

AGENDA
LAW ENFORCEMENT, ASSET PROTECTION & EMERGENCY
MANAGEMENT COMMITTEE
Thursday, November 9, 2023
Location: Timberlake Campgrounds

1. Approval of minutes of March 16, 2023 Committee meeting.
2. Approval of Revcard Purchase (Trevell Dixon)

**MINUTES OF A MEETING OF THE
LAW ENFORCEMENT COMMITTEE
WEDNESDAY, MARCH 16, 2023 AT 9:00 A.M.
TIMBERLAKE CAMPGROUNDS
NORTHSHORE CAUSEWAY, BRANDON, MS**

Members Present: Billy Cook, Kenny Latham, Bruce Brackin, Lonnie Johnson, Randy McIntosh

Members Absent: Jason Spellings

Others Present: Kenny Windham, Phillip Crosby, Don Thompson, Tedrick Ratcliff, John Sigman, Jill McMurtrey, Adam Choate, Philip Huskey, Mark Beyea, Karan Brister, Tammie Ballard, Trevell Dixon, Craig Hunt, Jason Temple, Nichole Goss

Chairman Cook called the meeting to order at 9:00 a.m.

Chairman Cook asked for the review and approval of the Law Enforcement Committee minutes of June 9, 2022.

Mr. Bruce Brackin made a motion to approve the minutes from June 9, 2022, as presented. Mr. Kenny Latham seconded the motion.

The vote was as follows: For: Cook, Latham, Brackin, Johnson and McIntosh. Against: None. Abstain: None. THE MOTION CARRIED UNANIMOUSLY.

Chairman Cook asked for the next agenda item.

Chief Trevell Dixon requested review and approval of Vehicle Take-Home Policy. This would allow officers within a 35-mile radius to be assigned to a specific vehicle. There are currently thirteen vehicles, eleven patrol, one spare and one for hauling. Approval of the take home policy would improve the Reservoir Police response time in certain situations and may also help with officer retention.

Mr. Kenny Latham made a motion to approve Vehicle Take-Home Policy, pending attorney review. Mr. Lonnie Johnson seconded the motion.

The vote was as follows: For: Cook, Latham, Brackin, Johnson and McIntosh. Against: None. Abstain: None. THE MOTION CARRIED UNANIMOUSLY.

Chairman Cook asked for a motion to adjourn if there were no other items to be brought forward for discussion.

Mr. Kenny Latham made a motion to adjourn. Mr. Bruce Brackin seconded the motion.

The vote was as follows: For: Cook, Latham, Brackin, Johnson and McIntosh. Against: None. Abstain: None. THE MOTION CARRIED UNANIMOUSLY.

The meeting was adjourned at 9:16 a.m.

Billy Cook, Chairman

Maintenance Services Agreement with Quality Recording Solutions, LLC

Quality Recording Solutions, LLC - Maintenance Services Agreement

THIS AGREEMENT is made the _____ day of _____, _____

BETWEEN:

QUALITY RECORDING SOLUTIONS, LLC

**("QRS")
located at
425 E Crossville Road suite 207
Roswell, Georgia 30075**

and

Reservoir PD

**("Client")
located at
115 Madison Landing Circle
Ridgeland, MS**

Maintenance Services Agreement with Quality Recording Solutions, LLC

THE PARTIES AGREE:

1 Definitions

- "Contract Period" means the period outlined as Contract Period as set out in Schedule 1.
- "Coverage Hours" means the period outlined as Coverage Hours as set out in Schedule 1.
- "Location of Equipment" means the Location of the Equipment as set out in Schedule 1.
- "Response Time" means the period elapsed during the Coverage Hours from the time of telephone receipt at the Quality Recording Solutions Helpdesk of Client's report of a potential problem and Quality Recording Solutions subsequent contact with Client by telephone or other media by a service engineer.
- "On Site Support" means the period elapsed during the Coverage Hours from the time of agreement by the Quality Recording Solutions Helpdesk and the Client that on site remedial action is required to resolve a report of a potential problem and the arrival at the Location of Equipment address by a service engineer.
- "Order Confirmation" means a Maintenance Services Order Confirmation substantially in the form set out in Schedule 1 and executed by both parties.

2 General

- 2.1 the execution by both parties of this Agreement shall be an acknowledgement that the terms of this Agreement shall apply to such Order Confirmation. This agreement only becomes binding on Quality Recording Solutions when signed on its behalf by an authorized signatory of Quality Recording Solutions.
- 2.2 this document, the Order Confirmation, and the clients standard addendum contain all the terms of the agreement between the parties and no variations will be valid unless agreed in writing by an authorized signatory of both parties. In the event of a conflict between this document, order confirmation and clients standard addendum, the addendum shall control.
- 2.3 The Order Confirmation defines any facilities, information, materials and resources ("Client Resources") to be provided by Client. Additional costs or expenses incurred by Quality Recording Solutions because such Client Resources are not provided or are not satisfactory shall be reimbursed by Client. Quality Recording Solutions shall in no event be liable for any loss or further expenses incurred as a result of Client's failure or delay in providing Client Resources or arising as a consequence of any inaccuracies therein.
- 2.4 this agreement is governed in all respects by the laws of the state of Georgia, without reference to any conflict of law rules.
- 2.5 any notice to be served on either party shall be in writing and shall be sent by certified mail to the address given in this agreement or such other address as may have been notified for that purpose and shall be deemed to have been received 48 hours after having been sent.

3 Services Provided by Quality Recording Solutions

Quality Recording Solutions agrees:

- 3.1 to provide service engineer visits to the Location of Equipment between the Coverage Hours specified in the Schedule including all labor and travel expenses as deemed reasonably necessary by Quality Recording Solutions.
- 3.2 to use reasonable endeavors to meet the Response Time shown in the Schedule.
- 3.3 to use reasonable endeavors to assist Client to recover data which has been recorded by the Equipment on storage media and has been corrupted by system failure; this in no way constitutes a guaranty or other consequent liability to Quality Recording Solutions for any failure to recover data.
- 3.4 to use reasonable endeavors to remedy any defect in the Licensed Software which causes it not to conform with the specifications laid down from time to time by the software licensor (Eventide).
- 3.5 to provide minor version upgrades of the Licensed Software within the same major version number release. Such minor version upgrades include only those software releases, as determined by Quality Recording Solutions, that either remedy

Maintenance Services Agreement with Quality Recording Solutions, LLC

deficiencies in the software or improve operating performance of the software without altering its basic functionality or adding new functionality. Such minor version upgrades will be installed by Client.

- 3.6 to repair or replace at Quality Recording Solution's option any part of the Equipment which has failed during normal use. New or equivalent to new standard parts will be used in making repairs. Quality Recording Solutions will be responsible for the availability of parts needed for repairs only to the extent that such parts are reasonably available on a commercial basis.
- 3.7 to remove any part of the Equipment to Quality Recording Solution's workshop for the purpose of repair if necessary, in the opinion of Quality Recording Solutions.

4 Exclusions

Quality Recording Solutions is not responsible for:

- 4.1 labor, travel costs, or parts necessitated by carelessness, operator error, mis-use or accident as well as services provided outside of the Coverage Hours, will be charged at Quality Recording Solution's standard service rates in effect at the time.
- 4.2 major version upgrades of the Licensed Software.
- 4.3 damage or operating performance problems caused by the Client's relocation of equipment from its original installation site. Quality Recording Solutions, at the request of Client, will move and re-install the Equipment and Licensed Software at another location of the Client for which Client will be charged for such move at Quality Recording Solution's standard service rates in effect at the time (see restriction on geographic relocations in 6.5 below).

5 Condition of Equipment

- 5.1 except for Equipment and Licensed Software purchased from Quality Recording Solutions within the twelve months preceding the Commencement Date as listed in Schedule 1 or for Equipment and Licenses Software which has been under a continuous maintenance agreement with Quality Recording Solutions, the Client will provide written documentation to demonstrate that all Equipment and Software listed in Schedule 1 has been under a continuous full maintenance agreement by an authorized Quality Recording Solutions service provider for at least one year preceding the Commencement Date. Such written documentation will be provided to Quality Recording Solutions before the Commencement Date of this Agreement. In the event that the Client is unable to provide this written documentation, the Client will be required, as a condition of this Agreement, to have such non-qualifying Equipment and Licensed Software certified by Quality Recording Solutions and brought into current standard working condition. The cost for such certification to the Client will be at Quality Recording Solution's then standard service and material rates. Certification of the Equipment and Licensed Software must be completed prior to the commencement of the Contract Period.

6 Client's Obligations

Client agrees:

- 6.1 to pay the Maintenance Agreement Price as listed on Schedule 1 (plus sales tax as applicable) on the later of the Commencement Date of this Agreement or 15 days from the date of Quality Recording Solution's invoice to the Client for the Maintenance Agreement.
- 6.2 to operate the Equipment and the Licensed Software in accordance with the operating instructions provided with the Equipment and to carry out all routine day to day preventative maintenance measures specified in those instructions or as otherwise communicated in writing by Quality Recording Solutions.
- 6.3 to allow Quality Recording Solution's personnel or its authorized third-party representative access to the Equipment and proper facilities to enable Quality Recording Solutions to carry out its obligations.
- 6.4 not to alter, change, replace, or add anything in or about the Equipment or the Licensed Software or allow anyone (except Quality Recording Solutions or its authorized third party representative) to do so.
- 6.5 not to move the Equipment or the Licensed Software without giving Quality Recording Solutions at least 7 days advance notice in writing of the address to which it will be relocated which address must be within 50 miles of the original location specified in Schedule 1 (see Quality Recording Solutions waiver of responsibility for moves not performed by Quality Recording Solutions in 4.4 above).
- 6.6 where requested by Quality Recording Solutions to provide telephone line(s) at the Client's expense to enable remote diagnostics to be performed on the Equipment and/or Licensed Software by Quality Recording Solutions.

Maintenance Services Agreement with Quality Recording Solutions, LLC

7 **Restrictions on Liability**

- 7.1 neither party shall be liable for any failure to perform its obligations due to reasons outside its control including (without limitation) acts of God, war, lock out or other labor disputes, riot, civil commotion, fire, flood, drought, legislation.
- 7.2 Quality Recording Solutions has no liability for loss of stored data.
- 7.3 Neither Party has liability for consequential loss, loss of profit, goodwill or work stoppage.
- 7.4 Quality Recording Solutions has no liability for an act or event occurring external to the Equipment and/or Licensed Software which causes either directly or indirectly, a failure or malfunction in the Equipment and/or Licensed Software, including without limitation, failures or malfunctions of the trunk or toll lines, cable or other equipment connecting the Equipment to the telecommunications system or the operating telephone utility or abnormal power fluctuations, to include but not limited to surges, brownouts, and commercial power outages or failures which adversely affect the Equipment and/or Licensed Software.
- 7.5 Quality Recording Solutions has no liability for any other acts or events which may adversely affect the performance of the Equipment and/or Licensed Software occasioned by acts of the Client or a third party caused by use of the Equipment and/or Licensed Software in combination with any other equipment, software, or apparatus not approved by Quality Recording Solutions for such combined use.
- 7.6 Quality Recording Solutions has no liability for obsolete and/or non-repairable Equipment or Licensed Software.

8 **Termination**

- 8.1 Quality Recording Solutions may end this agreement immediately if Client breaks any of its obligations.

9 **Indemnity**

- 9.1 Each party will keep the other indemnified against any and all loss, damage or liability (whether civil or criminal) suffered and reasonable legal fees and costs incurred by the other as a result of a 3rd party claim arising out of or related to this agreement including any act, neglect or default by agents, employees, licensees or customers and breaches resulting in any successful claim by any third party.

10 **Entire Agreement**

- 10.1 This Agreement constitutes the entire subject matter of this Agreement and supersedes any prior understanding or agreement between the parties.

11 **Assignment**

- 11.1 This Agreement may not be assigned without the prior written consent of the parties hereto.

12. **Severability**

- 12.1 In the event that any provision of this Agreement shall be invalid, illegal or otherwise unenforceable, the validity, legality and enforceability of the remaining provisions shall in no way be affected or impaired thereby.

13 **Amendment**

- 13.1 This Agreement may be amended only in writing executed by the parties hereto.

Maintenance Services Agreement with Quality Recording Solutions, LLC

Signed for and on behalf of QUALITY RECORDING SOLUTIONS, LLC

Signed for and on behalf of

Dated: October 31, 2023

Dated _____

Signed: 

Signed _____

Name: John LoSchiavo

Name _____

Title: President

Title _____

Maintenance Services Agreement with Quality Recording Solutions, LLC

SCHEDULE 1

MAINTENANCE SERVICES ORDER CONFIRMATION

This Order Confirmation is made pursuant to an agreement between QUALITY RECORDING SOLUTIONS, LLC and Client; Document Reference MSA-1:

Client: Carroll Co 911

The Equipment: Model: NexLogEXP Serial Number:
 Model: Serial Number:
 Model: Serial Number:

Licensed Software: _____

Original Purchase Date of Equipment _____; **Original Purchase Date of Licensed Software** _____

Location of Equipment 115 Madison Landing Circle
 Ridgeland, MS

Contact Name: Trevell Dixon
Phone: (601) 992-9894
Fax:

Maintenance Service: Standard /Standard / Premium (circle appropriate level of service)

Maintenance Service Package:

Service Package	Coverage Hours	Response Time	On Site Support
Remote	Remote Support 09:00am- 5:00pm (Client local time) Monday to Friday inclusive but excluding PublicHolidays, 24/7 monitoring, no parts	2 Hours	8 Hours
Standard	Remote and Onsite Support 08:00am- 5:00pm (Client local time) Monday to Friday inclusive but excluding Public Holidays, 24/7 monitoring, and parts	2 Hours	8 Hours
Premium	24/7 Remote and Onsite Support, monitoring, and parts	2 Hours	6 Hours

The following definitions apply to the levels of maintenance service listed above:

"Response Time" means the period elapsed during the Coverage Hours from the time of telephone receipt at the Quality Recording Solutions Helpdesk of Client's report of a potential problem and Quality Recording Solution's subsequent contact with Client by telephone or other media by a service engineer.

"On Site Support" means the period elapsed during the Coverage Hours from the time of agreement by the Quality Recording Solutions Helpdesk and the Client that on site remedial action is required to resolve a report of a potential problem and the arrival at the Location of Equipment address by a service engineer.

Proprietary & Confidential to Quality Recording Solutions, LLC

Quote Number: RS2021008				
10/31/23	Quality Recording Solutions, LLC 425 E Crossville Rd Ste. 207 Roswell, Georgia 30075 Tel: (877) 733-7771 Fax: 770-993-5038			
				
Prepared for:	Reservoir PD MS			
www.QRSworld.com				
Pricing				
Services				
Part Number	Description	Unit Price	QTY	Total Price
SSVC	Annual Year Service (Years 2-5) 8am-5pm remote support, software updates, 24x7 Monitoring, and parts.	\$1,000	1	\$1,000
	Contract Date: TBD			
Prepared by: Fran White fwhite@QRSWorld.com Phone: 239-287-3980				
Accepted By:				
Signature:				
Name & Title:				
Date:				

Statement of Work

Interpretation and Translation Services and Related Services Contract #R210605 Administered by OMNIA Partners

Participating Public Agency ("Customer"): Reservoir Police Department	Customer # (if applicable): 26492
OMNIA Participation ID:	

This Statement of Work is subject to cooperative purchasing Contract #R210605 (the "Contract") between Region 4 Education Service Center, administered by OMNIA Partners, Public Sector ("OMNIA") on behalf of Participating Public Agencies, and Language Line Services, Inc. ("Company") for Interpretation and Translation Services and Related Solutions. This document is the sole document that reflects Customer's participation in the Contract and pricing for these services. This document must be signed by an authorized representative of you, the Customer. Pricing is only final upon a signature by an authorized officer of Language Line Services. Pricing changes, if any, will be made on next full monthly billing cycle.

1. LANGUAGELINE PHONE INTERPRETING

1.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for Phone Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken language statements between English and another language.
- (b) **SERVICE DELIVERY.** Services are delivered on-demand via telephone, as initiated by Customer's service providers and invoiced monthly following service delivery. Services are available twenty-four (24) hours a day; seven (7) days a week; 365 days a year, including holidays, in over 240 spoken languages.

1.2. PHONE INTERPRETING FEES

- (a) **PER MINUTE USAGE FEES** for LanguageLine Phone and InSight Audio Interpreting

Language Tiers	Languages	Per Minute Charge
1	Spanish	\$0.64
2	All other languages	\$0.69

1.3. PHONE INTERPRETING EQUIPMENT

- (a) **OPTIONS AND DEFINITIONS.** Equipment purchase and lease options are available for the equipment identified below for use with the Phone Interpreting services. All Equipment requests must be submitted in writing over the term of this Agreement and the appropriate fees will apply.
- (b) **PHONE INTERPRETING EQUIPMENT LEASE FEES.** A monthly lease fee per unit applies, and the Equipment remains the property of LanguageLine. The monthly fee covers the cost of equipment programming and providing any necessary replacements and maintenance.

1Solution™ Analog Dual Handset Phone	\$4.50
1Solution Dual Handset IP Phone.....	\$12.50
Panasonic® Cordless Phone with Dual Handsets	\$10.50
- (c) **PHONE INTERPRETING LEASED EQUIPMENT ADDITIONAL TERMS.** Upon the termination of the Agreement, Customer shall, at its cost, return the Equipment to Language Line Services within thirty (30) days following the termination date. Customer acknowledges that ownership of the Equipment remains with Language Line Services, and that the Equipment must be returned upon the termination of the Agreement.
- (d) **PHONE INTERPRETING EQUIPMENT PURCHASES.** The following Equipment is available for purchase from LanguageLine during the life of the agreement. Upon depletion of current Equipment models and release of new Equipment models, updated pricing will automatically

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apply. Purchased equipment is covered by a one-year replacement warranty from the manufacturer. Standard rates at the time of purchase will apply. If applicable, proof of sales tax exemption must be provided to TaxDepartment@languageline.com and ContractAdministrationTeam@languageline.com. Details will be available from your Account Executive.

1Solution Analog Dual Handset Phone.....	\$60.00
1Solution Dual Handset IP Phone.....	\$150.00
Panasonic Cordless Phone with Dual Handsets.....	\$60.00
Panasonic Headset	\$25.00
Handsets with Splitter.....	\$10.00
Handset Splitters (price per unit).....	\$6.00
Wall Splitters (price per unit).....	\$6.00

2. LANGUAGELINE DIRECT RESPONSE

2.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for Phone Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken language statements between English and another language.

STANDARD

- Standard in-language prompts for greeting messages, language menu, and hold/dial-out message
- Prompts recorded by a LanguageLine® Certified linguist
- Custom LanguageLine call flow and call routing
- Capability to integrate with Customer's IVR
- Capability to transmit call to Customer's Direct Inward Dial (DID) number

PREMIUM

- Customizable in-language prompts for greeting messages, language menu, and hold/dial-out message
- Prompts recorded by a LanguageLine® Certified linguist
- Custom LanguageLine call flow and call routing
- Customizable options menu
- Capability to integrate with Customer's IVR
- Capability to transmit call to Customer's Direct Inward Dial (DID) number

- (b) **SERVICE DELIVERY.** Services are delivered on-demand via telephone, as initiated by Limited English Proficient (LEP) individuals and routed directly to Customer's service providers, and invoiced monthly following service delivery. Services are available twenty-four (24) hours a day; seven (7) days a week; 365 days a year, including holidays.

2.2. DIRECT RESPONSE FEES

- (a) **STANDARD** \$350.00
- (b) **PREMIUM** per language \$650.00
- (c) **DEDICATED TOLL-FREE LINE** per line \$150.00
- (d) **INCREMENTAL PRICE PER MINUTE** applied to Customer's contracted per minute usage fees for LanguageLine Phone Interpreting. \$0.25

3. LANGUAGELINE INSIGHT VIDEO INTERPRETING

3.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide qualified and trained interpreters for InSight Video Interpreting to facilitate effective communication between Customer's service providers and Limited English Proficient (LEP) individuals by converting spoken or

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signed language statements between English and another language. Equipment purchases are optional.

- (b) **SERVICE DELIVERY.** Services are delivered on-demand via a native iOS or Android Application (the "App") or a Mac/PC using a Chrome, Edge, or Firefox browser. Each call has full end-to-end encryption ensuring privacy. Services are available 24/7 for ASL, Spanish, Mandarin, Arabic, Polish, Cantonese, French, Korean, Portuguese, Vietnamese and Russian, and during business or extended business hours for 30 or more additional languages of lesser diffusion.

3.2. INSIGHT VIDEO INTERPRETING FEES

- (a) **ACTIVATION** Monthly Service Fee or One-Time Fee..... Waived
- (b) **PER MINUTE USAGE FEES** for LanguageLine InSight Video Interpreting Based on Total Volume

Sign Language Per Minute Charge	Spanish Per Minute Charge	Other Spoken Languages Per Minute Charge
\$2.25	\$1.50	\$1.85

4. LANGUAGE ONSITE INTERPRETING

4.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine will provide highly qualified interpreters in-person (physical onsite) at Customer's business locations or using Customer's online conferencing platform (virtual onsite) to perform consecutive interpreting between Customer's Service Providers and Limited English Proficient (LEP) individuals, by converting spoken or signed language statements between English and another language.
- (b) **SERVICE DELIVERY**
- Services are available by assignment, with language availability dependent upon regional resources.
 - Virtual onsite assignments using Customer's online conferencing platform may be requested **1-2 days in advance** at 1-888-225-6056, option 1 or onsiterequests@languageline.com.
 - Physical onsite assignments at Customer's business locations may be requested up to **5 days in advance** at 1-888-225-6056, option 1 or onsiterequests@languageline.com.
 - Business locations (city/state/region) where physical onsite assignments will be requested:

City and State: **Brandon, MS**

4.2. LANGUAGELINE ONSITE INTERPRETING FEES

- (a) **MINIMUM ASSIGNMENT TIME** is two (2) hours, with time beyond minimum assignment time billed in 15-minute increments.
- (b) **MILEAGE/TRAVEL REIMBURSEMENT**
- Charged at the prevailing IRS rate, currently \$0.655 per mile.
 - For one-way travel exceeding 60 miles, travel time may be charged at the applicable hourly rate.
 - Parking/tolls charged if applicable.

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- (c) **CANCELATION.** Assignments canceled with less than one full business days' notice will be charged at the applicable rate for the greater of the minimum assignment time or reserved time for the assignment.

4.3. PRICING TABLE.

Rate	Spanish	American Sign Language	Other Spoken Languages
Standard Hourly Rate	\$75.00	\$100.00	\$90.00
Non-Standard Hourly Rate	\$112.50	\$150.00	\$135.00
Emergency/Holiday Hourly Rate	\$150.00	\$200.00	\$180.00

- (a) Standard Hourly Rate is applied for assignments between 8:00 a.m. and 5:00 p.m. local time Monday through Friday, with more than one full business days' notice.
- (b) Non-Standard Hourly Rate is applied for assignments occurring before 8:00 a.m. or after 5:00 p.m. local time Monday through Friday, Saturday/Sunday or for assignments with less than one full business days' notice.
- (c) Emergency/Holiday Rate is applied for assignments with less than one hour's notice or assignments on federally recognized holidays. Emergency service not available in all areas.

5. LANGUAGELINE TESTING & TRAINING

5.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** Testing and training programs assess Customer's bilingual staff and interpreters' ability to provide quality, careful communication and proficiency in two languages, as well as competence in the requisite medical or other industry-specific vocabulary. Programs focus on the critical interpretation skills of accuracy, efficiency, and cultural competency. Tests and training courses are delivered remotely by assessors with a proven internal record of superior performance as an interpreter and typically hold advanced degrees in language related fields. The content and curricula have been developed in conjunction with leading academic experts and validated by psychometricians.
- (b) **DELIVERABLES.**
- Assessments and courses offered in 46 languages.
 - Test results delivered within 5 business days.
 - Training deliverables will be agreed-upon at the beginning of the project.

5.2. LANGUAGELINE TESTING AND TRAINING FEES

(a) **CANCELATION**

- Cancellation policy for live Language Tests:

Notice	Credit
At least three business days' notice	Credit in full
Less than three business days' notice	Credit at 50% of fee
One business day or less notice	No credit

- Training courses can be rescheduled or canceled only by the person who submitted the original Training Registration Form.
 - Written cancellation of onsite training courses with at least 10 business days' notice prior to the course start date will be fully credited.
 - Written cancellation of web training courses with at least three business days' notice prior to the Learning Management System registration will be credited in full.
 - To reschedule or cancel, please e-mail LLA@LanguageLine.com.
- (b) **PRICING TABLES.** Prices are in U.S. dollars, per individual test or course, and are subject to change.

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Language Skills Test Fees

Language Test Name	1-49* Tests	50-99* Tests	100- 499* Tests	500* or More
Language Proficiency Test (LPT)	\$165	\$155	\$145	\$135
Specialty LPT	\$200	\$200	\$200	\$200
eLanguage Proficiency Test (eLPT)	\$150	\$140	\$130	\$115
Specialty eLPT	\$185	\$185	\$185	\$185
Bilingual Fluency Assessment (BFA)	\$145	\$135	\$120	\$115
Specialty BFA	\$175	\$175	\$175	\$175
eBilingual Fluency Assessment (eBFA)	\$135	\$120	\$110	\$105
Specialty eBFA	\$155	\$155	\$155	\$155
Bilingual Fluency Assessment for Clinicians	\$160	\$150	\$140	\$135
Specialty BFAC	\$190	\$190	\$190	\$190
eBilingual Fluency Assessment for Clinicians	\$145	\$135	\$120	\$115
Specialty eBFAC	\$175	\$175	\$175	\$175

Interpreter Skills Test Fees

Interpreter Test Name	1-49* Tests	50-99* Tests	100- 499* Tests	500* or More
Interpreter Readiness Assessment (IRA)	\$155	\$145	\$135	\$125
eInterpreter Readiness Assessment (eIRA)	\$140	\$125	\$115	\$110
Interpreter Skills Test (IST)	\$200	\$185	\$165	\$150
Specialty IST	\$225	\$225	\$225	\$225
eInterpreter Skills Test (eIST)	\$185	\$165	\$150	\$135
Specialty eIST	\$200	\$200	\$200	\$200
Medical Certification Test (MCT)	\$220	\$210	\$195	\$185
Court Certification Test (CCT)	\$220	\$210	\$195	\$185

Interpreter Training Course Fees

Course Title	Training Delivery	1-4* Courses	5-9* Courses	10* or More
Fundamentals of Interpreting	Web	\$445	\$400	\$285
Advanced Medical Training (AMT)	Web	\$575	\$520	\$500
Module 1 - Medical Interpreter Training: Professional Skills and Ethics	Phone or Onsite	**	\$390	\$290
Module 1 - Medical Interpreter Training: Professional Skills and Ethics	Web	\$230	\$230	\$175
Module 2 – Medical Interpreting Training: Working in the Healthcare System	Phone or Onsite	**	\$520	\$400
Module 2 – Medical Interpreting Training: Working in the Healthcare System	Web	\$290	\$290	\$230
Module 3 – Medical Interpreter Training: Terminology and Advanced Skills	Phone or Onsite	**	\$520	\$400

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Module 3 – Medical Interpreter Training: Terminology and Advanced Skills	Web	\$290	\$290	\$230
Combined Modules – Intensive Advanced Medical Interpreter Training (2 of the 3 above modules)	Phone or Onsite	**	\$805	\$635
Combined Modules – Intensive Advanced Medical Interpreter Training (2 of the 3 above modules)	Web	\$460	\$460	\$345

- eTests will be billed when the test link is delivered to the client.
- *Group discounts for tests are applied once the minimum number of tests have been completed within the calendar year. Group training discounts are based on the actual number of participants.
- **Delivered via phone or onsite, and requires a minimum of 5 participants to conduct the training.
- A training manual may be purchased for \$69 with the advanced Medical Interpreter Training. A training manual with in-language glossary may be purchased for \$99 with the advanced Medical Interpreter Training.
- Interpreter association members qualify for group discounts upon submission of a copy of their membership card to LLA@languageline.com.
- Group training discounts are based on the actual number of participants.

6. LANGUAGELINE TRANSLATION AND LOCALIZATION

6.1. SCOPE OF WORK

- (a) **DESCRIPTION OF SERVICES.** LanguageLine utilizes ISO-certified workflows to convert CUSTOMER's written and/or digital content between languages with attention to accuracy, tone, style, and attention to regional language and cultural sensitivities, including:
- Translation of written text
 - Modifying graphics and design to properly display translated text
 - Changing content to suit preferences
 - Converting to local currencies and units of measurement
 - Using proper formatting for elements like dates, addresses, and phone numbers
 - Addressing local regulations and legal requirements

(b) **DELIVERABLES.**

- Services may be requested at <https://www.languageline.com/s/RequestAQuote> , via email to translation@languageline.com or by calling 1-800-878-8523.
- LanguageLine will provide all deliverables as agreed-upon at the beginning of the project.

6.2. PRICING TABLES. Translation fees, which include Translation and copyediting, are based on the English word count.

TIERS	BI-DIRECTIONAL: ENGLISH>LANGUAGE AND LANGUAGE>ENGLISH	TRANSLATION FEE (PER WORD)
Tier 1	Spanish (US/Latin America)	\$0.15/word
Tier 2	Arabic, Chinese, Portuguese (Brazil), Russian, Vietnamese	\$0.18/word
Tier 3	Bengali, Czech, Farsi, French, German, Hindi, Hungarian, Italian, Korean, Malay, Polish, Portuguese (Portugal), Tagalog, Thai, Urdu	\$0.22/word
Tier 4	Albanian, Bulgarian, Estonian, Haitian Creole, Japanese, Khmer, Lao, Latvian, Lithuanian, Nepali, Slovak, Slovenian, Somali, Turkish	\$0.26/word
All other (LanguageLine supports 240+ languages)		\$0.29/word

Statement of Work

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ADDITIONAL PRICING COMPONENTS		PRICING
Minimum charge per document translation order		\$75.00 – Spanish \$99.00 – all other listed language
Proofreading (third linguistic step when required)		\$60.00/hour
Basic Layout/Formatting/Desktop Publishing		\$45.00/hour
Localization Engineering Services		\$55.00/hour
In-Language Recordings		Individual Quote
Transcription/Translation of Audio or Video files		Individual Quote
Project Management		10% of the invoice value (0.5-hour minimum @\$55.00/hour)
Rush Fees	0% rush charge applies when an expedite delivery date is requested	
Unless indicated otherwise, a one-hour minimum will apply to all hourly services.		

6.3. DELIVERY GUIDELINES. Because the actual number of English words is not known until the source document has been translated, turn-around commitments are based on the estimated number of English words that will be delivered, as determined in LanguageLine's best judgment before commencing work. Additional services could add extra days to a project timeline.

ESTIMATED NUMBER OF ENGLISH WORDS	STANDARD DELIVERY
Less than 1,500 words	1 - 3 business days
1,501 to 4,000 words	4 - 6 business days
4,001 to 7,500 words	6 - 8 business days
7,501+ words	8 + business days
A 0% rush charge will apply when an expedited delivery date is requested.	
Requests received on weekends and holidays will be processed on the next business day.	
Holidays are New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, and Christmas Day.	

The person signing this SOW on behalf of Customer certifies that such person has read, acknowledges, and understands all of the terms and conditions, and is fully authorized to execute this SOW on behalf of and bind the Customer to all its terms and conditions. Both Parties agree the delivery of the signed SOW by facsimile or e-mail or use of a facsimile signature or electronic signature or other similar electronic reproduction of a signature shall have the same force and effect of execution and delivery as the original signature, and in the absence of an original signature, shall constitute the original signature.

Statement of Work

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Reservoir Police Department	LanguageLine
Accepted and agreed to date:	Accepted and agreed to date:
Signature:	Signature:
Name:	Name: Bonaventura A. Cavaliere
Title:	Title: CFO