

Language People, Inc.

FIRST AMENDMENT TO AGREEMENT FOR SERVICES #8761

THIS FIRST AMENDMENT to that Agreement for Services #8761 made and entered into by and between the County of El Dorado, a political subdivision of the State of California (hereinafter referred to as "County"), and Language People, Inc., a Texas corporation duly qualified to conduct business in the State of California, whose principal place of business is 5100 Balcones Avenue, Suite 100, Austin, Texas 78731, and whose mailing address is Post Office Box 158, Hunters, Washington 99137 (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, Contractor has been engaged by County to provide face-to-face, over-the-phone, video remote interpreting services, and written translation services on an as-needed basis for various departments Countywide, pursuant to Agreement for Services #8761, dated September 13, 2024, incorporated herein and made by reference a part hereof (hereinafter referred to as "Agreement");

WHEREAS, the parties hereto desire to amend the Agreement to revise the scope of work and the Contractor's business hours to provide clarification on the specific billing rates that will be charged for the day and time the services are provided, and to update the hourly rate for Very Rate interpreting, adding **Exhibit A-1, Updated Services and Fees**;

WHEREAS, the parties hereto desire to fully-replace a paragraph to an Article to include updated contract provisions, adding **Exhibit B-1, Updated California Levine Act Statement**;

NOW, THEREFORE, in consideration of the foregoing and the mutual promises and covenants hereinafter contained, County and Contractor, mutually agree to amend the terms of the Agreement in this First Amendment to Agreement for Services #8761 on the following terms and conditions:

- I. Exhibit A-1, marked "Updated Services and Fees," attached hereto and incorporated herein by reference, has been added to the Agreement. All references to Exhibit A throughout the Agreement shall now read Exhibit A and Exhibit A-1.

For the period beginning September 13, 2024, the effective date of the Agreement, and continuing through the day before the effective date of this First Amendment to the Agreement, the services provided herein, and the billing rates shall be in accordance with Exhibit A.

For the period beginning on the effective date of this First Amendment to the Agreement and continuing through the remaining term of the Agreement, the services provided herein, and the billing rates shall be in accordance with Exhibit A-1.

II. ARTICLE XX, Conflict of Interest, last paragraph is replaced in its entirety to read as follows:

Pursuant to Government Code section 84308 (SB 1439, the Levine Act), Contractor shall complete and sign the attached Exhibit B, marked "California Levine Act Statement," and Exhibit B-1, marked "Updated California Levine Act Statement," both incorporated herein and made by reference a part hereof, regarding campaign contributions by Contractor, if any, to any officer of County.

Except as herein amended, all other parts and sections of Agreement for Services #8761 shall remain unchanged and in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this First Amendment to Agreement for Services #8761 on the dates indicated below.

--COUNTY OF EL DORADO--

By: *Laura Schwartz*
Laura Schwartz (Jul 17, 2025 14:07 PDT)
Purchasing Agent
"County"

Dated: 07/17/2025

--LANGUAGE PEOPLE, INC.--

By: *Lisa Wrench*
Lisa Wrench (Jul 15, 2025 19:59 PDT)
Lisa Wrench
Chief Executive Officer
"Contractor"

Dated: 07/15/2025

By: *Lisa Wrench*
Lisa Wrench (Jul 15, 2025 19:59 PDT)
Lisa Wrench
Corporate Secretary

Dated: 07/15/2025

MW
Michèle Weimer

Language People, Inc.

Exhibit A-1

Updated Services and Fees

On-site Interpretation (Face-to-Face):

Contractor shall send interpreters to appointments at the times and locations specified by County to interpret between County and their clients. This type of service also includes interpretation of small group meetings where simultaneous or conference interpretation is not necessary. The interpreter's minimum hours shall include travel time from specified beginning location to County's specified address. In no event shall interpreter's minimum hours be less than two (2) hours (interpreting and travel combined).

Remote Interpretation:

Contractor shall supply interpreters to appointments via County's video platform. County is responsible for providing a link to a scheduled video meeting at the time the request for interpretation is made. If a link is not available at the time of request, or there are any problems logging into the system, or other technical issues that could have been resolved earlier that prevent interpreter from being able to join the meeting shall be considered a cancellation by County for full charge payment.

In order for Contractor to facilitate a successful timely meeting, County agrees that they shall:

- Provide meeting link at time that the request for services are made;
- Provide a telephone number of an individual who shall attend the meeting, so we can call if there are technical difficulties entering the meeting;
- Open the meeting for the interpreter fifteen (15) minutes ahead of schedule so that any technical issues can be resolved so the meeting is not delayed.
- County agrees to immediately call Contractor if interpreter is not present in the meeting, or there are any other technical difficulties with audio or visual so that Contractor can help problem solve and the meeting can be successful.

Spoken Language Interpreters:

Spoken language interpreters assigned to appointments and conferences greater than two (2) hours in length shall receive a fifteen (15) minute break after every two (2) consecutive hours in service.

Simultaneous Conference Style Interpreting:

Large-group, multi-speaker conferences require linguists with specialized skills. Prices vary based on situation and language requested.

American Sign Language Interpreters (ASL):

ASL interpreters shall receive a fifteen (15) minute break after each hour of service. For all ASL appointments beyond one (1) hour, team interpreters must be used (two [2] interpreters). Any exceptions to teamed interpreting requirements shall be evaluated on a case-by-case basis by Contractor's dispatchers and contractors and shall only be at the discretion of Contractor.

Minimum Appointment: Two (2) Hours

Every appointment shall be billed a minimum of two (2) hours. Hours shall be billed in hourly increments beyond two (2) hours. A grace period of five (5) minutes at the end of the hour is allowed to complete the appointment. If the appointment continues beyond the grace period, the next hourly billed increment shall be charged.

Rates Per Interpreter:

Qualified Interpreter rates are as follows:

One (1) hour spoken language interpreting (Spanish):	\$125.00
One (1) hour spoken language interpreting (Common)	\$130.00
One (1) hour spoken language interpreting (Rare)	\$145.00*
One (1) hour spoken language interpreting (Very Rare):	\$150.00**
One (1) hour ASL interpreting*:	\$140.00*
Cancellation Charge	Full Charge for Scheduled Appointment
Unscheduled appt. (Less than twenty-four [24] hour notice)	\$35.00 per hour additional*
Weekends, After Hours, and County-recognized holidays	\$35.00 per hour additional*

Standard Business Hours are services provided between the hours of 8 AM to 5 PM Pacific Time. After Hours are services provided Monday through Friday outside of Standard Business Hours. Weekends are for services provided all hours on Saturdays and Sundays.

**Rates are for Medically Tested and Qualified Interpreters. ASL Interpreters are Registry of Interpreters for the Deaf (RID)/National Association of the Deaf (NAD) qualified and tested in ASL and medical terminology.*

***Very Rare and/or certified interpreter rates may be higher and vary depending on assigned interpreter, their credentials, and date of availability. These rates shall be provided at the time interpreter is scheduled.*

Services are available throughout the United States.

Medical Interpreting:

Contractor Medical interpreters provided to County are SB853/JC compliant and Health Insurance Portability and Accountability Act (HIPAA) trained and tested interpreters. They are tested and trained Medical Interpreters, with proficiency in Medical Terminology and General Terminology in their languages of service. ASL Interpreters are RID/NAD/Qualified and tested in ASL and medical terminology.

Certified Legal Interpreting:

Contractor's Legal interpreters are court-certified and court-qualified linguist professionals who are chosen for each assignment, not only on the basis of their proficiency in both source and target languages, but also in the specialized, field-specific knowledge they possess. Certifications for court appearances and depositions vary from state and federal/supreme court jurisdictions. Rates vary due to the unique situation of each assignment's requirements and must be quoted based on the individual project.

Mileage Charges:

Mileage costs will be reimbursed in accordance with ARTICLE III, Compensation for Services.

Customer Support

Contractor's office is available to County twenty-four (24) hours a day, seven (7) days a week, for last-minute or evening or weekend requests. If County has an urgent request, County will call (707) 538-8900 and follow the prompts. If, for some reason, Contractor's phone service is disrupted and County cannot reach Contractor at this number, County will call the back-up number (800) 873-0595. This number should **ONLY** be used if Contractor's main line service is disrupted. County will make sure appropriate staff has this back-up alternate number.

Over-the-Phone Interpreting (OPI)

Contractor shall provide telephone interpreters to County at the following rates:

Basic Telephone Interpreting:

Standard Business Hours (M-F 8 AM to 5 PM Pacific Time)	\$3.00 per minute
After Hours (M-F 5 PM to 8 AM), Weekends, County-recognized Holidays	\$4.00 per minute
Minimum time charge per call	Ten (10) minutes
After Hours Connection Fee (After Hours, Weekends, County-recognized holidays)	\$20.00

Specialty Telephone Interpreting Services:

One (1) time Customer Set-up Fee	\$50.00
Training on Phone System	Six (6) Hours - No Charge
Additional Training/Support	\$75.00 per hour

For a complete list of languages available and more information regarding telephone interpreting, refer to the following pages or contact Contractor's sales associate for more details and options.

Information/Language Identification Cards

Contractor shall provide four (4) copies of Language Identification Cards at no cost. Additional copies are \$1.00 each. These helpful cards are used to identify by written word which language an individual recognizes as the written version of the spoken language they wish to communicate in.

Operator Time/Customer Assistance

Contractor's operators can assist in identifying language spoken, or in helping to conference third-parties into the phone system. They can also answer other questions. Time spent with the operator is charged at the minute rate and is considered part of the interpretation call. Some questions may be part of the no-cost training on use of the phone system.

Training and Technical Support

Contractor shall provide County with up to six (6) hours of introductory training in the use of the telephone system, and County will receive up to four (4) additional hours per year. Additional time is charged at \$75.00 per hour.

Recording Conversations for County Records

Interpreted phone calls may be recorded and saved upon request of the County. Call recording requests must be made in advance of the actual interpreted call, and extra fees apply.

Partial Language List

Language	Rare or Common	Language	Rare or Common	Language	Rare or Common
Afghani	Common	German	Common	Romanian	Common
Albanian	Common	Greek	Common	Russian	Common
Amharic	Common	Gujarati	Common	Samoan	Rare
Anar Dari	Rare	Hakka	Rare	Scandinavian	Common
Arabic	Common	Hausa	Rare	Serbo-Croatian	Common
Aramaic	Rare	Hebrew	Common	Shanghai	Rare
Arbresh	Rare	Hindi	Common	Sindhi	Rare
Armenian	Common	Hmong	Rare	Slavic	Common
ASL	Rare	Hungarian	Common	Slovak	Common
Assyrian	Rare	Iilcano	Rare	Somali	Rare
Bahasa	Rare	Indonesian	Common	Spanish	Common
Bengali	Rare	Italian	Common	Swahili	Rare
Berber	Rare	Japanese	Common	Swedish	Common
Bosnian	Common	Khmer (Cambodian)	Rare	Sindhi	Rare
Bulgarian	Common	Kmhu	Rare	Tagalog	Common
Burmese (Myanmar)	Rare	Korean	Rare	Tahitian	Rare
Cantonese	Common	Kurdish	Rare	Taiwanese	Common
Catalan	Rare	Laotian	Rare	Tamil	Common
Chamorro	Rare	Latvian	Rare	Telugu	Rare
Croatian	Common	Lithuanian	Rare	Thai	Rare
Czech	Common	Malay	Rare	Tibetan	Rare
Danish	Common	Maltese	Rare	Tigrinya	Common
Dari	Common	Mandarin	Common	Toishanese	Rare
Dutch	Common	Marathi	Rare	Tongan	Rare
Estonian	Common	Mien	Rare	Turkish	Common
Ethiopian	Common	Mongolian	Rare	Ukrainian	Common
Farsi	Common	Nepali	Rare	Urdu	Common
Fijian Hindi	Rare	Nigerian	Common	Uzbek	Rare
Finnish	Common	Oromo	Rare	Vietnamese	Common
Flemish	Common	Pampangan	Rare	Visayan	Rare
French	Common	Pashto	Common	Wu	Rare
French Canadian	Common	Polish	Common	Yiddish	Common
Fukienese	Rare	Portuguese	Common	Yogad	Rare

If a language is not listed on this list, it is considered rare.

Bilingual Verification Testing Services

Contractor can provide bilingual verification testing services of County employees. Contractor use County's testing materials or testing materials which we have used repeatedly in other situations. Contractor's bilingual verification testing services in this service offering are not geared to assess professional interpreting capacity, but rather, common general conversational ability of bilingual individuals, who might encounter individuals in the course of work at County facilities and need to communicate at a basic level. Contractor's own testing materials demonstrate beginner, intermediate and advanced conversational levels of skills. This testing is generally used for bilingual pay increases in employee wages but is not appropriate depth of testing for determining whether an employee is qualified to do skilled interpreting (similar to the skills of Contractor provided interpreters). County must specify what content they want their testing to contain, and what level of proficiency will be a "pass/fail" result for their employees.

Bilingual verification testing is done in-person, remote, for verbal and ASL skills, and is done to assess written language skills for verbal languages.

Tests are administered on a per-individual or hourly group basis as follows:

Verbal and ASL per-individual

Spanish	\$5.00 per minute minimum fifteen (15) minutes testing.
Common languages	\$6.00 per minute minimum fifteen (15) minutes testing
Rare	\$7.50 per minute minimum fifteen (15) minutes testing
Very Rare	\$15.00 per minute minimum fifteen (15) minutes testing
ASL	\$15.00 per minute minimum fifteen (15) minutes testing

Verbal and ASL group

Spanish	\$150.00 per hour min. One (1) hour
Common Languages	\$180.00 per hour min. One (1) hour
Rare	\$250.00 per hour min. One (1) hour
Very Rare	\$350.00 per hour min. One (1) hour
ASL	\$275.00 per hour min. One (1) hour

\$25.00 test result write up per individual
\$5.00 scheduling fee per tested individual

Written Verification

Using the Contractor testing materials shall be \$100.00 for test review and result write-up per individual.

Fees for using County testing materials will vary depending on length of test.

Document Translation Services

Documents

Contractor shall provide document translation services according to the complete list of languages available (following page). For instance, Spanish is charged at \$0.28 cents per word in the final Spanish document. Other Roman languages (*i.e.*, German, French) shall be charged \$0.28 based on final word count in "target" language (language translated into). For character-based languages (*i.e.*, Thai, Chinese) charges shall be based on English or Roman language word count. See cost chart attached.

Contractor shall accept documents by fax, email, or postal mail. Documents shall be returned in Word format. It is the County's responsibility to take returned translation from Word into any other graphic product they desire (*i.e.*, PowerPoint or PDF), or to agree to extra charges for Contractor to arrange graphics editing for them. Formatting, proofreading, and rush deadlines all incur additional charges.

A minimum charge (per project/language) of \$100.00 applies for any document below that fee. A charge of \$45.00 applies to certificates of attestation and a \$45.00 fee for any documents needing notarization. Rush fees apply to all documents requiring less than five (5) business day return time; rush fees are an additional thirty percent (30%) of the project total.

Transcription Services

County may request written transcription of telephone conversations by Contractor's Translation Department. Transcriptions can be provided at a rate of \$90.00 per hour of work, which would cover an estimated six (6) minutes of (clear) recorded audio.

Formatting and Desktop Publishing

Contractor shall provide additional formatting of documents for an additional \$0.04 per word. Contractor shall also provide advanced desktop publishing (graphic design) for a fee of \$90.00 per hour. Document formats that Contractor supports include Microsoft Office® (Word, Excel, PowerPoint), PDF, EPS, Image files (jpeg, tiff), and Adobe® InDesign®. Total charges may vary depending on the length of the assignment.

Website Globalization

Contractor shall provide website translation services according to the complete list of languages available (following page). Contractor shall accept website text by URL, fax, email, or postal mail. Text shall be returned in Word format. It is the County's responsibility to take returned translation from Word into the actual website, or to agree to extra charges for Contractor to arrange text for them on the web.

A minimum charge per project of \$100.00 applies if word count does not equal this minimum charge. Rush fees apply to all website text projects requiring less than (5) five business day return time; rush fees are an additional thirty percent (30%) of the project total. Contractor shall provide services such as formatting and uploading (e.g., logging into an external resource to upload the file) for a fee of \$90.00 per hour; total charges may vary depending on the length of assignment.

Notice and Cancellation Policy

Any project for written translation given to Contractor will be charged in full as translation begins immediately upon receipt of documents unless document is submitted as a quote request.

Customer Support

Contractor's office is available to County twenty-four (24) hours a day, seven (7) days a week, for last-minute or evening or weekend requests. If County has an urgent request, County will call (707) 538-8900 and follow the prompts. If, for some reason, Contractor's phone service is disrupted and County cannot reach Contractor at this number, County will call the back-up number (800) 873-0595. This number should **ONLY** be used if Contractor's main line service is disrupted. County will make sure appropriate staff has this back-up alternate number.

Additional Services and Fees

Any services and fees not specifically listed in this Exhibit shall be quoted on a per job basis and approved by County's requesting department. Additional services shall not be ordered, and additional fees shall not be charged to County without prior written or verbal approval from the authorized County department representative. All charges including additional fees shall not exceed \$78,716.

Written Translation Language Price List

Language	€ per word	Language	€ per word	Language	€ per word
Afghani	28	Georgian	26	Romanian	28
Albanian	26	German	26	Russian	28
Amharic	28	Greek	28	Samoan	30
Anar Dari	30	Gujarati	28	Scandinavian	26
Arabic	30	Hakka	30	Serbo-Croatian	26
Aramaic	32	Hausa	32	Shanghai	26
Arbresh	32	Hebrew	32	Sindhi	32
Armenian	28	Hindi	28	Slavic	28
ASL	N/A	Hmong	32	Slovak	28
Assyrian	30	Hungarian	28	Somali	26
Bahasa	32	Ilocano	28	Spanish	28
Bengali	32	Indonesian	28	Swahili	30
Berber	32	Italian	28	Swedish	28
Bosnian	32	Japanese	32	Swiss	28
Bulgarian	28	Khmer (Cambodian)	32	Tagalog	28
Burmese (Myanmar)	34	Khmu	32	Tahitian	32
Catalan	30	Korean	34	Taiwanese	28
Chamorro	30	Kurdish	30	Tamil	30
Chinese (Simplified)	32	Laotian	32	Telugu	32
Chinese (Traditional)	34	Latvian	32	Thai	30
Croatian	28	Lithuanian	28	Tibetan	32
Czech	28	Malay	32	Tigrinya	28
Danish	28	Maltese	32	Toishanese	32
Dari	28	Marathi	32	Tongan	32
Dutch	28	Mien	32	Turkish	26
Estonian	28	Mongolian	32	Ukrainian	26
Ethiopian	28	Nepali	32	Urdu	28
Farsi	28	Nigerian	30	Uzbek	30
Fijian Hindi	32	Oromo	32	Vietnamese	32
Finnish	26	Pampangan	32	Visayan	30
Flemish	26	Pashto	28	Wu	32
French	26	Polish	26	Yiddish	26
French Canadian	26	Portuguese	26	Yogad	32
Fukienese	30	Punjabi	28	Yoruba	32

Language People, Inc.

Exhibit B-1

Updated California Levine Act Statement

California Levine Act Statement

California Government Code section 84308, commonly referred to as the "Levine Act," prohibits any officer of El Dorado County from participating in any action related to a contract if he or she accepts, solicits, or directs any political contributions totaling more than five hundred dollars (\$500) within the previous twelve (12) months, and for twelve (12) months following the date a final decision concerning the contract has been made, from the person or company awarded the contract. The Levine Act also requires disclosure of such contribution by a party to be awarded a specific contract. An officer of El Dorado County includes the Board of Supervisors, any elected official, and the chief administrative officer (collectively "Officer"). It is the Contractor's responsibility to confirm the appropriate "Officer" and name the individual(s) in their disclosure.

Have you or your company made any political contribution(s), or been solicited to make a contribution by an Officer or had an Officer direct you to make a contribution of more than \$500 to an Officer of the County of El Dorado in the twelve months preceding the date of the submission of your proposals or the anticipated date of any Officer action related to this contract?

YES NO

If yes, please identify the person(s) by name:

Do you or your company anticipate or plan to make any political contribution(s) of more than \$500 to an Officer of the County of El Dorado in the twelve months following any Officer action related to this contract?

YES NO

If yes, please identify the person(s) by name:

Answering YES to either of the two questions above does not preclude the County of El Dorado from awarding a contract to your firm or any taking any subsequent action related to the contract. It does, however, preclude the identified Officer(s) from participating in any actions related to this contract.

07/15/2025

Date

Language People Inc.

Type or write name of company

Lisa Wrench

Lisa Wrench (Jul 15, 2025 19:59 PDT)

Signature of authorized individual

Lisa Wrench

Type or write name of authorized individual