

AGREEMENT BETWEEN THE COUNTY OF SAN MATEO AND CERTIFIED LANGUAGES INTERNATIONAL, LLC

This Agreement is entered into this 12th day of December 2023, by and between the County of San Mateo, a political subdivision of the state of California, hereinafter called "County," and Certified Languages International, LLC hereinafter called "Contractor."

* * *

Whereas, pursuant to Section 31000 of the California Government Code, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof; and

Whereas, it is necessary and desirable that Contractor be retained for the purpose of language interpretation and translation services.

Now, therefore, it is agreed by the parties to this Agreement as follows:

1. Exhibits and Attachments

The following exhibits and attachments are attached to this Agreement and incorporated into this Agreement by this reference:

- Exhibit A—Services
- Exhibit B—Payments and Rates
- Exhibit C – Performance Metrics
- Exhibit D – List of County Departments included in this Agreement
- Attachment H – HIPPA Business Associate Requirements
- Attachment I—§ 504 Compliance
- Appendix A – Over the Phone Interpretation (OPI) and Virtual Remote Interpretation (VPI) Language Lists

2. Services to be performed by Contractor

In consideration of the payments set forth in this Agreement and in Exhibit B, Contractor shall perform services for County in accordance with the terms, conditions, and specifications set forth in this Agreement and in Exhibit A.

3. Payments

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed TWO HUNDRED AND TWENTY-FIVE THOUSAND DOLLARS (\$225,000). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as

required by this agreement. All invoices must be approved by the Office of Community Affairs Manager, or their designee. Invoices must be sent to CommunityAffairs@smcgov.org. Processing time may be delayed if invoices are not submitted electronically.

4. Term

Subject to compliance with all terms and conditions, the term of this Agreement shall be from January 1, 2024 through December 31, 2026.

5. Termination

This Agreement may be terminated by Contractor or by the Office of Community Affairs Manager or his/her designee at any time without a requirement of good cause upon thirty (30) days' advance written notice to the other party. Subject to availability of funding, Contractor shall be entitled to receive payment for work/services provided prior to termination of the Agreement. Such payment shall be that prorated portion of the full payment determined by comparing the work/services actually completed to the work/services required by the Agreement.

County may terminate this Agreement or a portion of the services referenced in the Attachments and Exhibits based upon the unavailability of Federal, State, or County funds by providing written notice to Contractor as soon as is reasonably possible after County learns of said unavailability of outside funding.

County may terminate this Agreement for cause. In order to terminate for cause, County must first give Contractor notice of the alleged breach. Contractor shall have five business days after receipt of such notice to respond and a total of ten calendar days after receipt of such notice to cure the alleged breach. If Contractor fails to cure the breach within this period, County may immediately terminate this Agreement without further action. The option available in this paragraph is separate from the ability to terminate without cause with appropriate notice described above. In the event that County provides notice of an alleged breach pursuant to this section, County may, in extreme circumstances, immediately suspend performance of services and payment under this Agreement pending the resolution of the process described in this paragraph. County has sole discretion to determine what constitutes an extreme circumstance for purposes of this paragraph, and County shall use reasonable judgment in making that determination.

6. Contract Materials

At the end of this Agreement, or in the event of termination, all finished or unfinished documents, data, studies, maps, photographs, reports, and other written materials (collectively referred to as "contract materials") prepared by Contractor under this Agreement shall become the property of County and shall be promptly delivered to County. Upon termination, Contractor may make and retain a copy of such contract materials if permitted by law.

7. Relationship of Parties

Contractor agrees and understands that the work/services performed under this Agreement are performed as an independent contractor and not as an employee of County and that neither Contractor nor its employees acquire any of the rights, privileges, powers, or advantages of County employees.

8. Hold Harmless

a. General Hold Harmless

Contractor shall indemnify and save harmless County and its officers, agents, employees, and servants from all claims, suits, or actions of every name, kind, and description resulting from this Agreement, the performance of any work or services required of Contractor under this Agreement, or payments made pursuant to this Agreement brought for, or on account of, any of the following:

(A) injuries to or death of any person, including Contractor or its employees/officers/agents;

(B) damage to any property of any kind whatsoever and to whomsoever belonging;

(C) any sanctions, penalties, or claims of damages resulting from Contractor's failure to comply, if applicable, with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated thereunder, as amended; or

(D) any other loss or cost, including but not limited to that caused by the concurrent active or passive negligence of County and/or its officers, agents, employees, or servants. However, Contractor's duty to indemnify and save harmless under this Section shall not apply to injuries or damage for which County has been found in a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

The duty of Contractor to indemnify and save harmless as set forth by this Section shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

b. Intellectual Property Indemnification

Contractor hereby certifies that it owns, controls, and/or licenses and retains all right, title, and/or interest in and to any intellectual property it uses in relation to this Agreement, including the design, look, feel, features, source code, content, and/or other technology relating to any part of the services it provides under this Agreement and including all related patents, inventions, trademarks, and copyrights, all applications therefor, and all trade names, service marks, know how, and trade secrets (collectively referred to as "IP Rights") except as otherwise noted by this Agreement.

Contractor warrants that the services it provides under this Agreement do not infringe, violate, trespass, or constitute the unauthorized use or misappropriation of any IP Rights of any third party. Contractor shall defend, indemnify, and hold harmless County from and against all liabilities, costs, damages, losses, and expenses (including reasonable attorney fees) arising out of or related to any claim by a third party that the services provided under this Agreement infringe or violate any third-party's IP Rights provided any such right is enforceable in the United States. Contractor's duty to defend, indemnify, and hold harmless under this Section applies only provided that: (a) County notifies Contractor promptly in writing of any notice of any such third-party claim; (b) County cooperates with Contractor, at Contractor's expense, in all reasonable respects in connection with the investigation and defense of any such third-party claim; (c) Contractor retains sole control of the defense of any action on any such claim and all negotiations for its settlement or compromise (provided Contractor shall not have the right to settle any criminal action, suit, or proceeding without County's prior written consent, not to be unreasonably withheld, and provided further that any settlement permitted under this Section shall not impose any financial or other obligation on County, impair any right of County, or contain any stipulation, admission, or acknowledgement of wrongdoing on the part of County without County's prior written consent, not to be unreasonably withheld); and (d) should services under this Agreement become, or in Contractor's opinion be likely to become, the subject of such a claim, or in the event such a third party claim or threatened claim causes County's reasonable use of the services under this Agreement to be seriously endangered or disrupted, Contractor shall, at Contractor's option and expense, either: (i) procure for County the right

to continue using the services without infringement or (ii) replace or modify the services so that they become non-infringing but remain functionally equivalent.

Notwithstanding anything in this Section to the contrary, Contractor will have no obligation or liability to County under this Section to the extent any otherwise covered claim is based upon: (a) any aspects of the services under this Agreement which have been modified by or for County (other than modification performed by, or at the direction of, Contractor) in such a way as to cause the alleged infringement at issue; and/or (b) any aspects of the services under this Agreement which have been used by County in a manner prohibited by this Agreement.

The duty of Contractor to indemnify and save harmless as set forth by this Section shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

9. Assignability and Subcontracting

Contractor shall not assign this Agreement or any portion of it to a third party or subcontract with a third party to provide services required by Contractor under this Agreement without the prior written consent of County. Any such assignment or subcontract without County's prior written consent shall give County the right to automatically and immediately terminate this Agreement without penalty or advance notice.

10. Insurance

a. General Requirements

Contractor shall not commence work or be required to commence work under this Agreement unless and until all insurance required under this Section has been obtained and such insurance has been approved by County's Risk Management, and Contractor shall use diligence to obtain such insurance and to obtain such approval. Contractor shall furnish County with certificates of insurance evidencing the required coverage, and there shall be a specific contractual liability endorsement extending Contractor's coverage to include the contractual liability assumed by Contractor pursuant to this Agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to County of any pending change in the limits of liability or of any cancellation or modification of the policy.

b. Workers' Compensation and Employer's Liability Insurance

Contractor shall have in effect during the entire term of this Agreement workers' compensation and employer's liability insurance providing full statutory coverage. In signing this Agreement, Contractor certifies, as required by Section 1861 of the California Labor Code, that (a) it is aware of the provisions of Section 3700 of the California Labor Code, which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Labor Code, and (b) it will comply with such provisions before commencing the performance of work under this Agreement.

c. Liability Insurance

Contractor shall take out and maintain during the term of this Agreement such bodily injury liability and property damage liability insurance as shall protect Contractor and all of its employees/officers/agents while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all claims for property damage which may arise from Contractor's operations under this Agreement, whether such operations be by Contractor, any subcontractor, anyone directly or indirectly employed by either of them, or an agent of either of them.

Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than the amounts specified below:

- (a) Comprehensive General Liability... \$1,000,000
- (b) Professional Liability..... \$1,000,000

County and its officers, agents, employees, and servants shall be named as additional insured on any such policies of insurance, which shall also contain a provision that (a) the insurance afforded thereby to County and its officers, agents, employees, and servants shall be primary insurance to the full limits of liability of the policy and (b) if the County or its officers, agents, employees, and servants have other insurance against the loss covered by such a policy, such other insurance shall be excess insurance only.

In the event of the breach of any provision of this Section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, County, at its option, may, notwithstanding any other provision of this Agreement to the contrary, immediately declare a material breach of this Agreement and suspend all further work and payment pursuant to this Agreement.

11. Compliance With Laws

All services to be performed by Contractor pursuant to this Agreement shall be performed in accordance with all applicable Federal, State, County, and municipal laws, ordinances, and regulations, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Federal Regulations promulgated thereunder, as amended (if applicable), the Business Associate requirements set forth in Attachment H (if attached), the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in programs and activities receiving any Federal or County financial assistance. Such services shall also be performed in accordance with all applicable ordinances and regulations, including but not limited to appropriate licensure, certification regulations, provisions pertaining to confidentiality of records, and applicable quality assurance regulations. In the event of a conflict between the terms of this Agreement and any applicable State, Federal, County, or municipal law or regulation, the requirements of the applicable law or regulation will take precedence over the requirements set forth in this Agreement.

Further, Contractor certifies that it and all of its subcontractors will adhere to all applicable provisions of Chapter 4.106 of the San Mateo County Ordinance Code, which regulates the use of disposable food service ware. Accordingly, Contractor shall not use any non-recyclable plastic disposable food service ware when providing prepared food on property owned or leased by the County and instead shall use biodegradable, compostable, reusable, or recyclable plastic food service ware on property owned or leased by the County.

Contractor will timely and accurately complete, sign, and submit all necessary documentation of compliance.

12. Non-Discrimination and Other Requirements

a. General Non-discrimination

No person shall be denied any services provided pursuant to this Agreement (except as limited by the scope of services) on the grounds of race, color, national origin, ancestry, age, disability (physical or

mental), sex, sexual orientation, gender identity, marital or domestic partner status, religion, political beliefs or affiliation, familial or parental status (including pregnancy), medical condition (cancer-related), military service, or genetic information.

b. Equal Employment Opportunity

Contractor shall ensure equal employment opportunity based on objective standards of recruitment, classification, selection, promotion, compensation, performance evaluation, and management relations for all employees under this Agreement. Contractor's equal employment policies shall be made available to County upon request.

c. Section 504 of the Rehabilitation Act of 1973

Contractor shall comply with Section 504 of the Rehabilitation Act of 1973, as amended, which provides that no otherwise qualified individual with a disability shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of any services this Agreement. This Section applies only to contractors who are providing services to members of the public under this Agreement.

d. Compliance with County's Equal Benefits Ordinance

Contractor shall comply with all laws relating to the provision of benefits to its employees and their spouses or domestic partners, including, but not limited to, such laws prohibiting discrimination in the provision of such benefits on the basis that the spouse or domestic partner of the Contractor's employee is of the same or opposite sex as the employee.

e. Discrimination Against Individuals with Disabilities

The nondiscrimination requirements of 41 C.F.R. 60-741.5(a) are incorporated into this Agreement as if fully set forth here, and Contractor and any subcontractor shall abide by the requirements of 41 C.F.R. 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.

f. History of Discrimination

Contractor certifies that no finding of discrimination has been issued in the past 365 days against Contractor by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other investigative entity. If any finding(s) of discrimination have been issued against Contractor within the past 365 days by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or other investigative entity, Contractor shall provide County with a written explanation of the outcome(s) or remedy for the discrimination prior to execution of this Agreement. Failure to comply with this Section shall constitute a material breach of this Agreement and subjects the Agreement to immediate termination at the sole option of the County.

g. Reporting; Violation of Non-discrimination Provisions

Contractor shall report to the County Manager the filing in any court or with any administrative agency of any complaint or allegation of discrimination on any of the bases prohibited by this Section of the Agreement or the Section titled "Compliance with Laws". Such duty shall include reporting of the filing of any and all charges with the Equal Employment Opportunity Commission, the California Department of

Fair Employment and Housing, or any other entity charged with the investigation or adjudication of allegations covered by this subsection within 30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include a general description of the circumstances involved and a general description of the kind of discrimination alleged (for example, gender-, sexual orientation-, religion-, or race-based discrimination).

Violation of the non-discrimination provisions of this Agreement shall be considered a breach of this Agreement and subject the Contractor to penalties, to be determined by the County Manager, including but not limited to the following:

- i. termination of this Agreement;
- ii. disqualification of the Contractor from being considered for or being awarded a County contract for a period of up to 3 years;
- iii. liquidated damages of \$2,500 per violation; and/or
- iv. imposition of other appropriate contractual and civil remedies and sanctions, as determined by the County Manager.

To effectuate the provisions of this Section, the County Manager shall have the authority to offset all or any portion of the amount described in this Section against amounts due to Contractor under this Agreement or any other agreement between Contractor and County.

h. Compliance with Living Wage Ordinance

As required by Chapter 2.88 of the San Mateo County Ordinance Code, Contractor certifies all contractor(s) and subcontractor(s) obligated under this contract shall fully comply with the provisions of the County of San Mateo Living Wage Ordinance, including, but not limited to, paying all Covered Employees the current Living Wage and providing notice to all Covered Employees and Subcontractors as required under the Ordinance.

13. Compliance with County Employee Jury Service Ordinance

Contractor shall comply with Chapter 2.85 of the County's Ordinance Code, which states that Contractor shall have and adhere to a written policy providing that its employees, to the extent they are full-time employees and live in San Mateo County, shall receive from the Contractor, on an annual basis, no fewer than five days of regular pay for jury service in San Mateo County, with jury pay being provided only for each day of actual jury service. The policy may provide that such employees deposit any fees received for such jury service with Contractor or that the Contractor may deduct from an employee's regular pay the fees received for jury service in San Mateo County. By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in San Mateo County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of San Mateo County's jury service ordinance, Contractor certifies that it has no full-time employees who live in San Mateo County. To the extent that it hires any such employees during the term of its Agreement with San Mateo County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code." The requirements of Chapter 2.85 do not apply if this Agreement's total value listed in the Section titled "Payments", is less than one-hundred thousand dollars (\$100,000), but Contractor acknowledges that Chapter 2.85's requirements will apply if this Agreement is amended such that its total value meets or exceeds that threshold amount.

14. Retention of Records; Right to Monitor and Audit

(a) Contractor shall maintain all required records relating to services provided under this Agreement for three (3) years after County makes final payment and all other pending matters are closed, and Contractor shall be subject to the examination and/or audit by County, a Federal grantor agency, and the State of California.

(b) Contractor shall comply with all program and fiscal reporting requirements set forth by applicable Federal, State, and local agencies and as required by County.

(c) Contractor agrees upon reasonable notice to provide to County, to any Federal or State department having monitoring or review authority, to County's authorized representative, and/or to any of their respective audit agencies access to and the right to examine all records and documents necessary to determine compliance with relevant Federal, State, and local statutes, rules, and regulations, to determine compliance with this Agreement, and to evaluate the quality, appropriateness, and timeliness of services performed.

15. Merger Clause; Amendments

This Agreement, including the Exhibits and Attachments attached to this Agreement and incorporated by reference, constitutes the sole Agreement of the parties to this Agreement and correctly states the rights, duties, and obligations of each party as of this document's date. In the event that any term, condition, provision, requirement, or specification set forth in the body of this Agreement conflicts with or is inconsistent with any term, condition, provision, requirement, or specification in any Exhibit and/or Attachment to this Agreement, the provisions of the body of the Agreement shall prevail. Any prior agreement, promises, negotiations, or representations between the parties not expressly stated in this document are not binding. All subsequent modifications or amendments shall be in writing and signed by the parties.

16. Controlling Law; Venue

The validity of this Agreement and of its terms, the rights and duties of the parties under this Agreement, the interpretation of this Agreement, the performance of this Agreement, and any other dispute of any nature arising out of this Agreement shall be governed by the laws of the State of California without regard to its choice of law or conflict of law rules. Any dispute arising out of this Agreement shall be venued either in the San Mateo County Superior Court or in the United States District Court for the Northern District of California.

17. Notices

Any notice, request, demand, or other communication required or permitted under this Agreement shall be deemed to be properly given when both: (1) transmitted via facsimile to the telephone number listed below or transmitted via email to the email address listed below; and (2) sent to the physical address listed below by either being deposited in the United States mail, postage prepaid, or deposited for overnight delivery, charges prepaid, with an established overnight courier that provides a tracking number showing confirmation of receipt.

In the case of County, to:

Name/Title: Office of Community Affairs
Address: 400 County Center, 1st Floor
Redwood City, CA 94063

Email: CommunityAffairs@smcgov.org

In the case of Contractor, to:

Name/Title: Certified Languages International, LLC
Address: 4800 SW Macadam Ave #400, Portland, OR 97239

Email: kevinc@certifiedlanguages.com

18. Electronic Signature

Both County and Contractor wish to permit this Agreement and future documents relating to this Agreement to be digitally signed in accordance with California law and County's Electronic Signature Administrative Memo. Any party to this Agreement may revoke such agreement to permit electronic signatures at any time in relation to all future documents by providing notice pursuant to this Agreement.

19. Payment of Permits/Licenses

Contractor bears responsibility to obtain any license, permit, or approval required from any agency for work/services to be performed under this Agreement at Contractor's own expense prior to commencement of said work/services. Failure to do so will result in forfeit of any right to compensation under this Agreement.

20. Disentanglement

Contractor shall cooperate with County and County's other contractors to ensure a smooth transition at the time of termination of this Agreement, regardless of the nature or timing of the termination. Contractor shall cooperate with County's efforts to effectuate such transition with the goal of minimizing or eliminating any interruption of work required under the Agreement and any adverse impact on the provision of services or the County's activities; provided, however, that County shall pay Contractor on a time and materials basis, at the then-applicable rates, for all additional services performed in connection with such cooperation. Contractor shall deliver to County or its designee, at County's request, all documentation and data related to County, including, but not limited to, patient files, held by Contractor, and after return of same, Contractor shall destroy all copies thereof still in Contractor's possession, at no charge to County. Such data delivery shall be in an electronic format to facilitate archiving or loading into a replacement application. County and Contractor shall mutually agree to the specific electronic format.

Upon any termination of the Agreement, regardless of the nature or timing of the termination, County shall have the right, for up to twelve (12) months (the "Transition Period"), at County's option and request, to continue to receive from Contractor all maintenance and support services, at the then-applicable rates provided, however, that the annual support and maintenance fee shall be prorated and paid in advance on a monthly basis during such time, and the amount of such support and maintenance fee shall remain subject to the limitations set forth in the Agreement regarding any increase in such fee.

21. Disaster and Emergency Response Plan

Contractor will develop and maintain a Disaster and Emergency Response Plan ("Emergency Plan") that includes all of the elements set forth in this Section, as well as any additional elements reasonably requested by the County. The Emergency Plan will also include site-Specific emergency response plan(s) for each of the sites at which Contractor provides services pursuant to this Agreement ("Site Plans"). The Emergency Plan and associated Site Plans will address Contractor preparations to effectively respond in the immediate aftermath of a national, state or local disaster or emergency

("Emergency Response") and plans for the ongoing continuation of Services under the Agreement during and after a disaster or emergency ("Continuity of Operations").

Contractor shall submit the Emergency Plan to the County within thirty (30) days after the beginning of the Term of the Agreement and the Emergency Plan will be subject to the reasonable approval of the County. Contractor shall respond reasonably promptly to any comments or requests for revisions that the County provides to Contractor regarding the Emergency Plan. Contractor will update the Emergency Plan and associated Site Plans as circumstances warrant and shall provide County with copies of such updated plans. Contractor shall train employees on the Emergency Plan and the Emergency Plan will include a description of how employees will be trained.

The Emergency Plan will indicate, in as much detail as reasonably possible, the categories of additional staff, supplies, and services that Contractor projects would be necessary for effective Emergency Response and Continuity of Operations and the costs that the Contractor projects it would incur for such additional staff, supplies and services. Contractor shall recognize and adhere to the disaster operations structure, including cooperating with, and following direction provided by, the County's Emergency Operations Center. In the event that the Contractor is required to implement the Emergency Plan during the term of the Agreement, the parties will confer in good faith regarding the additional staff, supplies and services needed to ensure Emergency Response and/or Continuity of Operations owing to the particular nature of the emergency, as well as whether the circumstances warrant additional compensation by the County for additional staff, supplies and services needed for such Emergency Response and/or Continuity of Operations.


Contractor shall reasonably cooperate with the County in complying with processes and requirements that may be imposed by State and Federal agencies (including, but not limited to the California Governor's Office of Emergency Services and the Federal Emergency Management Agency) in connection with reimbursement for emergency/disaster related expenditures.

In a declared national, state or local disaster or emergency, Contractor and its employees will be expected to perform services as set forth in the Agreement, including in the area of Emergency Response and Continuity of Operations, as set forth in the Emergency Plan and each Site Plan. Contractor shall ensure that all of its employees are notified, in writing, that they will be expected to perform services consistent with the Emergency Plan and each Site Plan.

* * *

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: Certified Languages International, LLC

	11/09/2023	Kristin Quinlan
Contractor Signature	Date	Contractor Name (please print)

COUNTY OF SAN MATEO

By:
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:
Clerk of Said Board

Exhibit A

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

Service 1 Video and Audio Interpretation: Contractor will provide high quality video interpretation services for American Sign Language (ASL) and other languages between County employees, County clients, and qualified interpreters via a secure two-way connection to a video and phone interpreter 24 hours per day, 7 days per week, including holidays and 24/7 on-call IT support (Appendix A for list of languages). Contractor shall provide quality 3-way word-for-word interpretive services between County employees, County client, and a qualified Interpreter in the languages identified in Appendix A. The County may also request support in additional languages and interpretive services offered by Contractor under this agreement.

Contractor interpreters will have capacity to join the County's video/web conference platform on all of the following:

1. Zoom
2. Microsoft Teams
3. Via browser – based video conferencing (desktop, laptop, etc.)
4. Via app on mobile devices (Android, iOS iPhone, etc.)

Contractor(s) will collect and make monthly data available to the County regarding video and phone interpretation service, to include the following information for each video/phone call:

1. Date
2. Access code
3. Language Requested
4. Call Length
5. Cost

Process for Obtaining Interpretation Service

Contractor will provide County with a video and/or audio interpreter in the following manner:

1. Scheduled video and/or audio interpretations – County requestor will include language requested, department code, audio or video session, time, and duration within their requests.
2. On-demand video and/or audio interpretations – County requestor will include language requested, department code, and audio or video session within their requests.
 - a. Audio only interpreters via standard telephone lines (including cell phones) - Contractor will provide the County with a toll-free dedicated phone number.
 - b. Video interpreters - may join a County's video/web conference platform on either Zoom, Microsoft Teams, a browser, or app on a mobile device.

Service 2 Document Translation Services: Contractor will provide comprehensive translation services in over 100 written languages, including Braille. See Exhibit B for a complete list of all available languages by CLI for document translation services. Each written document translation project is priced based on word count, language, and document software platform, and carries a minimum project fee. Office of Community Affairs shall email Contractor's Manager of Translation Services with the authorized work to be done, specifying any special requirements related to the translation, including but not limited to special confidential handling of the document. Cost estimates provided to the County are approximate.

Additional fees may be charged for special formatting and/or for expedited delivery; however, any additional fees will be quoted prior to commencement of the authorized work.

Service 3 Additional Services: Contractor will provide desktop publishing and typesetting of translated documents, proofreading/updating third-party (non-CLI) translations, audio and Braille transcriptions, as well as editing/updating existing CLI translations.

County's right to modify or add services

The County shall have the option to add or modify services addressed in this Exhibit to meet its business needs. Should County choose to modify services, it will give Contractor advanced notice in writing of modification, and the parties will amend the agreement to incorporate such changes. Contractor shall be paid for all services rendered prior to modification.

Exhibit B

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

On Demand Remote Interpretation Domestic Service Fees:

Note: the below tiered pricing applies to the culmination of monthly usage across the County departments identified in Exhibit D. The tiers below start at a baseline of 90,000 minutes, the usage minutes in the table below are minutes on top of the 90,000 minutes baseline. Pricing for On Demand Audio minutes 1-90,000 is \$0.84 cents/minute, inclusive of users across all departments/divisions utilizing this service, including San Mateo County Health.

On Demand Audio	English <-> All Languages	<p>Tier 1: \$0.84 per minute for all utilized minutes (usage of 90,001-110,000 minutes)</p> <p>Tier 2: \$0.81 per minute for all utilized minutes (usage 110,001–130,000 minutes)</p> <p>Tier 3: \$0.78 per minute for all utilized minutes (usage of 130,001 and greater minutes)</p>
On Demand Video	English <-> all Languages	<p>Tier 1: \$0.86 per minute for all utilized minutes (usage of 0-19,999 minutes)</p> <p>Tier 2: \$0.82 per minute for all utilized minutes (usage of 20,000 – 39,999 minutes)</p> <p>Tier 3: \$0.79 per minute for all utilized minutes (usage of (40,000 minutes and greater)</p>

Prescheduled Remote Interpretation Cancellation Fee:

For pre-scheduled Over-The-Phone Interpreting and Video Remote Interpreting (OPI/VRI) calls, there is a cancellation fee (equal to 30 minutes of interpreting services) if County's cancellation request is not received 24 hours before the scheduled session. However, if the video or telephone interpreter has not yet been assigned to a call when the call is cancelled, the minimum fee will not apply. The cancellation fee will be charged at the Tier pricing the system falls in, a maximum of \$0.84 a minute and a minimum of \$0.78 a minute.

For pre-scheduled OPI/VRI calls, if Contractor's cancellation is not received by the County 24 hours before the scheduled session or there is a no-show by interpreter, Contractor will provide a 30-minute of interpreting services credit for the next appointment.

Document Translation Services: The following details apply to document translation services:

- Minimum project fee (Spanish): \$75.00
- Minimum project fee (other languages): \$100.00
- Multi-document projects of the same language pair(s) may be grouped together to meet the minimum fee.
- Rush delivery is based on availability and subject to a 25%-100% rush fee.

Below are CLI's per-word rates for each of the 100+ languages available for document translation services.

Language	Rate per Word	Language	Rate per Word
Armenian (Eastern)	\$0.28	Kirundi	\$0.32
Armenian (Western)	\$0.28	Korean	\$0.28
Azerbaijani (Azeri)	\$0.36	Kurdish (Kurmanji dialect)	\$0.36
Bassa	\$0.36	Kurdish (Sorani dialect)	\$0.36
Belarusian	\$0.30	Kyrgyz/Kirgiz	\$0.32
Bengali	\$0.30	Lao (Laotian)	\$0.30
Bosnian	\$0.28	Latvian	\$0.28
Braille	Flat Rate	Lithuanian	\$0.28
Bulgarian	\$0.28	Macedonian	\$0.30
Burmese	\$0.32	Malay (Malaysian)	\$0.30
Cambodian (Khmer)	\$0.32	Mandinka	\$0.40
Cape Verde Creole	\$0.38	Marathi	\$0.32
Cebuano	\$0.40	Marshallese	\$0.50
Chinese (Simplified)	\$0.28	Mien	\$0.40
Chinese (Traditional)	\$0.28	Mongolian	\$0.36
Chuukese	\$0.39	Montenegrin	\$0.32
Croatian	\$0.28	Navajo	\$0.36
Czech	\$0.28	Nepali	\$0.32
Danish	\$0.30	Norwegian	\$0.28
Dari	\$0.30	Oromo	\$0.40
Dutch	\$0.28	Pashto	\$0.30
Estonian	\$0.28	Polish	\$0.28
Farsi (Persian)	\$0.30	Portuguese (Brazil)	\$0.28
Finnish	\$0.28	Portuguese (Portugal)	\$0.28

Flemish	\$0.28	Punjabi	\$0.30
French (Canada)	\$0.28	Rohingya	\$0.40
French (France)	\$0.28	Romanian (Moldavan)	\$0.28
Fulani	\$0.40	Russian	\$0.28
Georgian	\$0.28	Serbian	\$0.28
German	\$0.28	Slovak	\$0.28
Greek	\$0.28	Slovenian	\$0.28
Gujarati	\$0.30	Somali	\$0.30
Haitian Creole	\$0.28	Spanish (Castilian)	\$0.22
Hakha Chin	\$0.40	Spanish (Latin America)	\$0.22
Hakka (Chinese)	\$0.28	Spanish (other varieties)	\$0.22
Hebrew	\$0.30	Swahili	\$0.30
Hindi	\$0.30	Swedish	\$0.28
Hmong	\$0.30	Tagalog	\$0.30
Hungarian	\$0.28	Tamil	\$0.32
Icelandic	\$0.32	Telugu	\$0.32
Igbo/Ibo	\$0.40	Thai	\$0.30
Ilocano	\$0.48	Tibetan	\$0.40
Ilonggo (Hiligaynon)	\$0.36	Tigrinya	\$0.32
Indonesian	\$0.30	Turkish	\$0.28
Italian	\$0.28	Ukrainian	\$0.28
Japanese	\$0.32	Urdu	\$0.30
Javanese	\$0.32	Uzbek	\$0.30
Kannada	\$0.32	Vietnamese	\$0.32
Karen	\$0.38	Wolof	\$0.42
Kazakh	\$0.30	Yoruba	\$0.36
Kinyarwanda	\$0.36		

Additional Services: The following details apply to additional services:

- Desktop publishing and typesetting: \$85/hour, calculated to the nearest half of an hour.
- Editing/updating existing CLI translations: \$75/hour, calculated to the nearest half of an hour
- Proofreading/updating third-party (non-CLI) translations: \$85/hour, calculated to the nearest half of an hour
- Audio and Braille transcription: Quoted on a per-project basis

Invoicing:

Remote Interpretation Services:

Contractor will invoice electronically the County of San Mateo, Office of Community Affairs by the 10th of the month after rendered services, along with Contractor's monthly report in Excel and pdf formats indicating the date of each call, the access code per call, the language requested per call, the duration in minutes, the cost of each call, and the time elapsed from call initiation to interpreter access.

Contractor shall send appropriate invoices and monthly digital reports to:
CommunityAffairs@smcgov.org

Document Translation Services:

Contractor will invoice electronically the County of San Mateo, Office of Community Affairs by the 10th of the month after rendered services, along with Contractor's monthly report in Excel and pdf formats indicating the date of each translation request, the department requesting the service, the language requested per document, the cost of each document, and any additional fees such as a rush fee.

Contractor shall send appropriate invoices and monthly digital reports to:
CommunityAffairs@smcgov.org

Additional Services:

Contractor will invoice electronically the County of San Mateo, Office of Community Affairs by the 10th of the month after rendered services, along with Contractor's monthly report in pdf format, indicating the date of each additional service request, the department requesting the service, the language requested per service (if applicable), the cost of each service.

County shall pay Contractor monthly upon receipt of report and invoice. Services under this agreement for the County shall not exceed \$225,000 including taxes and fees, for the term of the agreement, unless agreed upon by all parties and unless this agreement is amended in writing and signed by both County and Contractor.

Exhibit C

Performance Metrics

County will measure Contractor performance of the services in accordance with the procedures set forth by the performance indicators below. Contractor acknowledges that the performance indicators are a reasonable minimum standard by which to measure Contractor performance of the services.

Delivery Performance: Maintain a 99.5% rate of fulfilled requests across Spanish, Cantonese, Mandarin, and Tagalog. Average Connection Time (ACT) within 30 seconds of the request.

Customer Service: Address any complaints or concerns in 24 to 48 hours. Address service disruptions within 1 hour and 100% adherence to emergency plan for service disruptions.

Reliability and Responsiveness: Maintain an average connection time for audio calls of 25 seconds for Spanish requests, 35 seconds for Cantonese, 35 seconds for Mandarin, 45 seconds for Tagalog, and 60 seconds for all other languages. Maintain an average connection time for video calls of 35 seconds for Spanish requests, 45 seconds for Cantonese, 45 seconds for Mandarin, 45 seconds for Tagalog, and 60 seconds for all other languages. The connection time will be verified through random test calls by the Office of Community Affairs.

Exhibit D

County Departments included under the Agreement:

1. Agriculture, Weights and Measures
2. Assessor, County Clerk-Recorder & Chief Elections
3. Board of Supervisors
4. Child Support Services
5. Controller
6. Coroner
7. County Attorney
8. County Executives Office/Clerk of the Board
9. Courts
10. District Attorney
11. Emergency Management
12. Housing (Department of Housing)
13. Human Resources Department
14. Information Services Department
15. Parks Department
16. Planning and Building
17. Probation
18. Public Works
19. SamCERA (Retirement)
20. San Mateo County Library
21. Sheriff
22. Sustainability Office
23. Tax Collector/Treasurer/Revenue Services

ATTACHMENT H

Health Insurance Portability and Accountability Act (HIPAA) Business Associate Requirements

DEFINITIONS

Terms used, but not otherwise defined, in this Schedule shall have the same meaning as those terms are defined in 45 Code of Federal Regulations (CFR) sections 160.103, 164.304, and 164.501. All regulatory references in this Schedule are to Title 45 of the Code of Federal Regulations unless otherwise specified.

- a. **Business Associate.** "Business Associate" shall generally have the same meaning as the term "business associate" at 45 CFR 160.103, and in reference to the parties to this agreement shall mean Contractor.
- b. **Covered Entity.** "Covered entity" shall generally have the same meaning as the term "covered entity" at 45 CFR 160.103, and in reference to the party to this agreement shall mean County.
- c. **HIPAA Rules.** "HIPAA rules" shall mean the Privacy, Security, Breach Notification and Enforcement Rules at 45 CFR part 160 and part 164, as amended and supplemented by Subtitle D of the Health Information Technology for Economic and Clinical Health Act provisions of the American Recovery and Reinvestment Act of 2009.
- d. **Designated Record Set.** "Designated Record Set" shall have the same meaning as the term "designated record set" in Section 164.501.
- e. **Electronic Protected Health Information.** "Electronic Protected Health Information" (E PHI) means individually identifiable health information that is transmitted or maintained in electronic media; it is limited to the information created, received, maintained or transmitted by Business Associate from or on behalf of Covered Entity.
- f. **Individual.** "Individual" shall have the same meaning as the term "individual" in Section 164.501 and shall include a person who qualifies as a personal representative in accordance with Section 164.502(g).
- g. **Privacy Rule.** "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.
- h. **Protected Health Information.** "Protected Health Information" (PHI) shall have the same meaning as the term "protected health information" in Section 160.103 and is limited to the information created or received by Business Associate from or on behalf of County.
- i. **Required By Law.** "Required by law" shall have the same meaning as the term "required by law" in Section 164.103.
- j. **Secretary.** "Secretary" shall mean the Secretary of the United States Department of Health and Human Services or his or her designee.
- k. **Breach.** The acquisition, access, use, or disclosure of PHI in violation of the Privacy Rule that compromises the security or privacy of the PHI and subject to the exclusions set forth in Section 164.402. Unless an exception applies, an impermissible use or disclosure of PHI is presumed to be a breach, unless it can be demonstrated there is a low probability that the PHI has been compromised based upon, at minimum, a four-part risk assessment:
 1. Nature and extent of PHI included, identifiers and likelihood of re-identification;
 2. Identity of the unauthorized person or to whom impermissible disclosure was made;
 3. Whether PHI was actually viewed or only the opportunity to do so existed;

4. The extent to which the risk has been mitigated.
- l. **Security Rule.** "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 160 and Part 164, Subparts A and C.
 - m. **Unsecured PHI.** "Unsecured PHI" is protected health information that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary in relevant HHS guidance.
 - n. **Security Incident.** "Security Incident" shall mean the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with systems operations in an information system. "Security Incident" includes all incidents that constitute breaches of unsecured protected health information.

OBLIGATIONS AND ACTIVITIES OF CONTRACTOR AS BUSINESS ASSOCIATE

- a. Business Associate agrees to not use or further disclose Protected Health Information other than as permitted or required by the Agreement or as required by law.
- b. Business Associate agrees to use appropriate safeguards to comply with Subpart C of 45 CFR part 164 with respect to EPHI and PHI, and to prevent the use or disclosure of the Protected Health Information other than as provided for by this Agreement.
- c. Business Associate agrees to make uses and disclosures requests for Protected Health Information consistent with minimum necessary policy and procedures.
- d. Business Associate may not use or disclose protected health information in a manner that would violate subpart E of 45 CFR part 164.504 if used or disclosed by Covered Entity.
- e. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of Protected Health Information by Business Associate in violation of the requirements of this Agreement.
- f. Business Associate agrees to report to County any use or disclosure of Protected Health Information not authorized by this Agreement.
- g. Business Associate agrees to ensure that any agent, including a subcontractor, to whom it provides Protected Health Information received from, or created or received by Business Associate on behalf of County, agrees to adhere to the same restrictions and conditions that apply through this Agreement to Business Associate with respect to such information.
- h. If Business Associate has Protected Health Information in a Designated Record Set, Business Associate agrees to provide access, at the request of County, and in the time and manner designated by County, to Protected Health Information in a Designated Record Set, to County or, as directed by County, to an Individual in order to meet the requirements under Section 164.524.
- i. If Business Associate has Protected Health Information in a Designated Record Set, Business Associate agrees to make any amendment(s) to Protected Health Information in a Designated Record Set that the County directs or agrees to make pursuant to Section 164.526 at the request of County or an Individual, and in the time and manner designed by County.
- j. Business Associate agrees to make internal practices, books, and records relating to the use and disclosure of Protected Health Information received from, or created or received by Business Associate on behalf of County, available to the County at the request of County or the Secretary, in a time and manner designated by the County or the

Secretary, for purposes of the Secretary determining County's compliance with the Privacy Rule.

- k. Business Associate agrees to document such disclosures of Protected Health Information and information related to such disclosures as would be required for County to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with Section 164.528.
- l. Business Associate agrees to provide to County or an Individual in the time and manner designated by County, information collected in accordance with Section (k) of this Schedule, in order to permit County to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with Section 164.528.
- m. Business Associate shall implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of EPHI that Business Associate creates, receives, maintains, or transmits on behalf of County.
- n. Business Associate shall conform to generally accepted system security principles and the requirements of the final HIPAA rule pertaining to the security of health information.
- o. Business Associate shall ensure that any agent to whom it provides EPHI, including a subcontractor, agrees to implement reasonable and appropriate safeguards to protect such EPHI.
- p. Business Associate shall report to County any Security Incident within three (3) business days of becoming aware of such incident. Business Associate shall also facilitate breach notification(s) to the appropriate governing body (i.e. HHS, OCR, etc.) as required by law. As appropriate and after consulting with County, Business Associate shall also notify affected individuals and the media of a qualifying breach.
- q. Business Associate understands that it is directly liable under the HIPAA rules and subject to civil and, in some cases, criminal penalties for making uses and disclosures of Protected Health Information that are not authorized by this Attachment, the underlying contract as or required by law.

PERMITTED USES AND DISCLOSURES BY CONTRACTOR AS BUSINESS ASSOCIATE

Except as otherwise limited in this Schedule, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, County as specified in the Agreement; provided that such use or disclosure would not violate the Privacy Rule if done by County.

OBLIGATIONS OF COUNTY

- a. County shall provide Business Associate with the notice of privacy practices that County produces in accordance with Section 164.520, as well as any changes to such notice.
- b. County shall provide Business Associate with any changes in, or revocation of, permission by Individual to use or disclose Protected Health Information, if such changes affect Business Associate's permitted or required uses and disclosures.
- c. County shall notify Business Associate of any restriction to the use or disclosure of Protected Health Information that County has agreed to in accordance with Section 164.522.

PERMISSIBLE REQUESTS BY COUNTY

County shall not request Business Associate to use or disclose Protected Health Information in any manner that would not be permissible under the Privacy Rule if so requested by County, unless the Business Associate will use or disclose Protected Health Information for, and if the Agreement provides for, data aggregation or management and administrative activities of Business Associate.

DUTIES UPON TERMINATION OF AGREEMENT

- a. Upon termination of the Agreement, for any reason, Business Associate shall return or destroy all Protected Health Information received from County, or created, maintained, or received by Business Associate on behalf of County, that Business Associate still maintains in any form. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.
- b. In the event that Business Associate determines that returning or destroying Protected Health Information is infeasible, Business Associate shall provide to County notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the Parties that return or destruction of Protected Health Information is infeasible, Business Associate shall extend the protections of the Agreement to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such Protected Health Information

MISCELLANEOUS

- a. **Regulatory References.** A reference in this Schedule to a section in the HIPAA Privacy Rule means the section as in effect or as amended, and for which compliance is required.
- b. **Amendment.** The Parties agree to take such action as is necessary to amend this Schedule from time to time as is necessary for County to comply with the requirements of the Privacy Rule and the Health Insurance Portability and Accountability Act, Public Law 104-191.
- c. **Survival.** The respective rights and obligations of Business Associate under this Schedule shall survive the termination of the Agreement.
- d. **Interpretation.** Any ambiguity in this Schedule shall be resolved in favor of a meaning that permits County to comply with the Privacy Rule.
- e. **Reservation of Right to Monitor Activities.** County reserves the right to monitor the security policies and procedures of Business Associate.

ATTACHMENT I

Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, as Amended

The undersigned (hereinafter called "Contractor(s)") hereby agrees that it will comply with Section 504 of the Rehabilitation Act of 1973, as amended, all requirements imposed by the applicable DHHS regulation, and all guidelines and interpretations issued pursuant thereto.

The Contractor(s) gives/give this assurance in consideration of for the purpose of obtaining contracts after the date of this assurance. The Contractor(s) recognizes/recognize and agrees/agree that contracts will be extended in reliance on the representations and agreements made in this assurance. This assurance is binding on the Contractor(s), its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Contractor(s).

The Contractor(s): (Check a or b)

- a. Employs fewer than 15 persons.
- b. Employs 15 or more persons and, pursuant to section 84.7 (a) of the regulation (45 C.F.R. 84.7 (a), has designated the following person(s) to coordinate its efforts to comply with the DHHS regulation.

Name of 504 Person:	Elizabeth Garvin
Name of Contractor(s):	Certified Languages International, LLC
Street Address or P.O. Box:	4800 S Macadam Ave #400
City, State, Zip Code:	Portland, OR 97239
I certify that the above information is complete and correct to the best of my knowledge	
Signature:	
Title of Authorized Official:	CEO
Date:	11/09/2023

*Exception: DHHS regulations state that: "If a recipient with fewer than 15 employees finds that, after consultation with a disabled person seeking its services, there is no method of complying with (the facility accessibility regulations) other than making a significant alteration in its existing facilities, the recipient may, as an alternative, refer the handicapped person to other providers of those services that are accessible."

APPENDIX A

Over the Phone Interpretation (OPI) and Virtual Remote Interpretation (VPI) Language Lists

Over the Phone Interpretation Language List

- Acehnese
- Acholi
- Afar
- Afghani
- Afrikaans
- Akan
- Akateco
- Albanian
- American Sign Language (ASL)
- Amharic
- Anuak
- Arabic (Algerian)
- Arabic (Egyptian)
- Arabic (Gulf)
- Arabic (Iraqi)
- Arabic (Jordanian)
- Arabic (Juba)
- Arabic (Modern Standard)
- Arabic (Moroccan)
- Arabic (Sudanese)
- Arabic (Yemeni)
- Armenian
- Ashanti
- Assyrian
- Azeri
- Bahasa (Malaysian)
- Bambara
- Bashkir
- Basque
- Bassa
- Belarusian
- Bengali
- Bosnian
- Bulgarian
- Burmese
- Cambodian
- Cape Verde Creole
- Carolinian
- Catalan
- Cebuano
- Chaldean
- Chamorro
- Chao-Chow
- Cherokee
- Chin
- Chin (Falam)
- Chin (Hakha)
- Chin (Lai)
- Chin (Mizo)
- Chin (Tedim)
- Chin (Zo, Zomi)
- Chin (Zophei)
- Chinese Cantonese
- Chinese Mandarin
- Choujo
- Chuj
- Chuukese
- Cocoli (Tem)
- Croatian
- Czech
- Danish
- Dari
- Dinka
- Dioula
- Dutch
- Edo
- Estonian
- Ewe
- Farsi
- Finnish
- Flemish
- Foochow (Fuzhou)
- French
- French Canadian
- French Creole
- Fukiense
- Fulani
- Fulde
- Fuzhou
- Ga
- Garre
- Georgian
- German
- Greek
- Guarani
- Gujarati
- Hainanese
- Haitian Creole
- Hakka (Chinese)
- Harar
- Hassaniya
- Hausa
- Hebrew
- Hindi
- Hmong
- Hokkien
- Hungarian
- Icelandic
- Igbo
- Ilocano
- Ilonggo
- Indonesian
- Italian
- Japanese
- Jarai
- K'iche'
- Kannada
- Karen
- Karen (Pwo)
- Karenni (Kayah)
- Kazakh
- Khmer
- Kikongo
- Kikuyu
- Kinyamulenge
- Kinyarwanda
- Kirundi
- Kissi
- Kizigua (Kizigula)
- Korean
- Kosraean
- Krahn
- Krio
- Kunama
- Kurdish
- Kurdish (Bahdini)
- Kurdish (Kurmanji)
- Kurdish (Sorani)
- Kyrgyz
- Lao
- Latvian
- Lautu
- Lingala
- Lithuanian
- Lorma
- Luganda
- Luo
- Maay-Maay
- Macedonian
- Malay
- Malayalam
- Mam
- Mandinka
- Mara
- Marathi
- Marshallese
- Matu
- Mbay
- Mende
- Mien
- Mina
- Mixteco (Alto)
- Mixteco (Bajo)
- Moldovan
- Mongolian
- Montenegrin
- More
- Mushunguli
- Navajo
- Nepali
- Norwegian
- Nuer
- Oromifa
- Pashto
- Patois (Jamaican)
- Pennsylvania Dutch (Pennsylvania German)
- Pidgin (Cameroonian)
- Pidgin (Nigerian)
- Polish
- Ponapean/Pohnpeian
- Portuguese (Brazilian)
- Portuguese (European)
- Portuguese Creole
- Pulaar
- Punjabi
- Q'eqchi'
- Q'anjob'al
- Quechua
- Rohingya
- Romanian
- Russian
- Samoan
- Sango
- Senthang
- Serbian
- Shanghaiinese
- Shona
- Sichuan
- Sicilian
- Sinhalese
- Siyin
- Slovak
- Slovene
- Somali
- Somali Bantu
- Soninke
- Soninke (Sarakhole)
- Soninke (Sarakhole)
- Sorani (Kurdish)
- Sousou
- Spanish
- Swahili
- Swedish
- Sylheti
- Tagalog (Filipino)
- Taiwanese
- Tajik
- Tamil
- Tarahumara
- Telugu
- Temne
- Teochew
- Thai
- Tibetan
- Tigrinya
- Toisanese
- Tongan
- Tosk
- Trukese/Chuukese
- Turkish
- Twi
- Ukrainian
- Urdu
- Uzbek
- Vietnamese
- Visayan
- Wolof
- Xhosa
- Yapese
- Yoruba
- Yup'ik
- Zapotec
- Zulu

**This list is subject to change.*

Video Remote Interpreting Language List

	Availability (Pacific Time)
American Sign Language (ASL)	24/7/365
Spanish	24/7/365
Arabic	Monday - Friday, 5 a.m. - 7 p.m.
Bosnian	Monday - Friday, 5 a.m. - 7 p.m.
Burmese	Monday - Friday, 5 a.m. - 7 p.m.
Cantonese	Monday - Friday, 5 a.m. - 7 p.m.
Farsi	Monday - Friday, 5 a.m. - 7 p.m.
French	Monday - Friday, 5 a.m. - 7 p.m.
Haitian Creole	Monday - Friday, 5 a.m. - 7 p.m.
Hmong	Monday - Friday, 5 a.m. - 7 p.m.
Karen	Monday - Friday, 5 a.m. - 7 p.m.
Korean	Monday - Friday, 5 a.m. - 7 p.m.
Mandarin	Monday - Friday, 5 a.m. - 7 p.m.
Nepali	Monday - Friday, 5 a.m. - 7 p.m.
Polish	Monday - Friday, 5 a.m. - 7 p.m.
Portuguese (Brazil)	Monday - Friday, 5 a.m. - 7 p.m.
Punjabi	Monday - Friday, 5 a.m. - 7 p.m.
Romanian	Monday - Friday, 5 a.m. - 7 p.m.
Russian	Monday - Friday, 5 a.m. - 7 p.m.
Somali	Monday - Friday, 5 a.m. - 7 p.m.
Swahili	Monday - Friday, 5 a.m. - 7 p.m.
Vietnamese	Monday - Friday, 5 a.m. - 7 p.m.