment fees. Portable interpreting equipment (also known as tour guide equipment), such as audio transmitters and receivers with headphones, are available for rent as an open market item and can be quoted upon request for each specific event. Equipment rental rates are based on need, location, and duration.

In addition to the fees to be paid to MasterWord for the services provided, MasterWord shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of Client. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by Client before such expenses are incurred. Per diem, travel, accommodations are billed, where applicable, in accordance with IRS and JTR guidelines (<https://www.gsa.gov/travel/plan-book/per-diem-rates> and <http://www.defensetravel.dod.mil/site/perdiemCalc.cfm>).

**ANY ADDITIONAL FEES MUST BE PRE-APPROVED BY CLIENT BEFORE THE START OF THE ASSIGNMENT**



## AMERICAN SIGN LANGUAGE COMMUNITY IN-PERSON INTERPRETING (IPI)

**LANGUAGE(S):** AMERICAN SIGN LANGUAGE (ASL)  
**SERVICE AREA:** OUTSIDE TX, AR, CT, KS, IL, MD  
**SCOPE:** American Sign Language (ASL) Community In-Person Interpreting enables communication access to essential services for Deaf/Hard-of-Hearing individuals and includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings. Community ASL interpreting sessions are usually triadic (1. Provider (ex., doctor, social worker, therapist, teacher, etc.) -> 2. Deaf/Hard-of-Hearing consumer -> 3. Interpreter) or set in small groups. MasterWord's ASL interpreters are qualified professionals who possess all licenses, certificates, permits, registrations and other valid credentials necessary to perform the services as required by applicable laws, regulations, accreditation standards, including, but not limited to certification(s) Board of Evaluation of Interpreters (BEI) or by the Registry of Interpreters for the Deaf (RID)/Center for the Assessment of Sign Language Interpreters (CASLI).

**SERVICE RATES:**

| ASSIGNMENT TYPE   | HOURLY RATE<br>(PER INTERPRETER) | ADMINISTRATIVE FEE<br>(PER INTERPRETER,<br>PER DAY) | MINIMUM<br>CANCELLATION<br>NOTICE |
|---|----------------------------------|---|-----------------------------------|
| <b>SCHEDULED BUSINESS</b><br>Services requested with at least 48-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days  |                                  |   |                                   |
| <b>SCHEDULED NON-BUSINESS</b><br>Services requested with at least 48-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends or federal holidays |                                  |   |                                   |
| <b>EMERGENCY</b><br>Services requested with less than 48-hour notice  |                                  |   |                                   |

**Specialty interpreting services (i.e. Deaf and Tactile interpreters) to be quoted upon request.**

**ADDITIONAL TERMS OF SERVICE:**

**Billing:**

Each assignment is billed based on the requested number of hours (estimated duration of the assignment) or a **1-hour minimum** (whichever is greater), in addition to the applicable administrative fee. Time worked in excess of the requested number of hours will be billed in 15-minute increments thereafter at the applicable hourly rate. Any request in excess of eight hours may be split into multiple requests based on the length and complexity of the request. The rate per hour applied to the assignment is based on the start time of the assignment. Encounters, at the discretion of MasterWord, may be combined in instances where a request which exceeds an 8-hour period can be services by a single interpreter without compromising the accuracy or quality of service.

**Overlapping Coverage:**

- During an encounter a transition between interpreters can occur.
- Any overlapping coverage during an interpreter transition in excess of 30-minutes will be reviewed by MasterWord to ensure accurate billing.

**Extensions:**

As a courtesy, MasterWord allows same day extensions, under a current request, so long as the current assigned interpreter is available, and the requested extension does not exceed two additional hours.

If the current assigned interpreter is unavailable to work the extended period of time or the extension exceeds two hours an emergency request will be submitted.

**Parking and Administrative Fee:**

**Parking is billed at cost (where applicable).**

Each ASL interpreting service is assessed a daily administrative fee of 1.5 hours per each interpreter requested in addition to the charges for actual interpreting services. Additional travel time charges may apply to assignments outside of the 30-mile radius of the interpreter's travel start point. In this case, additional fees are billed at an applicable hourly rate in 30-minute increments per interpreter for every 15-mile increment outside of the original 30-mile radius.

**Cancellation:**

If cancellation occurs or the Language Professional services is no longer needed within 24 hours or less of the scheduled start time of the assignment, scheduled services will be billed at the requested number of hours of the assignment or a two-hour minimum, (whichever is greater), per interpreter. If the Language Professional is en route to the assignment or has arrived at the location to perform services an administrative fee will be applied to the cancellation.

**Availability of Interpreters:**

Availability of interpreters for any ASL interpreting services is based on location and advance notice.

**Services Outside of Service Area:**

Rates and terms for services outside of defined service area can be quoted upon request.

**\*Specialty**

Specialty sign languages are defined as CDI (CERTIFIED DEAF INTERPRETER), LSM (MEXICAN SIGN LANGUAGE), and TACTILE SERVICES

**Additional Fees May Apply:**

In addition to the fees to be paid to MasterWord for the services provided, MasterWord shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of Client. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by Client before such expenses are incurred. Per diem, travel, accommodations are billed, where applicable, in accordance with IRS and JTR guidelines (<https://www.gsa.gov/travel/plan-book/per-diem-rates> and <http://www.defensetravel.dod.mil/site/perdiemCalc.cfm>).

<sup>2</sup> MasterWord adheres to the BEI standards for ASL interpreting services which includes a 1.5 hour administrative fee per interpreter per request (<https://hhs.texas.gov/doing-business-hhs/vendor-contractor-information/essa-maximum-rates>). Administrative fee is billed at the applicable hourly rate.



**REGION 4**  
**RATES BEGIN ON NEXT PAGE**

CONFIDENTIAL



**CONSECUTIVE COMMUNITY IN-PERSON INTERPRETING (IPI)**

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES  
 MODALITY<sup>3</sup>: CONSECUTIVE  
 SERVICE AREA: GREATER HOUSTON AREA, TEXAS  
 SCOPE: Community In-Person Interpreting includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings. Community interpreting sessions are usually triadic (1. Provider (ex., doctor, social worker, therapist) -> 2. Limited English proficient (LEP) consumer -> 3. Interpreter) or set in small groups. No special interpretation equipment is required for consecutive Community IPI services.

SERVICE RATES:

| ASSIGNMENT TYPE  | HOURLY RATE<br>(PER INTERPRETER) |                                    |  | MINIMUM<br>(PER<br>INTERPRETER) | MINIMUM<br>CANCELLATION<br>NOTICE | CANCELLATION<br>FEE<br>(PER<br>INTERPRETER) |
|--|----------------------------------|------------------------------------|--|---------------------------------|-----------------------------------|---|
|  | SPANISH                          | OTHER CORE<br>SPOKEN<br>LANGUAGES* | MAYAN AND<br>INDIGENOUS<br>LANGUAGES** |                                 |                                   |   |
| <b>SCHEDULED BUSINESS</b><br>Services requested with at least 24-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days   |                                  |                                    |  |                                 |                                   |   |
| <b>SCHEDULED NON-BUSINESS</b><br>Services requested with at least 24-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays   |                                  |                                    |  |                                 |                                   |   |
| <b>EMERGENCY</b><br>Services requested with less than 24-hour notice   |                                  |                                    |  |                                 |                                   |   |
| <p><b>ADDITIONAL TERMS OF SERVICE:</b><br/> <b>Billing Increments:</b><br/>                     Each assignment is billed based on the actual number of hours interpreted in excess of a defined minimum. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.<br/> <b>Parking and Mileage:</b><br/>                     • Parking is billed at cost (where applicable).<br/>                     • Mileage is billed at the current IRS rate for assignments outside of the 30-mile radius from the interpreter's starting point.<br/> <b>Additional Expenses:</b><br/>                     Any other additional expenses require pre-approval by Client.<br/> <b>Request Extensions:</b><br/>                     • As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two additional consecutive hours.<br/>                     • If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two hours, a new Service Order will be submitted based on the applicable emergency rates.<br/> <b>Cancellation:</b><br/>                     Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.<br/> <b>Number of Interpreters:</b><br/>                     For any interpreting assignment lasting two or more consecutive hours, a minimum of two interpreters may be required per language pair depending on the nature and complexity of the assignment.<br/> <b>Availability of Interpreters:</b><br/>                     Availability of interpreters for any in-person services is based on location and advance notice.<br/> <b>Services Outside of Service Area:</b><br/>                     Rates and terms for services outside of the defined service area can be quoted upon request.<br/> <b>*List of Core Spoken Languages:</b><br/>                     Please visit <a href="https://www.masterword.com/core-languages/">https://www.masterword.com/core-languages/</a> to view the list of Core Spoken Languages.<br/> <b>**Mayan and Indigenous Languages:</b><br/>                     Availability of Mayan and Indigenous language services may be limited based on location and advance notice. Relay may be required contingent on language combination. Travel costs may apply and will be quoted on a case by case basis.<br/> <b>Other Languages:</b><br/>                     Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.<br/> <b>Additional Fees May Apply:</b><br/>                     In addition to the fees to be paid to MasterWord for the services provided, MasterWord shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of Client. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by Client before such expenses are incurred. Per diem, travel, accommodations are billed, where applicable, in accordance with IRS and JTR guidelines (<a href="https://www.gsa.gov/travel/plan-book/per-diem-rates">https://www.gsa.gov/travel/plan-book/per-diem-rates</a> and <a href="http://www.defensetravel.dod.mil/site/perdiemCalc.cfm">http://www.defensetravel.dod.mil/site/perdiemCalc.cfm</a>).</p> |                                  |                                    |  |                                 |                                   |   |

<sup>3</sup> Two generally used interpreting modalities are consecutive and simultaneous. During consecutive interpreting, an interpreter listens to and analyzes the message while one of the meeting or conversation participants is speaking, and then delivers the interpretation into another language when the speaker or conversation participant pauses. Learn more: <https://www.masterword.com/services/interpreting/consecutive-interpreting/>. During simultaneous interpreting, the interpreters listen to, analyze, and interpret the presentation or speech at the same time (with just a slight lag) and same rate of delivery as the person speaking. It is the most challenging mode of interpreting that requires specialized skills. This type of interpreting often requires special equipment. Learn more: <https://www.masterword.com/services/interpreting/simultaneous-interpreting/>.





**REGION 1,2,5-9,12-20**  
**RATES BEGIN ON NEXT PAGE**

CONFIDENTIAL



## CONSECUTIVE COMMUNITY IN-PERSON INTERPRETING (IPI)

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES  
 MODALITY<sup>4</sup>: CONSECUTIVE  
 SERVICE AREA: TEXAS, OTHER THAN GREATER HOUSTON AREA  
 SCOPE: Community In-Person Interpreting includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings. Community interpreting sessions are usually triadic (1. Provider (ex., doctor, social worker, therapist) -> 2. Limited English proficient (LEP) consumer -> 3. Interpreter) or set in small groups. No special interpretation equipment is required for consecutive Community IPI services.

**SERVICE RATES:**

| ASSIGNMENT TYPE  | HOURLY RATE<br>(PER INTERPRETER) |                                    |  | MINIMUM<br>(PER<br>INTERPRETER) | MINIMUM<br>CANCELLATION<br>NOTICE | CANCELLATION<br>FEE<br>(PER<br>INTERPRETER) |
|--|----------------------------------|------------------------------------|--|---------------------------------|-----------------------------------|---|
|  | SPANISH<br>LANGUAGE              | OTHER CORE<br>SPOKEN<br>LANGUAGES* | MAYAN AND<br>INDIGENOUS<br>LANGUAGES** |                                 |                                   |   |
| <b>SCHEDULED BUSINESS</b><br>Services requested with at least 24-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days   |                                  |                                    |  |                                 |                                   |   |
| <b>SCHEDULED NON-BUSINESS</b><br>Services requested with at least 24-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays |                                  |                                    |  |                                 |                                   |   |
| <b>EMERGENCY</b><br>Services requested with less than 24-hour notice   |                                  |                                    |  |                                 |                                   |   |

**ADDITIONAL TERMS OF SERVICE:**

**Billing Increments:**

Each assignment is billed based on the actual number of hours interpreted in excess of a defined minimum. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.

**Parking and Mileage:**

- Parking is billed at cost (where applicable).
- Mileage is billed at the current IRS rate for assignments outside of the 30-mile radius from the interpreter's starting point.

**Additional Expenses:**

Any other additional expenses require pre-approval by Client.

**Request Extensions:**

- As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two (2) additional consecutive hours.
- If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two (2) hours, a new Service Order will be submitted based on the applicable emergency rates.

**Cancellation:**

Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.

**Number of Interpreters:**

For any interpreting assignment lasting two (2) or more consecutive hours, a minimum of two (2) interpreters may be required per language pair depending on the nature and complexity of the assignment.

**Availability of Interpreters:**

Availability of interpreters for any in-person services is based on location and advance notice.

**Services Outside of Service Area:**

Rates and terms for services outside of the defined service area can be quoted upon request.

**\*List of Core Spoken Languages:**

Please visit <https://www.masterword.com/core-languages/> to view the list of Core Spoken Languages.

**\*\*Mayan and Indigenous Languages:**

Availability of Mayan and Indigenous language services may be limited based on location and advance notice. Relay may be required contingent on language combination. Travel costs may apply and will be quoted on a case by case basis.

**Other Languages:**

Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.

**Additional Fees May Apply:**

In addition to the fees to be paid to MasterWord for the services provided, MasterWord shall be reimbursed for reasonable and necessary business travel, subsistence, and related expenses when traveling at the direction of Client. Any and all such additional reimbursable business expenses shall be discussed with and pre-approved by Client before such expenses are incurred. Per diem, travel, accommodations are billed, where applicable, in accordance with IRS and JTR guidelines (<https://www.gsa.gov/travel/plan-book/per-diem-rates> and <http://www.defensetravel.dod.mil/site/perdiemCalc.cfm>).

<sup>4</sup> Two generally used interpreting modalities are consecutive and simultaneous. During consecutive interpreting, an interpreter listens to and analyzes the message while one of the meeting or conversation participants is speaking, and then delivers the interpretation into another language when the speaker or conversation participant pauses. Learn more: <https://www.masterword.com/services/interpreting/consecutive-interpreting/>. During simultaneous interpreting, the interpreters listen to, analyze and interpret the presentation or speech at the same time (with just a slight lag) and same rate of delivery as the person speaking. It is the most challenging mode of interpreting that requires specialized skills. This type of interpreting often requires special equipment. Learn more: <https://www.masterword.com/services/interpreting/simultaneous-interpreting/>.



**NATION-WIDE  
RATES BEGIN ON NEXT PAGE**

CONFIDENTIAL



## COMMUNITY VIRTUAL CONSECUTIVE INTERPRETING (VCI)

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES

SERVICE AREA: NATION-WIDE (USA)

SCOPE: COMMUNITY VIRTUAL CONSECUTIVE INTERPRETING (VCI) includes, but is not limited to, encounters in the healthcare/medical, social services, education, housing, religious and other community-based and social-based settings.

MODALITY: During CONSECUTIVE INTERPRETING, an interpreter listens to and analyzes the message while one of the parties is speaking, and then delivers the interpretation into another language when the speaker pauses.

VCI can be delivered via any web conferencing or teleconferencing platform or application, such as Zoom, GoToMeeting, Microsoft Teams, Cisco WebEx, etc. A virtual meeting URL or teleconference bridge can be set up by client or MasterWord<sup>5</sup>. Client is responsible for distributing the meeting URL or teleconference info to other participants. In accordance with MasterWord's privacy policy, MasterWord interpreters will not be able to make outgoing calls or add other participants to the virtual meeting.

To learn more, visit: <https://www.masterword.com/virtual-interpreting-requests-best-practices-technical-assistance/>

SERVICE RATES:

| ASSIGNMENT TYPE  | HOURLY RATE<br>(PER INTERPRETER) |                              |  | MINIMUM<br>(PER<br>INTERPRETER) | MINIMUM<br>CANCELLATION<br>NOTICE | CANCELLATION<br>FEE<br>(PER<br>INTERPRETER) |
|--|----------------------------------|------------------------------|--|---------------------------------|-----------------------------------|---|
|  | SPANISH                          | CORE<br>SPOKEN<br>LANGUAGES* | MAYAN AND<br>INDIGENOUS<br>LANGUAGES** |                                 |                                   |   |
| <b>SCHEDULED BUSINESS</b><br>Services requested with at least 24-hour notice and provided between 8:00 a.m. and 5:00 p.m. on business days   |                                  |                              |  |                                 |                                   |   |
| <b>SCHEDULED NON-BUSINESS</b><br>Services requested with at least 24-hour notice and provided during non-business hours: (a) between 5:00 p.m. and 8:00 a.m. on business days or (b) any time on weekends and federal holidays |                                  |                              |  |                                 |                                   |   |
| <b>EMERGENCY</b><br>Services requested with less than 24-hour notice   |                                  |                              |  |                                 |                                   |   |

**ADDITIONAL TERMS OF SERVICE (VCI):**

**Billing Increments:**

Each assignment is billed based on the actual number of hours interpreted in excess of a defined minimum. Services performed beyond the defined minimum are billed in 15-minute increments thereafter. The rate per hour applied to the assignment is based on the start time of the assignment.

**Additional Expenses:**

A project management fee of 15% will apply to each request.  
Any other additional expenses require pre-approval by Client.

**Request Extensions:**

- As a courtesy, MasterWord allows same day extensions, under a current Service Order, so long as the current assigned interpreter is available, and the requested extension does not exceed two additional consecutive hours.
- If the current assigned interpreter is unavailable for the requested time extension or the extension exceeds two hours, a new Service Order will be submitted based on the applicable emergency rates.

**Cancellation:**

Cancellation fee applies to services cancelled by Client with less than the minimum cancellation notice, per interpreter per Service Order.

**Number of Interpreters:**

For any interpreting assignment lasting two or more consecutive hours, a minimum of two interpreters may be required per language pair depending on the nature and complexity of the assignment.

**Availability of Interpreters:**

Availability of interpreters is contingent on language combination and advance notice.

**\*List of Core Spoken Languages:**

Please visit <https://www.masterword.com/core-languages/> to view the list of Core Spoken Languages.

**\*\*Mayan and Indigenous Languages:**

Availability of Mayan and Indigenous language services may be limited based on location and advance notice. Relay may be required contingent on language combination. Travel costs may apply and will be quoted on a case by case basis.

**Other Languages:**

Services for other languages not listed as Core Languages can be quoted upon request and will typically require at least a 48-hour notice.

<sup>5</sup> MasterWord can set up virtual meetings via Zoom, Skype for Business and Microsoft Teams platforms using our business level licenses at no additional charge.



## OVER-THE-PHONE INTERPRETING (OPI)

LANGUAGE(S): SPOKEN FOREIGN LANGUAGES  
 MODALITY: CONSECUTIVE  
 SERVICE AREA: NATION-WIDE (USA)

SCOPE: Over-the-Phone Interpreting (OPI) provides telephone access to remote interpreters. Services are performed by professional spoken language interpreters located in MasterWord’s contact center or a MasterWord approved remote location. To reach our telephone interpreters, no specific equipment is required. Over-the-Phone interpreting works from any modern touch-tone phone.

**SERVICE RATES:**

| RATE<br>(PER MINUTE) | USAGE TIERS – SPANISH ONLY<br>(BILLED MINUTES PER MONTH)                 |                           |                              |                      |
|----------------------|--|---------------------------|------------------------------|----------------------|
|                      | TIER 1<br>(1-30,000)   | TIER 2<br>(30,001-50,000) | TIER 3<br>(50,001 – 100,000) | TIER 4<br>(100,001+) |
|                      | [REDACTED]   |                           |                              |                      |
| RATE<br>(PER MINUTE) | USAGE TIERS – OTHER SPOKEN LANGUAGES<br>(BILLED MINUTES PER MONTH)       |                           |                              |                      |
|                      | TIER 1<br>(1-30,000)   | TIER 2<br>(30,001-50,000) | TIER 3<br>(50,001 – 100,000) | TIER 4<br>(100,001+) |
|                      | [REDACTED]   |                           |                              |                      |
| RATE<br>(PER MINUTE) | FLAT RATE – MAYAN AND INDIGENOUS LANGUAGES<br>(BILLED MINUTES PER MONTH) |                           |                              |                      |
|                      | [REDACTED]   |                           |                              |                      |

**ADDITIONAL TERMS OF SERVICE:**

**ON-DEMAND**

**Billing for OPI Services:**

Calls are billed per minute; fractions of a minute will be rounded to the next whole minute. Billing starts when interpreter answers and ends once interpreter or customer disconnects.

**Services Outside of Service Area:**

Third-party dialing outside the U.S. is not provided. Long-distance charges will apply for international calls required by Client.

**Specialized Services to be quoted upon request:** Specialized services include, but are not limited to; legal interpreters, licensed or certified court interpreters, and other services requiring subject-matter expertise. These services shall be scheduled in advance to ensure interpreter availability.

For a list of languages available ON-DEMAND please visit <https://www.masterword.com/opi-languages/>.

**\*Mayan and Indigenous Languages:**

K'iche, Qeqchi, and Mam are billed at a **thirty (30) minute minimum**; all other Mayan and Indigenous Languages are billed at a **sixty (60) minute minimum**. Relay may be required contingent on language combination. Availability of Mayan and Indigenous Languages on-Demand is subject to change.



## VIDEO REMOTE INTERPRETING (VRI)

**LANGUAGE(S):** SPOKEN FOREIGN LANGUAGES & AMERICAN SIGN LANGUAGE (ASL)  
**MODALITY:** CONSECUTIVE  
**SERVICE AREA:** NATION-WIDE (USA)  
**SCOPE:** Video Remote Interpreting (VRI) provides video telecommunication access to spoken and sign language interpreting services. Services are performed by professional spoken language interpreters or by ASL interpreters who are nationally certified by the Registry of Interpreters for the Deaf (RID)/Center for the Assessment of Sign Language Interpreters (CASLI) or state certified/licensed. Interpreters are located in MasterWord’s contact center or MasterWord approved remote location. VRI is a great alternative to in-person interpreting when an in-person interpreter is not immediately available. VRI services are delivered through Vispi®, MasterWord’s proprietary video remote interpreting URL-based platform.

**SERVICE RATES:**

| LANGUAGES   | USAGE TIERS<br>(BILLED MINUTES PER MONTH) |                         |                     |
|---|---|-------------------------|---------------------|
|   | TIER 1<br>(1-1,600)                       | TIER 2<br>(1,601-3,200) | TIER 3<br>(3,201 +) |
| ASL   |   |                         |                     |
| Spanish and Core Spoken   |   |                         |                     |
| <i>Other Charges</i>  |   |                         |                     |
| One-time activation fee   |   |                         |                     |
| Monthly licensing fee   |   |                         |                     |
| <b>ADDITIONAL TERMS OF SERVICE:</b>   |   |                         |                     |
| <b>ON-DEMAND</b>  |   |                         |                     |
| <b>Billing for On-Demand VRI Services:</b><br>Calls are billed per minute; fractions of a minute will be rounded to the next whole minute. Billing starts when interpreter answers and ends once interpreter or customer disconnects.   |   |                         |                     |
| <b>Spanish and ASL VRI Services:</b><br>Spanish and ASL VRI calls are available on-demand 24/7/365.   |   |                         |                     |
| <b>Other Spoken Languages VRI Services:</b><br>On-Demand VRI services for languages found here <a href="https://www.masterword.com/vri-languages/">https://www.masterword.com/vri-languages/</a> are available Monday through Friday between 7:00 am and 7:00 pm CST. Other spoken languages can be made available on-demand for clients with larger volume commitment. Please ask your MasterWord account representative about the minimum volume requirements and spoken languages available on-demand. |   |                         |                     |
| <b>Specialized Services to be quoted upon request:</b> Specialized services include, but are not limited to; legal interpreters, licensed or certified court interpreters, and other services requiring subject-matter expertise. These services shall be scheduled in advance to ensure interpreter availability.  |   |                         |                     |



## ADDITIONAL SERVICES

MasterWord offers a full range of language support services. Rates and/or estimates for additional services, which may not be included in your current service agreement, can be quoted upon request. Additional services include, but are not limited to:

### TRANSLATION AND LOCALIZATION RELATED SERVICES

- Document translation (all file formats including AutoCAD)
- Document editing and review
- Online content and website localization
- Content governance
- Multilingual eLearning (including course development, content & media localization)
- Certified translation (with translation affidavit)

### MULTILINGUAL COMMUNICATION/INTERPRETATION RELATED SERVICES

- In-Person Interpreting
- Legal/Court In-Person Interpreting
- Virtual Interpreting
- Over-the-Phone Interpreting
- Video Remote Interpreting
- Conference/Simultaneous Interpreting
- Conference interpretation equipment rental

### DEAF/HARD-OF-HEARING COMMUNICATION ACCESS RELATED SERVICES

- ASL In-Person Interpreting
- Legal/Court In-Person ASL Interpreting
- Virtual Interpreting
- Video Remote Interpreting
- Certified Deaf Interpreter (CDI), Mexican Sign Language (LSM),  
Tactile Interpreting (for Low Vision or Deaf/Blind consumers)
- CART (Communication Access Real-Time Translation)

### TRAINING AND PROFESSIONAL DEVELOPMENT

- Interpreter training
- Interpreter and translator skills assessment
- Language proficiency assessments of bilingual staff
- Language immersion courses
- Cultural competency training

### MULTIMEDIA SERVICES

- Assets conforming and mastering
- Creation of English script with timing
- Subtitling, closed captioning and descriptions
- Localization of video assets
- Metadata management
- Voice over / dubbing

### REMIEDIATION SERVICES

- Content accessibility for website, documents and applications
- Section 508, ADA, WCAG2.0, EN 301 549 Standard compliance
- Accessibility consulting services
- Alternative text

### OTHER SERVICES

- In-House call center with rollover support
- Onsite managed multilingual support (a dedicated linguistic team with professional localization project management)
- Staffing services for onsite bilingual personnel and linguists
- Multilingual outsourcing services
- Multilingual desktop publishing
- Foundation data manufacturing for AI engine training
- Other language support or related services can be quoted upon request

**FOR MORE INFORMATION AND A COMPLETE LISTING OF SERVICES PROVIDED BY MASTERWORD,  
PLEASE VISIT [WWW.MASTERWORD.COM](http://WWW.MASTERWORD.COM) OR CALL US AT +1.866.716.4999**

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