

ATTACHMENT 1

MASTER AGREEMENT SKILL CATEGORIES

COUNTY CORE LANGUAGES (Listed in Alpha Order)*			
ALBANIAN	FRENCH	KHMER	SPANISH SIGN LANGUAGE
AMERICA SIGN LANGUAGE	FUKIENESE	KOREAN	SWAHILI
AMHARIC	FUZHOU	LAOTIAN	TAGALOG
ARABIC	GERMAN	LITHUANIAN	TAIWANESE
ARMENIAN	GREEK	MALAY	TAMIL
AZERBAIJANI	GUJARATI	MANDARIN	THAI
BAHAMIAN	HAITIAN CREOLE	MANGOLIAN	TOISHANESE
BENGALI	HAUSA	NEPALI	TONGAN
BOSNIAN	HEBREW	POLISH	TURKISH
BULGARIAN	HINDI	PORTUGUESE	UKRAINIAN
BURMESE	HMONG	PUNJABI	URDU
CAMBODIAN	HUNGARIAN	ROMANIAN	VIETNAMESE
CANTONESE	IBO	RUSSIAN	VISAYA/VISAYAN/
CHAO-CHOW	ILOCANO	SERBIAN	BISAYA/BISAYAN
CROATION	INDONESIAN	SINHALESE	YORUBA
DARI	ITALIAN	SOMALI	
FARSI	JAPANESE	SPANISH	
County Core language includes medical & mental health terminology.			
*Additional languages not listed may be requested.			

SKILL CATEGORIES

For Services to/from English and to/from County Core Language Listing, as specified above.

CATEGORY 1	OVER THE PHONE INTERPRETATION
CATEGORY 2	VIDEO REMOTE INTERPREATION
CATEGORY 3	DOCUMENT TRANSLATION
CATEGORY 4	IN-PERSON SIGN LANGUAGE
CATEGORY 5	IN-PERSON ORAL INTERPRETATION
CATEGORY 6	MISCELLANEOUS: Captioning, Post Production/Post Webinar (closed) Captioning, Remote Transcriptions, Simultaneous Oral Interpretation, Subtitling, Text Translation, Transcriptions, and Voice-over Services.
CATEGORY 7	DIGITAL CONTENT ADA REMEDIATION AND INTERPRETATION AND/OR TRANSLATION OF DIGITAL CONTENT ADA REMEDIATION
CATEGORY 8	PROOFREADING TRANSLATED DOCUMENT

ATTACHMENT 2

COUNTY DEPARTMENT LIST

- AGING & DISABILITIES
- AGRUCULTURAL COMMISIONER/WEIGHTS & MEASURES
- ALTERNATE PUBLIC DEFENDER
- ANIMAL CARE AND CONTROL
- ARTS AND CULTURE
- ASSESSOR
- AUDITOR-CONTROLLER
- BEACHES & HARBORS
- BOARD OF SUPERVISORS
- CHIEF EXECUTIVE OFFICE
- CHILD SUPPORT SERVICES
- CHILDREN & FAMILY SERVICES
- CONSUMER & BUSINESS AFFAIRS
- COUNTY COUNSEL
- DISTRICT ATTORNEY
- ECONOMIC OPPORTUNITY
- FIRE
- HEALTH SERVICES
- HUMAN RESOURCES
- INTERNAL SERVICES
- JUSTICE, CARE AND OPPORTUNITIES
- LOS ANGELES COUNTY DEVELOPMENT AUTHORITY
- MEDICAL EXAMINER-CORONER
- MENTAL HEALTH
- MILITARY & VETERANS AFFAIRS
- MUSEUM OF ART
- MUSIC CENTER
- NATURAL HISTORY MUSEUM
- OFFICE OF EDUCATION
- PARKS & RECREATION
- PROBATION
- PUBLIC DEFENDER
- PUBLIC HEALTH
- PUBLIC LIBRARY
- PUBLIC SOCIAL SERVICES
- PUBLIC WORKS
- REGIONAL PLANNING
- REGISTRAR-RECORDER/COUNTY CLERK
- SHERIFF
- TREASURER AND TAX COLLECTOR
- YOUTH DEVELOPMENT

ATTACHMENT 3
CONTRACTOR DISCREPANCY REPORT

TO: _____

FROM: _____

DATES Prepared: _____

Returned by Contractor: _____

Action Completed: _____

DISCREPANCY PROBLEMS:

Signature of County Representative

Date

CONTRACTOR RESPONSE (Cause and Corrective Action):

Signature of Contractor Representative

Date

COUNTY EVALUATION OF RESPONSE:

Signature of County Representative

Date

COUNTY ACTIONS:

CONTRACTOR NOTIFIED OF ACTION:

COUNTY REPRESENTATIVE SIGNATURE & DATE:

CONTRACTOR REPRESENTATIVE SIGNATURE & DATE:

ATTACHMENT 4

ON-DEMAND INTERPRETATION AND TRANSLATION SERVICES (ODITS) INCIDENT REPORT

DEPARTMENT: _____
OFFICE: _____
COST CENTER #: _____
EMPLOYEE NAME: _____
EMPLOYEE #: _____
LANGUAGE REQUESTED: _____

DATE OF INCIDENT: _____
CONTRACTOR NAME: _____
SERVICE CATEGORY: _____

*Category 1: Over the Phone and/or Category 2: Video Remote Interpreting **ONLY**:*

GREETER'S NAME _____ TIME OF CALL: _____
INTERPRETER NAME: _____ INTERPRETER ID #: _____

Category 1-8 Issue(s) (check all that apply):

☐ LONG WAIT TIME ☐ DROPPED CALL/VIDEO ☐ LONG HOLD TIME ☐ INTERPRETER'S PERFORMANCE
☐ CONTRACTOR NON-RESPONSIVE ☐ PERFORMANCE ☐ PASSED COUNTY DEADLINE ☐ NO SHOW
☐ DOCUMENT INCOMPLETE ☐ OTHER: _____

COMMENTS/ADDITIONAL INFORMATION:

ATTACHMENT 5

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	SERVICE	MONITORING METHOD	DEDUCTION/FEEES TO BE ASSESSED
CONTRACT			
Contract; paragraph 5.5.8	Contractor shall provide accurate monthly billing invoices.	Receipt of documents	\$100 per incorrect invoice submitted.
Contract; paragraph 8.4	Contractor shall provide copies of responses to complaints within 5 days of mailing to complainant.	Inspection & Observation	\$100 per occurrence.
Contract; paragraph 8.39	Contractor shall obtain County's written approval prior to Subcontracting any work.	Inspection & Observation	\$500 per occurrence.
Contract; paragraph 8.14	Contractor shall comply with Master Agreement requirements, thus any Contract Discrepancy Report issued by the County may result in fees being assessed.	Inspection & Observation	\$100 per occurrence.
ALL - STATEMENTS OF WORK			
All SOWs; paragraph 1.3 and Contract; paragraph 2.40	Contractor shall provide interpretation services to and from English and to and from County's Core Languages.	Inspection & Observation	\$100 per occurrence for each: - Wrong Interpreter assigned to call - Interpreter unable to perform Service
All SOWs; paragraph 1.3 and Contract; paragraph 2.40	Contractor shall provide Medical Interpretation or Translation Services and Contractor's staff shall hold the required certifications/training for Skill Category.	Inspection & Observation	\$100 per occurrence for each call where Interpreter is unable to perform Service or Interpreter is not qualified per Category requirements
All SOWs; paragraph 1.3 and Contract; paragraph 2.40	Contractor shall provide Medical Interpretation or Translation Services and Contractor's staff shall hold the required certifications/training for Skill Category.	Inspection & Observation	\$100 per occurrence for each call where Interpreter is unable to perform Service or Interpreter is not qualified per Category requirements.
All SOWs; paragraph 1.3 and Contract; paragraph 2.40	- Contractor shall notify ISD, IT Contracts, when Departments request additional languages - Contractor shall provide Services for	Inspection & Observation	\$100 per occurrence for failure to notify. \$100 per day for each day activation is delayed after due date.

	additional languages within 10 days after effective date of County's Amendment to add those languages.		
All SOWs; paragraph 2.0	Contractor shall comply with Service Requests and Specific Work Requirements.	Inspection & Observation	\$50 per occurrence for the first occurrence; \$75 per occurrence for the second occurrence; \$100 per occurrence for the third and all subsequent occurrences.
All SOWs; paragraph 2.0	Contractor shall establish and submit procedures for approved categories for County review and approval within thirty (30) days after Contract award	Receipt Procedure	\$100 per day for each day procedures are delayed after due date.
All SOWs; paragraph 2.0	Contractor shall notify the County in advance of any changes to services or procedures.	Inspection & Observation	\$500 per occurrence for the first time. \$1,000 subsequent occurrences.
All SOWs; paragraph 3.0	Contractor shall comply with Infrastructure Requirements.	Inspection & Observation	See below for each paragraph.
All SOWs; paragraph 4.0	Contractor shall ensure staff providing services meet the qualifications required outlined in the SOWs.	Certifications, Inspection & Observation	\$50 per occurrence for first three days of non-certification; \$1,000 per employee after three days.
All SOWs; paragraph 4.0	Contractor shall ensure that Services are provided by human, professional interpreters or translators meeting the requirements outlined in the SOWs.	Inspection & Observation	\$50 per occurrence for first three days of non-certification; \$1,000 per employee after three days.
All SOWs; paragraph 4.0	Contractor shall train and certify interpreters or translators to ensure that they provide all Services in accordance with the Contract's confidentiality and non-disclosure requirements.	Inspection & Observation	\$100 per untrained employee and \$100 per day until trained.
All SOWs; paragraph 4.0	Contractor shall provide training programs for all new staff providing services under this master agreement.	Inspection & Observation	\$100 per occurrence for failure to train each new staff providing services under this master agreement.

All SOWs; paragraph 4.0	- Contractor shall maintain complete training and certification records for all staff providing services under this master agreement. - Contractor must provide to County within five (5) days of request by County.	Inspection & Observation Receipt of Documents	\$100 per occurrence for failure to maintain records for each staff providing services under this master agreement; \$100 per day for each day records are delayed after due date.
All SOWs; paragraph 2.0 and 4.0	Contractor shall provide Departments training and training materials on how to access and use Services within thirty (30) days after contract award, and at the request of ISD throughout the term of this master agreement.	Receipt of Training and Training Materials; Inspection and Observation	\$50 per day, per occurrence of not providing training or training materials.
All Sows; paragraph 2.0	Contractor shall provide a Contractor Level Summary report on an annual basis.	Receipt of Documents	\$100 per day for each day report is delayed after due date.
OVER THE PHONE INTERPRETATION SERVICES - SOW			
SOW; paragraph 3.1	Contract shall maintain a minimum of one (1) centralized call center within the United State with an uninterruptible power supply.	Inspection & Observation	\$100 per day, per occurrence in which toll free number is not in service/available.
SOW; paragraph 3.1	Contract shall provide a toll-free access number to enable Authorized Departments to access and use services.	Inspection & Observation	\$100 per day, per occurrence in which toll free number is not in service/available.
SOW; paragraph 3.2	Contractor shall utilize state-of-the-art computer telephone systems, databases, networks and power requirements to maintain availability of interpretation services 24/7/365 days per year.	Inspection & Observation	\$100 per occurrence for ▪ Call not answered; ▪ Call interrupted due to system or power failure.
SOW; paragraph 3.3	The Call Center must be equipped and staffed to ensure a call-connect response time of no more than 40 seconds.	Inspection & Observation	\$100 per occurrence for each: ▪ Call-connect response time which exceeds 40 seconds.
SOW; paragraph 3.4	Contractor shall provide backup capabilities for all systems to ensure that no degradation of or interruption to the required service level	Inspection & Observation	\$100 per occurrence for ▪ Call not answered; ▪ Call interrupted due to system or power failure.

	occurs in the event of a system or power failure.		
SOW; paragraph 3.5	Contractor shall have operating and backup capacity to provide continuing interpretation services in the event of an unforeseen emergency, regional disaster or other catastrophic occurrence where exceedingly high volumes of services would be required over a period of days or weeks.	Inspection & Observation	\$100 per occurrence for ▪ Call not answered; ▪ Call interrupted due to system failure.
SOW; paragraph 3.6	Contractor shall have procedures established in the event call are not completed as required per this SOW.	Inspection & Observation	\$100 per day, for failure to have established procedures.
SOW; paragraph 3.7	Contractor shall maintain and keep all interpretation information received in a confidential manner.	Inspection & Observation	\$100 per day, for failure to keep interpretation information confidential.
VIDEO REMOTE INTERPRETATION SERVICES - SOW			
SOW; paragraph 3.1	Contractor shall maintain a minimum of one (1) toll-free secured encrypted from end to end, with Web Real-Time Communication, application within the United States with an uninterruptible power supply to meet the County's requirements as identified in this Statement of Work.	Inspection & Observation	\$100 per day, per occurrence in which toll free application is not in service/available.
SOW: paragraph 3.2	Contractor shall utilize state-of-the-art computer video and telephone systems, databases, networks and power requirements to maintain availability of interpretation services 24 hours per day, seven (7) days per week, 365 days per year	Inspection & Observation	\$100 per occurrence for ▪ Video not answered; ▪ Video interrupted due to system or power failure.
SOW; paragraph 3.3	The video-remote call center must be equipped and staffed to ensure a video-remote connect response time of no more than 60 seconds.	Inspection & Observation	\$100 per occurrence for each: ▪ Video-connect response time which exceeds 60 seconds.

SOW; paragraph 3.4	VRI must be in real-time with full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, blurry, or grainy images, or irregular pauses in communication and provide clear, audible transmission of voices.	Inspection & Observation	\$100 per occurrence for each: ▪ Video-connect that does not deliver high-quality video images, including lags, blurry or grainy images, or irregular pauses in communication and doesn't provide clear audible transmission of voices.
SOW; paragraph 3.5	VRI, whether room-based all-inclusive unit or software/computer-based, must support encrypted transmissions, have ability to place and receive video calls using Uniform Resource Identifiers (URIs) and all connections have an Internet Protocol Security (IPSEC) or Secure Sockets Layer (SSL) Virtual Private Network (VPN) to comply with HIPAA requirements.	Inspection & Observation	\$500 per day for first three days of non-compliance; \$1,000 per day after the third day (fourth +).
SOW; paragraph 3.6	Contractor shall provide backup capabilities for all systems to ensure that no degradation or interruption to the required service level occurs in the event of a system or power failure.	Inspection & Observation	\$100 per occurrence for ▪ Video not answered; ▪ Video interrupted due to system or power failure.
SOW; paragraph 3.7	Contractor shall have operating and backup capacity to provide continuing interpretation services in the event of an unforeseen emergency, regional disaster or other catastrophic occurrence where exceedingly high volumes of services would be required over a period of days or weeks.	Inspection & Observation	\$100 per occurrence for ▪ Video not answered; ▪ Video interrupted due to system failure.
SOW; paragraph 3.8	Contractor shall have procedures established in the event videos are not completed as	Inspection & Observation	\$100 per day, for failure to have established procedures.

	required per this Statement of Work.		
SOW; paragraph 3.9	Contractor shall maintain and keep all interpretation information received in a confidential manner.	Inspection & Observation	\$100 per day, for failure to keep interpretation information confidential.
DOCUMENT TRANSLATION SERVICES - SOW			
SOW; paragraph 3.1	Contractor shall maintain a minimum of one (1) centralized email address dedicated to Los Angeles County for inquiries and to respond to questions and/or concerns regarding the service request on a 24/7/365 days per year basis. Contractor shall maintain a secure web portal, with uninterruptible power supply, where County/AD's can request services, as further described in Section 2.0, Service Requests and Specific Work Requirements.	Inspection & Observation	\$100 per day for failure to maintain one (1) centralized email address for dedicated to LA County. \$100 per day for failure to maintain a secure web portal with uninterruptible power.
SOW; paragraph 3.2	Contractor shall utilize state-of-the-art computer systems, databases, networks and power requirements to maintain Services 2/7/365 days a year.	Inspection & Observation	\$100 per occurrence for ▪ Missed Service Request or email; ▪ Service interrupted due to system or power failure.
SOW; paragraph 3.3	The secure web portal must be staffed to ensure a receipt of the Service Request Form within the deadlines described in Section 2.0, Service Requests and Specific Work Requirements.	Inspection & Observation	Non-response to an email or service request: ▪ \$50 per day for the first occurrence; ▪ \$75 per day for the second occurrence; ▪ \$100 per day for the third and all subsequent occurrences.
SOW; paragraph 3.4	Contractor shall provide backup capabilities for all systems to ensure that no degradation or interruption to the required service level occurs in the event of a system or power failure.	Inspection & Observation	\$100 per occurrence for ▪ Email or service request not answered; ▪ Service interrupted due to system or power failure.
SOW; paragraph 3.5	Contractor shall have operating and backup capacity to provide continuing services in	Inspection & Observation	\$100 per occurrence for ▪ Email or service request not answered;

	the event of an unforeseen emergency, regional disaster or other catastrophic occurrence where exceedingly high volumes of services would be required over a period of days or weeks.		Service interrupted due to system or power failure.
SOW; paragraph 3.6	Contractor shall have procedures established in the event translation services are not completed as required per this Statement of Work.	Inspection & Observation	\$100 per day, for failure to have established procedures.
SOW; paragraph 3.7	Contractor shall maintain and keep all translation information received in a confidential manner.	Inspection & Observation	\$100 per day, for failure to keep interpretation information confidential.
IN PERSON SIGN LANGUAGE SERVICES – SOW IN PERSON ORAL INTERPRETATION SERVICES – SOW MISCELLANEOUS INTERPRETATION AND TRANSLATION SERVICES - SOW			
SOW; paragraph 3.1	Contractor shall maintain a minimum of one (1) centralized email address dedicated to Los Angeles County for inquiries and to respond to questions and/or concerns regarding the service request on a 24/7/365 days per year basis. Contractor shall maintain a secure web portal, with uninterruptible power supply, where County/AD's can request services, as further described in Section 2.0, Service Requests and Specific Work Requirements.	Inspection & Observation	\$100 per day for failure to maintain one (1) centralized email address for dedicated to LA County. \$100 per day for failure to maintain a secure web portal with uninterruptible power.
SOW; paragraph 3.2	Contractor shall utilize state-of-the-art computer systems, databases, networks and power requirements to maintain Services 2/7/365 days a year.	Inspection & Observation	\$100 per occurrence for - Missed Service Request or email; - Service interrupted due to system or power failure.
SOW; paragraph 3.3	The secure web portal must be staffed to ensure a receipt of the Service Request Form within the deadlines	Inspection & Observation	Non-response to an email or service request: \$50 per day for the first occurrence;

	described in Section 2.0, Service Requests and Specific Work Requirements.		▪ \$75 per day for the second occurrence; ▪ \$100 per day for the third and all subsequent occurrences.
SOW; paragraph 3.4	Contractor shall provide backup capabilities for all systems to ensure that no degradation of or interruption to the required service level occurs in the event of a system or power failure.	Inspection & Observation	\$100 per occurrence for ▪ Email or service request not answered; ▪ Service interrupted due to system or power failure.
SOW; paragraph 3.5	Contractor shall have operating and backup capacity to provide continuing services in the event of an unforeseen emergency, regional disaster or other catastrophic occurrence where exceedingly high volumes of services would be required over a period of days or weeks.	Inspection & Observation	\$100 per occurrence for ▪ Email or service request not answered; ▪ Service interrupted due to system or power failure.
SOW; paragraph 3.6	Contractor shall have procedures established in the event translation services are not completed as required per this Statement of Work.	Inspection & Observation	\$100 per day, for failure to have established procedures.
IN PERSON SIGN LANGUAGE SERVICES – SOW IN PERSON ORAL INTERPRETATION SERVICES – SOW			
SOW; paragraph 3.7	Contractor shall maintain and keep all interpretation information received in a confidential manner.	Inspection & Observation	\$100 per day, for failure to keep interpretation information confidential.
MISCELLANEOUS INTERPRETATION AND TRANSLATION SERVICES - SOW			
SOW; paragraph 3.7	Contractor shall maintain and keep all interpretation and translation information received in a confidential manner.	Inspection & Observation	\$100 per day, for failure to keep interpretation information confidential.