

QUOTE CHART

DATE: 01/11/2023
North Port Police Department
Submitted by:

| Item | Account Number | Propio | Language Line | No Repsonse |
|---------------------------|--------------------|------------|--------------------|-------------|
| Translation - Spanish | 001-2100-521-41-00 | .59/minute | 4.25/minute | N/A |
| Translation - Non Spanish | | .82/minute | 4.25 - 4.98/minute | N/A |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Vendor Chosen

Propio (REQUIRES AGREEMENT PRIOR TO USE)

Rachel Cigich

From: Brian Gregory
Sent: Wednesday, December 21, 2022 3:29 PM
To: Rachel Cigich
Subject: Quotes for translation
Attachments: Propio Interpreting Services.pdf; Language Line Interpreting Services.pdf

Hello,

Here is what Misty was able to gather.

Thank you,

Brian

Brian Gregory
Captain
Administration Bureau
North Port Police Department
4980 City Hall Boulevard
North Port, FL 34286
Desk 941.429.7324
Cell 941.313.0938
Fax 941.429.7389
bgregory@northportpdf.gov

From: Misty Elmore <melmore@northportpdf.gov>
Sent: Thursday, December 8, 2022 5:16 PM
To: John McDowell <jmcdowell@northportpdf.gov>
Subject: Quotes for translation

Commander McDowell,

In regard to your quote request for Language Services, I have had negative results. I only heard back from one of the four companies I reached out to. Not even the company we currently use responded to my request. I have the information on the company that did respond and attached their info for review. Also, due to the lack of responses I reached out to Susan and asked her to put out a PAC request (see my email below). Not one agency responded to her request.

I reached out to:
Language Line – Did not respond
Telanguage – Did not respond
Alta – Did not respond
Propio – Responded (see attached documentation)

The bottom line:

Propio seems like a great fit for what we are looking to do. I spoke to Jake multiple times and there really isn't anything that they do not offer including services not available through Language Line (our current vendor) like video, ASL, written document translation, etc. See the comparison below.

Propio

Spanish \$.59 per minute
Non-Spanish \$.82 per minute

Language Line

Spanish \$4.25 per minute
Russian \$4.85 per minute
Krio \$4.25 per minute
Polish \$4.98 per minute

There is a drastic difference between the two. I have attached Jake's information so you can speak with him as well.

Thank you,

Misty L. Elmore

Telecommunications Manager
North Port Police Department
4980 City Hall Boulevard
North Port, Florida 34286
Phone 941-429-7312
Fax 941-429-7392
melmore@northportpdf.gov
www.cityofnorthport.com

From: Susan Wagner <swagner@northportpdf.gov>
Sent: Friday, December 2, 2022 3:33 PM
To: Misty Elmore <melmore@northportpdf.gov>
Subject: RE: PAC Request

Well...zero responses to our request so far...lol Have a great weekend!

From: Misty Elmore <melmore@northportpdf.gov>
Sent: Thursday, December 1, 2022 3:05 PM
To: Susan Wagner <swagner@northportpdf.gov>
Cc: Brian Gregory <bgregory@northportpdf.gov>
Subject: PAC Request

Good afternoon Sue,

I have been tasked with getting quotes for Interpreting Services for Telecommunications. We currently use Language Line, however there are several services out there. I reached out to several companies but only received a response from one, Propio Interpreting Services. Before I turn in my documentation I would like to see if you can send out a PAC request to see what other agencies are using. This would include ASL as well. Thank you for assisting me with this task.

Regards,

Misty L. Elmore

Telecommunications Manager

North Port Police Department
4980 City Hall Boulevard
North Port, Florida 34286
Phone 941-429-7312
Fax 941-429-7392
melmore@northportpdfl.gov
www.cityofnorthport.com

A City where you can "Achieve Anything."

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Misty Elmore

From: Jake Hensley <jhensley@propio-ls.com>
Sent: Wednesday, November 16, 2022 2:43 PM
To: Misty Elmore
Subject: Propio Interpreting Services
Attachments: North Port Police Department contract.pdf; Capabilities Statement Propio 920.pdf

Hi Misty,

Attached is the service agreement.

Note* We do not charge extra for third party dialing.

*Pricing is broken down as:

Spanish audio

Non-spanish audio

All spoken languages on video

ASL

The pricing is broken down and listed in the contract. If you have any questions, please feel free to reach out!

Thanks,

Jake

Jake Hensley [LinkedIn](#)
Business Development Representative | jhensley@propio-ls.com |
P: 913-359-1684



Please be aware that e-mail communication can be intercepted in transmission or misdirected. Please consider communicating any sensitive information by telephone, fax, or mail. The information contained in this message may be privileged and confidential. If you are NOT the intended recipient, please notify the sender immediately with a copy to security@propio-ls.com and destroy this message.

Please respond to this email with UNSUBSCRIBE to be opted out from future communications.



PROPIO LANGUAGE SERVICES AGREEMENT

Propio LS, LLC, ("Propio") and North Port Police Department ("Client"), agree that the terms and conditions shown below will apply to services provided by Propio.

TERMS OF SERVICE

1. **TERM OF AGREEMENT.** This Agreement will become effective upon the date signed by both parties and will continue in effect for the initial term of three years. Upon the expiration of the initial three year period, this Agreement will be automatically renewed for one-year periods unless either party provides written cancellation notice to the other at least sixty (60) days prior to the expiration of the current contract. Upon receipt of a timely cancellation notice by either party, this agreement will terminate sixty (60) days from the date of notice.
2. **FEES.** During the Term of this Agreement, usage charges for Interpreter, Translator, or Language Services will be billed monthly at the rates set forth in Attachment B, Rate Sheet, incorporated herein by this reference. Document and website translation services and other content/language related services such as subtitling, closed captioning, voiceover, transcription, localization engineering, documents 508 Compliance, software development, and braille translation and/or printing; along with interpreting services such as simultaneous conference/event interpretation, CART, tactile or gesture sign language, or Certified Deaf Interpreter services will be scoped and bid upon request.
3. **PAYMENT TERMS.** Client agrees to pay all properly invoiced charges for Interpreting, Translation, or other Language Services within 30 days of the invoice date. Interest will accrue from the date on which payment is due at a rate equal to the lesser of 1.5% per month or the maximum rate permitted by applicable law. On occasion, not all End User Data associated with a call may be collected for multiple reasons, including the refusal or inability of the caller to provide the requested information. Missing End User Data will not be reason to deny payment of service to Propio for services that have been rendered. Invoices will be sent to the Client billing address shown in Attachment A, or to such other address as Client may specify by giving written notice to Propio. Client agrees to report any invoice disputes within 30 days of the invoiced date. Propio shall not be considered liable for any dispute reported after 30 days from invoiced date.
4. **USE OF SERVICE.** Client represents that Client will not use the Interpreter, Translator, or Language Services in any manner that may violate any applicable statute or government regulation. Client will indemnify, defend and hold Propio, its affiliates, and their respective successors harmless from any claim or action whatsoever arising from the use of Interpreter Services in any manner prohibited by this Section.

Client agrees that all translation orders approved by its staff are considered billable. Client shall be solely and fully responsible for charges resulting from approved translation orders either approved in Propio's online platforms or by email, whether or not such use is authorized. The Client agrees not to disclose translation platform access to other parties unless prior written approval from Propio is received.
5. **UNAUTHORIZED USE OF SERVICE.** Client agrees that all interpreting calls directed from its staff to Propio are authorized to receive billable interpreting services. Client shall be solely and fully responsible for charges resulting from interpreting calls directed to Propio from its staff, whether or not such use is authorized. The Client agrees not to disclose the phone number to other parties unless prior written approval from Propio is received.
6. **REIMBURSEMENT:** Client may on occasion request Propio staff to travel. Client and Propio must agree and approve the expenses to be reimbursed in full, prior to travel arrangements being made.
7. **LIMITED WARRANTIES.**
 - A. Propio will perform Interpreter, Translator, or Language Services in a professional manner. Except as otherwise set forth above, Propio makes no representation, warranty, or guarantee, express or implied, about Interpreter, Translator, or Language Services. Propio does not warrant the availability of interpreters or translators at all times, and Propio specifically disclaims any warranty or condition of merchantability or fitness for a particular purpose. Client recognizes that over-the-phone consecutive interpretations may not be entirely accurate in all cases. Propio may monitor or record calls for quality assurance.
8. **LIMITATION OF LIABILITY.**
 - A. For purposes of the exclusive remedy and limitations of liability set forth in this section, "Propio" shall be deemed to include Propio, its affiliates, and their respective successors, directors, officers, employees, agents, representatives, suppliers, interpreters, and translators (whether employees or independent contractors), and "damages" will refer collectively to all injury, damage, loss or expense incurred.
 - B. Except for obligations under section 3 (Payment Terms), and to the extent not prohibited by applicable law:
 - a. Each party's aggregate liability to the other for claims relating to this Agreement, whether for breach or in tort and including but not limited to negligence, shall be limited to the lesser of
 - i. The amount paid by Client within the previous 12 months for the Interpreter, translator, or language services or \$10,000



- b. Neither party will be liable for any indirect, punitive, special, incidental, or consequential damage in connection with or arising out of this Agreement (including loss of business, revenue, profits, use, data, or other economic advantages), however, it arises, whether for breach or in tort, even if that party has been previously advised of the possibility of such damage. Liability for damages shall be limited and excluded, even if any exclusive remedy provided for in this Agreement falls of its essential purpose.
9. **FORCE MAJEURE.** A party is not liable under this Agreement for non-performance caused by events or conditions beyond that party's control if the party makes reasonable efforts to perform. This provision does not relieve either party of its obligation to make payments then owing.
10. **CONFIDENTIALITY.** Propio will not disclose any information derived from Client's communications, may use it only for purposes specifically contemplated in this Agreement, and will treat it with the same degree of care as it does its own confidential information, but with no less than reasonable care. These obligations do not apply to information, which is or becomes generally known to the public through no act or omission of Propio. If Propio, its agents or employees have been requested or are required (by oral questions, interrogatories, requests for information or documents, subpoena, civil investigative demand or similar process) to disclose any such communications or else stand liable for contempt or suffer other legal censure or penalty, then Propio, its agents or employees so compelled may disclose such information pursuant to that request or requirement without liability hereunder.
11. **NON-SOLICITATION.** Client agrees that for one year after termination, whether voluntary or involuntary, not to directly or indirectly, on its own or behalf of another individual or entity, a) solicit the employees of Propio or any of its subsidiaries or affiliates or other interfere with the employment relationship between Propio and its employees. b) Client also agrees not to solicit, induce or entice any agent, consultant, contractor, or interpreter/translator of Propio's, with whom the Client has access to during the course of this Agreement, to terminate or alter their relationship with Propio.
12. **RECORDING POLICY.** As an electronic communications service provider, Propio LS, LLC, under 18 US Code § 2511 (2)(c)(d), records calls for quality monitoring purposes only. Recording access is controlled by a role-based security system and is granted only to authorized Propio personnel. Recordings are protected both while in-motion and at-rest using symmetrical AES256 encryption. Recordings are destroyed within 60 days of service.
- Propio is required to maintain strict compliance with various state and federal laws including but not limited to Telephone Recordings Laws and HIPAA regulations, as such, strict privacy, security, and confidentiality policies govern the management, access and destruction of this data. Consequently, Propio does not provide call recordings to clients or any outside third party unless legally compelled to do so and is provided a court or administrative order, such as a subpoena.
13. **NOTICES.** All notices required or permitted to be given under this Agreement must be in writing and delivered in person or by means evidenced by a delivery receipt to the other party at the address shown in Attachment A and will be effective upon receipt.
14. **ASSIGNMENT.** Client may not assign or otherwise transfer any of its rights or obligations under this Agreement without the prior written consent of Propio.
15. **TERMINATION.**
- If (i) Client fails to pay any charge when due and the failure continues for seven (7) days after receipt by Client of written notice of the failure from Propio or (ii) Client fails to perform or observe any other material term or condition of this Agreement and the failure continues for thirty (30) days after receipt by Client of written notice of the failure from Propio, then in either case Client shall be in default and Propio may terminate this Agreement and exercise any available rights or remedies.
 - If Propio fails to perform or observe any material term or condition of this Agreement and the failure continues for thirty (30) days after receipt of written notice of the failure from Client, Propio shall be in default, and Client may terminate this Agreement and exercise any available rights or remedies.
 - If a minimum usage requirement is noted in Attachment B of this Agreement, Propio shall have the right to terminate this Agreement if Client has not met the minimum usage required and Client has not used any of the services provided for under this Agreement for a period of six consecutive months. Propio shall give Client written notice of termination.
 - In the event of any termination of this Agreement, Client shall pay Propio the minimum usage penalty as set out in Attachment B of this Agreement for all remaining unused minutes under the required minimum as well as any other charges due Propio under Attachment B.
16. **ENTIRE AGREEMENT.** This Agreement is the parties' entire agreement relating to its subject matter. It supersedes all prior or contemporaneous oral or written communications, proposals, conditions, representations, and warranties and prevails over any conflicting or additional terms of any quote, order, acknowledgment, or other communication between the parties relating to its subject matter during the term of this Agreement. No modification to this Agreement will be binding unless in writing and signed by an authorized representative of each party. If any provision, or part thereof, in this Agreement, is held to be invalid, void, or illegal, it shall be severed from this Agreement and shall not affect, impair, or invalidate any other provision or part thereof, and it shall be replaced by a provision which comes closest to the severed provision, or part thereof, in language and intent, without being invalid, void, or illegal.



- 17. **SURVIVAL OF OBLIGATIONS.** The obligations of the parties under this Agreement by which their nature should continue beyond the termination or expiration of this Agreement will remain in effect after termination or expiration.
- 18. **NO THIRD-PARTY BENEFICIARIES.** Neither this Agreement nor the provision of Interpreter Services shall be construed to create any duty or obligation on the part of Propio to any third parties, including, without limitation, any persons participating in or the subject of conversations for which Interpreter Services are provided. This Agreement does not provide any third party with any right, privilege, remedy, claim or cause of action against Propio, its affiliates, or their respective successors.
- 19. **CHOICE OF LAW.** Kansas law and controlling U.S. federal law will govern any action related to this Agreement. No choice of law rules of any jurisdiction will apply.
- 20. **DEFINITIONS.** Interpreter: a person who orally or using American Sign Language interprets from one language to another, Translator: a person who translates written text from one language into another, End User Data: data unique to the client organization, their employees, or the people they serve, Language Services: services that assist in communicating between different languages, including translation and interpretation.
- 21. **INCORPORATION OF ATTACHMENT.** Attachment A (Client Contact & Profile Information) and Attachment B (Rate Sheet) are incorporated herein.

Your signature below acknowledges that you have read, understand, and agree to the terms and conditions above and those on Attachments A & B.

| | |
|--|--|
| <p>North Port Police Department</p> <p>Accepted by: _____</p> <p style="text-align: center;"><i>Signature</i></p> <p>_____</p> <p><i>Type or Print Name and Title</i></p> <p>_____</p> <p><i>Date</i></p> | <p>Propio LS, LLC</p> <p>Accepted by: _____</p> <p style="text-align: center;"><i>Signature</i></p> <p>CEO/Marco Assis</p> <p>_____</p> <p>_____</p> <p><i>Date</i></p> |
|--|--|



Attachment A

CLIENT CONTACT & PROFILE INFORMATION

Complete this and send a copy of it and the signed Interpreter Services Agreement to:

Proplo LS, LLC. Or fax to: 866-231-8176
C/O Jake Hensley
10801 Mastln Street, Suite 580
Overland Park, KS, 66210-1214 Or email all pages to: Jhensley@proplo-ls.com

Organization Name: _____

Billing Contact Person: Responsible for billing correspondence including monthly invoices, billing & payment inquires

Name: _____ Title: _____
Phone: _____ Fax: _____
Billing email 1: _____
Billing email 2: _____
Street address: _____
City, State, Zip: _____

Communication Contact Person: Responsible for communication correspondence involving training resources, monthly messages, urgent notifications, etc.

Name: _____ Title: _____
Phone: _____ Fax: _____
Email: _____

Indicate the Interpreter skill set to match client service/industry.

Select one:

- Medical Legal General

Billing Intake to be obtained for each service and provided on invoice for client's internal auditing purpose. Please note Intake reporting is based on end-user response and is not guaranteed.

Examples of Intake are as follows:

- Caller's first & last name
- Caller's location
- Patient's last name only

Please Indicate up to three Intake questions your staff will be able to provide a response to:

- 1 _____
- 2 _____
- 3 _____



Attachment B
RATE SHEET

Interpreting Services:

| On-Demand Phone Interpretation | | |
|--|--------------|--|
| Language | Price | Unit |
| Spanish | \$.59 | Per minute |
| Non-Spanish* | \$.82 | Per minute |
| LEP Direct Dial (Elective Options by Account) | | |
| Spoken Languages | N/A | Per minute (In addition to stated standard rate) |
| On-Demand Video Interpretation | | |
| Spanish | \$.95 | Per minute |
| Non-Spanish* | \$.95 | Per minute |
| American Sign Language (ASL) | \$1.49 | Per minute |
| Equipment Minimum Usage Requirements | | |
| Minimum Usage Requirements | N/A | Minutes per year |
| Minimum Usage Penalty | N/A | Per Unused Minute |
| Onsite Consecutive Interpretation | | |
| Spanish | N/A | Per hour |
| Core & Common Spoken Languages | N/A | Per hour |
| American Sign Language | N/A | Per hour |
| Premium Fee | N/A | Per hour |

1. ON-DEMAND OVER-THE-PHONE INTERPRETATION

- a. Propio provides remote on-demand interpreting services in hundreds of languages as outlined on the Language Availability List*.
- b. Connect time is considered to begin from the instant the language and client account number is identified and ends at the time an interpreter accepts the call effectively beginning the service request. Propio connects participants with a first in queue process.
- c. Connect times may vary significantly depending on the language and the availability of contracted interpreters at the time of call.
- d. Each call placed internationally will incur an additional charge.

2. SCHEDULED OVER-THE-PHONE INTERPRETATION

- a. Clients may schedule phone appointments with interpreters in specific languages. The designated minimum for scheduled phone services are 30 minutes, requested duration, or physical worked time- whichever is greater. Billing is based on the established minimum, requested duration or physical time worked whichever greater.
- b. Service requests should be placed a minimum of 24 hours in advance.
- c. Services not cancelled 24 hours in advance of the scheduled start time, will result in the designed minimum being charged.

3. ON-DEMAND VIDEO INTERPRETATION

- a. On-demand video interpretation is performed on the Propio One platform.
- b. Connect time is considered to begin from the instant the language and client account number is identified to the time an interpreter accepts the call to begin the service request. Propio connects participants on a first in queue process.
- c. Connect times may vary significantly depending on the language and the availability of contracted interpreters at the time of call.

4. EQUIPMENT.

- a. If a minimum usage requirement is noted in Attachment B of this Agreement, contemporaneously with this Agreement Propio is transferring to Client certain equipment ("Equipment") for use in utilizing the services provided under this Agreement. Propio hereby transfers the Equipment to Client free and clear of all liens, but subject to certain software licenses granted to users of the Equipment by the owners of such software. Client shall honor all software license regulations and restrictions. Propio makes no warranties of any kind whatsoever regarding the condition, use, or fitness for a particular purpose of the Equipment, and all warranties of any kind relating to the Equipment are hereby expressly disclaimed.
- b. If the minimum usage requirements are not met each year of this Agreement, Client shall pay Propio the minimum usage penalty as outlined under the Minimum Usage Requirements and Minimum Usage Penalty for all remaining unused minutes under the required minimum.



- c. Propio also reserves the right to terminate this Agreement if Client has not met the minimum usage requirements during any contract year or Client has not used any of the services provided for under this Agreement for a period of six consecutive months. Propio shall give Client written notice of termination.
- d. In the event of any termination of this Agreement, Client shall pay Propio the minimum usage penalty as outlined under the Minimum Usage Requirements and Minimum Usage Penalty for all remaining unused minutes under the required minimum as well as any other charges due Propio under section 2.

5. ONSITE/IN-PERSON CONSECUTIVE SERVICES

- a. Onsite/In-Person services are billed on a monthly basis. Billing for spoken language services are based on the designated minimum (2 hours) or time worked, whichever is greater. The designated minimum for American Sign Language is the requested duration, established minimums (2 hours) or time worked, whichever is greater. Services performed in excess of the defined minimum will be billed in 15-minute increments thereafter.
- b. Scheduled business hours are 8:00 a.m. – 5:00 a.m. CST, Monday through Friday. Premiums are charged, in addition to the standard rate, for request that are outside scheduled business hours, on federal holidays or for spoken language requests placed less than 24 hours in advance and ASL requests not placed 48 hours in advance of the requested start time.
- c. Services not cancelled with 24 hours' minimum cancellation notice will result in the designed minimum being charged.
- d. Mileage is billed at the current IRS rate and parking is reimbursed at cost, if applicable. All other expense requires prior client approval.
- e. Core Spoken Languages: Arabic, Cantonese, French, Haitian Creole, Japanese, Korean, Mandarin, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese.
- f. Common Spoken Languages: Bengali, Burmese, Dari, Farsi, Gujarati, Hebrew, Hindi, Italian, Kinyarwanda, Nepali, Punjabi, Ukrainian, Urdu, Somali, Swahili, and Turkish. Language of limited diffusion or rare/endangered languages can be quoted upon request

6. VIRTUAL SERVICES.

Clients may schedule requests with most commercially available platforms (i.e., Teams, Zoom, etc.). The terms and conditions as outlined in Section 4, Onsite/In-Person Consecutive Services will apply to virtual requests. Links to access the virtual encounter, including passwords and pertinent access directions, should be provided when requesting services. Failure to provide the necessary access information prior to the encounter does not impact the minimum cancellation notice or subsequent charges.

Written Document Translation Services:

| Written Document Translation | | | |
|------------------------------|-------------------------|--------|----------|
| English (United States) | Spanish | \$0.12 | Per word |
| English (United States) | Arabic | \$0.14 | Per word |
| English (United States) | German | \$0.25 | Per word |
| English (United States) | Spanish (Mexico) | \$0.14 | Per word |
| English (United States) | Spanish (United States) | \$0.14 | Per word |
| English (United States) | Spanish (Puerto Rico) | \$0.14 | Per word |
| English (United States) | Persian (Iran) | \$0.19 | Per word |
| English (United States) | French (Canada) | \$0.26 | Per word |
| English (United States) | French (France) | \$0.25 | Per word |
| English (United States) | Hindi | \$0.15 | Per word |
| English (United States) | Hmong | \$0.23 | Per word |
| English (United States) | Haitian (Creole) | \$0.27 | Per word |
| English (United States) | Italian | \$0.20 | Per word |
| English (United States) | Japanese | \$0.26 | Per word |
| English (United States) | Karen | \$0.27 | Per word |
| English (United States) | Korean | \$0.19 | Per word |
| English (United States) | Nepali | \$0.21 | Per word |
| English (United States) | Polish | \$0.18 | Per word |
| English (United States) | Portuguese (Brazil) | \$0.15 | Per word |
| English (United States) | Portuguese (Portugal) | \$0.17 | Per word |
| English (United States) | Russian | \$0.15 | Per word |
| English (United States) | Somali | \$0.22 | Per word |



| | | | |
|---|-------------------------------|---------|------------------------------------|
| English (United States) | Swahili | \$0.21 | Per word |
| English (United States) | Tagalog | \$0.24 | Per word |
| English (United States) | Ukrainian | \$0.17 | Per word |
| English (United States) | Vietnamese | \$0.15 | Per word |
| English (United States) | Chinese (Simplified, PRC) | \$0.16 | Per word |
| English (United States) | Chinese (Traditional, Taiwan) | \$0.18 | Per word |
| Minimum Project Fee | | \$75.00 | Per language per project |
| Desktop Publishing/Formatting | | \$55.00 | Per hour (If applicable) |
| Rush Processing | | 15% | % Of Increase to the total Invoice |
| Translation Into English | | 15% | % Of Increase to per word rate |
| Translation Memory Discounts (T/M) | | | |
| Exact Match & Repetitions | | 70% | Discount |
| Fuzzy Match Discounts | | 60% | Discount with 99-95% matches |
| | | 50% | Discount with 94-85% matches |
| | | 30% | Discount with 84-75% matches |

7. WRITTEN TRANSLATION SERVICES

Client agrees standard turnaround time for translation projects with fewer than 6,000 words is three (3) to five (5) business days from project approval, based on the size and complexity of the project. A dedicated Project Manager will communicate the expected delivery date for each project as part of the cost estimate or quote. Rush processing fees require written approval in advance.

Client shall have a thirty (30) day inspection period following the delivery of completed work to report any issues or concerns. Client acknowledges that translation sometimes involves preferential choices where more than one word or phrase might be used to say the same thing (e.g., "large" and "big"). Propio will correct errors or omissions reported during the inspection period at no cost to Client and will make preferential changes at Client's expense and Propio's discretion. A separate invoice will be issued for any preferential changes upon the completion of those changes. Changes requested after the inspection period shall be considered a new project and are subject to a new project quote.

Client agrees to use Propio's secure online portal, Vu, for receiving Translation Services—including, but not limited to, uploading source/native documents, receiving and approving quotes, communication regarding projects, and receiving completed projects.

Propio agrees to provide training regarding the use of Vu and will assign a dedicated translation Project Manager to Client to manage Client's translation projects and to assist clients, as needed.

Translation Memory (TM) discounted rates apply to qualifying documents submitted in editable source format in languages compatible with TM application. Discounts are available for exact matches, repetitions, and fuzzy matches as outlined in the rate table.

8. DOCUMENT TRANSLATION BILLING

Translation Services are invoiced upon delivery of the completed work to the Client. Invoices are delivered via email in .pdf format and contain the following information: invoice date, invoice number, "bill to" address, person/department who ordered the service, PO number (if applicable), description of services rendered, quantity, rate, and total amount due. For translation of documents, the "quantity" is set to "1" for each document translated and the "rate" displays the total amount due for that document, based on the approved price quotation. Detailed information regarding per word fees and translation memory discounts applied is available within the project quotation. For hourly services, such as desktop publishing or layout work, the "quantity" will be the number of hours billed and the "rate" will display the hourly rate. For per item fees, such as translation certifications, the quantity will be set based on the number of items received. Terms are Net 30 from invoice date.

- a. For projects quoted at \$30,000.00 USD or more, Propio requires a 50% down payment prior to the commencement of work. The remaining balance shall be invoiced upon delivery of the completed work to the client.
- b. Advance payments, periodic payments, and/or other unique terms and conditions may be included for some projects, based on size of project, length of project, and other factors. Such requirements, if any, will be stated in the project quote. Acceptance of the project quote shall be deemed acceptance of those terms and conditions as a supplement to the terms and conditions of this Agreement.
- c. Client reserves the right to cancel a project at any time prior to completion. To cancel a project, Client must contact the Propio Project Manager assigned to the project using the Vu messaging system or email. Cancellation shall be considered received upon written confirmation by the Project Manager or four (4) business hours after the cancellation notice is sent, whichever occurs first. When a project is cancelled prior to completion, Client shall be responsible to pay for work completed prior to cancellation. In the unusual circumstance where Propio was required to incur expenses applicable to the entire project prior to cancellation and cannot recover unused funds from the vendor at issue, Client shall be responsible for the entire expense paid.
- d. The client agrees that performing an internal review does not affect the invoicing process. The project is considered delivered once Propio makes translated documents available in Vu and notifies the requester.
- e. Past due invoice(s) may result in Client's account being placed on credit hold and services discontinued until the account is brought back to current status.



Other services can be scoped and bid upon request.



Attachment C

BUSINESS ASSOCIATES AGREEMENT

THIS BUSINESS ASSOCIATE AGREEMENT (this "Agreement") is made as of the date set forth below, by and between North Port Police Department ("Covered Entity") and Propio, L.S, LLC ("Business Associate"), each individually a "Party" and together the "Parties."

A. **Purpose.** The purpose of this Agreement is to comply with the Business Associate requirements of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and implementing regulations, 45 C.F.R. parts 142 and 160.164, as may be amended, including the Privacy Rule, the Security Rule and the Breach Notification Rule (together, the "Rules"). Unless otherwise defined in this Agreement, capitalized terms have the meanings given in the above-referenced HIPAA statute and regulations.

B. **Relationship.** Covered Entity is a Covered Entity, as defined in the Rules. Covered Entity and Business Associate have entered into a relationship under which Business Associate may receive, use, obtain, access or create Protected Health Information ("PHI") from or on behalf of Covered Entity in the course of providing language services (the "Services") for Covered Entity. As provided in the Rules, PHI shall include, when applicable, Electronic Protected Health Information ("E PHI"). Business Associate acknowledges that it has direct compliance obligations under the Rules and is bound to comply with all requirements of the Rules made applicable to business associates pursuant to the Health Information Technology for Economic and Clinical Health Act ("HITECH Act"), Pub. L. No. 111-5, Title XIII.

Accordingly, in consideration of the receipt of good and valuable consideration, the receipt, adequacy and sufficiency of which are acknowledged, the Parties agree as follows:

1. **Permitted Uses and Disclosures.** Business Associate may use and/or disclose PHI only as permitted or required by this Agreement or as otherwise Required by Law. Business Associate may disclose PHI to, and permit the use of PHI by, its employees, contractors, agents, or other representatives only to the extent directly related to and necessary for the performance of the Services. Disclosure of PHI to and use of PHI by subcontractors and agents is also subject to Section 5 below. When requesting PHI from Covered Entity, Business Associate will request the minimum PHI necessary to perform the Services. Business Associate will not use or disclose PHI in a manner (i) inconsistent with Covered Entity's obligations or Business Associate's obligations under the Rules, or (ii) that would violate the Rules if disclosed or used in such a manner by Covered Entity. Notwithstanding the foregoing, Business Associate may use or disclose PHI as provided in Section 7 below.

2. **Covered Entity's Obligations Under the Privacy Rule.** To the extent that Business Associate is to carry out one or more of the Covered Entity's obligations under the Privacy Rule, Business Associate agrees to comply with the requirements of the Privacy Rule that apply to the Covered Entity in the performance of such obligations.

3. **Safeguards for the Protection of PHI.** Business Associate will implement and maintain commercially appropriate security safeguards to ensure that PHI obtained from or on behalf of Covered Entity is not used or disclosed by Business Associate in violation of this Agreement and otherwise comply with the Security Rule with respect to EPHI, as applicable. Such safeguards shall be designed to protect the confidentiality and integrity of such PHI obtained, accessed or created from or on behalf of Covered Entity. Security measures maintained by Business Associate shall include administrative, physical, and technical security safeguards as necessary to protect such PHI, including such safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of all EPHI that it creates, receives, maintains, or transmits on behalf of Covered Entity, all in accordance with the Rules.

4. **Reporting and Mitigating the Effect of Unauthorized Uses and Disclosures.**

4.1 If Business Associate has knowledge of any use or disclosure of PHI not provided for by this Agreement or of any security incident, then Business Associate will notify Covered Entity within three (3) business days in accordance with Section 11.4 below, or as shall hereafter be specified by written notice from the Covered Entity. Any such notice shall be deemed given when so delivered to or received at the proper address. Business Associate will establish and implement procedures and other reasonable mitigation efforts for mitigating, to the greatest extent possible, any harmful effects arising from any improper use and/or disclosure of PHI.

4.2 Business Associate will comply with Section 13402 of the HITECH Act and implementing regulations, 45 CFR Part 164, Subpart D, as may be amended. Business Associate shall report to Covered Entity any potential Breach of Unsecured PHI, as defined in the Breach Notification Rule, within three (3) business days of discovery, and shall provide all information regarding such potential Breach necessary to meet Covered Entity's notification obligations under the Breach Notification Rule; provided, however, that if Business Associate is also an agent of Covered Entity then Business Associate shall report to Covered Entity any incident that may give rise to a reportable breach within one (1) business day of discovery of such incident.

5. **Subcontractors and Agents - Use and Disclosure of PHI.** Business Associate will require any subcontractor or agent that is authorized to receive, use, or have access to PHI obtained from or created by Business Associate on behalf of the Covered Entity, to execute a business associate agreement with terms at least as restrictive as such restrictions, conditions and requirements regarding the use and/or disclosure of PHI and safeguarding of PHI that apply to Business Associate under this Agreement.

6. **Individual Rights.** Under the Privacy Rule, the individual whose PHI is used or maintained has specific rights regarding the PHI. Accordingly, Business Associate will comply with the following individual rights requirements as applicable to PHI used or maintained by Business Associate:



6.1 Right of Access. Business Associate agrees to provide access to PHI contained in a Designated Record Set, at the request of Covered Entity and in the reasonable time and manner designated by Covered Entity, to Covered Entity or, as directed, to an Individual in order to meet the requirements under 45 C.F.R. § 164.524.

6.2 Right of Amendment. Business Associate agrees to make any amendment(s) to PHI contained in a Designated Record Set that Covered Entity directs or agrees to pursuant to 45 C.F.R. § 164.526 at the request of Covered Entity or an Individual, and in the time and manner designated by Covered Entity.

6.3 Right to Accounting of Disclosures. Business Associate agrees to document such disclosures of PHI as would be required for Covered Entity to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528 and to forward a copy of such documentation of each such disclosure to Covered Entity no later than ten (10) business days following Covered Entity's request for such documentation. Business Associate agrees to provide to Covered Entity or an Individual, in the reasonable time and manner designated by Covered Entity, such further information as may be reasonably requested by Covered Entity in order to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of PHI in accordance with 45 C.F.R. § 164.528. To the extent Business Associate makes any disclosures on behalf of Covered Entity through an electronic health record as defined in Section 13400 of the HITECH Act, Business Associate agrees to document all such disclosures of PHI as required under the HITECH Act and any implementing regulations, and to provide an accounting of disclosures directly to an Individual upon request by such Individual. Business Associate's obligation to document disclosures made through an electronic health record and provide an accounting of such disclosures directly to Individuals upon request shall be effective as of the date by which business associates are required to comply with Section 13405(c) of the HITECH Act or such later date specified by the Secretary of HHS.

7. Use and Disclosure for Business Associate's Purposes.

7.1 Use. Except as otherwise limited in this Agreement, Business Associate may use PHI for the proper management and administration of Business Associate or to carry out the legal responsibilities of Business Associate.

7.2 Disclosure. Business Associate may disclose PHI for the proper management and administration of Business Associate, or to carry out the legal responsibilities of Business Associate, provided the disclosures are required by law, or Business Associate obtains reasonable assurances from the person to whom the PHI is disclosed that it will remain confidential and be used or further disclosed only as required by law or for the purpose for which it was disclosed to the person, and the person notifies Business Associate of any instances of which it is aware in which the confidentiality of the PHI has been breached.

8. Access to Records. Business Associate will make its internal practices, books, records, and policies and procedures relating to the use and disclosure of PHI received from, or created or received by Business Associate on behalf of, Covered Entity, available to HHS, the Office for Civil Rights ("OCR"), or their agents for purposes of monitoring compliance with HIPAA and the HITECH Act.

9. Term and Termination.

9.1 Term. This Agreement will become effective on the Effective Date. Unless terminated sooner pursuant to this Section 9, this Agreement shall remain in effect for the duration of all Services provided by Business Associate and for so long as Business Associate shall remain in possession of any PHI received from, or created or received by Business Associate on behalf of Covered Entity, unless Covered Entity has agreed in accordance with Section 9.3 that it is infeasible to return or destroy all PHI.

9.2 Termination by Covered Entity for Cause. Upon Covered Entity's knowledge of a material breach of this Agreement by Business Associate with respect to the Privacy Rule, Covered Entity shall provide Business Associate an opportunity to cure the breach or end the violation. Covered Entity may terminate this Agreement if Business Associate does not cure the breach or end the violation within the time period specified by Covered Entity. Covered Entity may immediately terminate this Agreement if Business Associate has breached a material term of this Agreement with respect to the Privacy Rule and cure is not possible. If Covered Entity determines that Business Associate has violated a material term of the Agreement with respect to the Security Rule, Covered Entity may immediately terminate this Agreement without providing Business Associate an opportunity to cure the breach.

9.3 Effect of Termination. Upon termination of this Agreement, Business Associate will recover any PHI relating to the Agreement in the possession of its subcontractors or agents. Business Associate will return to Covered Entity or destroy all such PHI plus all other PHI relating to the Agreement in its possession, and will retain no copies. If Business Associate believes that it is not feasible to recover, return or destroy the PHI as described above, Business Associate shall notify Covered Entity in writing. The notification shall include: (i) a statement that Business Associate has determined that it is infeasible to recover, return or destroy the PHI in its possession or in the possession of its subcontractors or agents, and (ii) the specific reasons for such determination. If Covered Entity agrees in its sole discretion that Business Associate cannot feasibly recover, return or destroy the PHI, Business Associate will ensure that any and all protections, requirements and restrictions contained in this Agreement will be extended to any PHI retained after the termination of the Agreement, and that any further uses and/or disclosures will be limited to the purposes that make the return or destruction of the PHI infeasible.

10. Indemnification. Except to the extent that this provision would have the effect of reducing or eliminating any insurance coverage that otherwise would be available to pay damages suffered by Covered Entity, Business Associate agrees to hold harmless and indemnify Covered Entity, and its officers, directors, employees and agents, from and against any loss, suit, claim, action, damage, obligation, demand, liability, penalty, fine, judgment,



verdict, settlement, cost or expense (including without limitation reasonable attorneys' and other consultants' fees and court costs) arising out of or relating to any material breach of this Business Associate Agreement by Business Associate.

11. Miscellaneous.

11.1 Survival. The respective rights and obligations of the Parties under Sections 8 (Access to Records), 9.3 (Effect of Termination), 10 (Indemnification) and 11 (Miscellaneous) will survive termination of the Agreement indefinitely.

11.2 Amendments; Waiver. This Agreement constitutes the entire agreement between the Parties with respect to its subject matter. It may not be modified, nor will any provision be waived or amended, except in a writing duly signed by authorized representatives of the Parties or as specified in Section 12 below. A waiver with respect to one event will not be construed as continuing, or as a bar to or waiver of any right or remedy as to subsequent events.

11.3 No Third Party Beneficiaries. Nothing express or implied in this Agreement is intended to confer, nor shall anything herein confer, upon any person other than the Parties and the respective successors and permitted assigns of the Parties, any rights, remedies, obligations, or liabilities whatsoever.

11.4 Notices. Any notice to be given under this Agreement to a Party shall be made via commercial courier or hand delivery to such Party at its address given below. Any such notice shall be deemed given when so delivered to or received at the proper address.

If to Business Associate, to:

Propio LS, LLC
10801 Mastin St, Suite 580
Overland Park, KS 66210
Attn: Compliance Officer
compliance@propio-ls.com

If to Covered Entity, to:

North Port Police Department

Address: _____

Fax:

Attn:

11.5 Venue. Any action or proceeding seeking to enforce any provision, or based on any right arising out of, this Agreement, shall be brought against any of the Parties in the courts of the State of Kansas, County of Johnson and each of the Parties consents to the jurisdiction of such courts (and of the appropriate appellate courts) in any such action or proceeding and waives any objection to venue therein. Process in any action or proceeding referred to in the preceding sentence may be served on any Party anywhere.

12. Compliance with HIPAA and the HITECH Act. Any ambiguity in this Agreement shall be resolved in favor of a meaning that permits the Parties to comply with HIPAA, the Rules, and the HITECH Act. To the extent HIPAA, the Rules, and the HITECH Act are revised, this Agreement shall be deemed automatically amended to the extent necessary to comply with such revisions, upon notice to Business Associate from the Covered Entity.

13. Independent Contractors. Except if otherwise agreed to in writing in a separate agreement between Business Associate and Covered Entity for services that give rise to this Agreement, the relationship between Business Associate and Covered Entity is an independent contractor relationship. None of the provisions of this Agreement shall be construed to create an agency, partnership, employer/employee, master/servant or joint venture relationship between the parties.

[Signatures on Following Page]



IN WITNESS WHEREOF, each of the Parties has caused this Agreement to be executed in its name and on its behalf as of the first date upon which Services were or are provided by Business Associate on behalf of Covered Entity (the "Effective Date").

COVERED ENTITY:

North Port Police Department
By: _____

Print Name: _____

Title: _____

Date: _____

BUSINESS ASSOCIATE:

Proplo LS, LLC
By: _____

Print Name: Marco Assis

Title: CEO

Date: _____

Capabilities Statement



Core Offerings



Over-the-phone Interpreting (OPI)

Dial a dedicated number, use voice recognition to select a language and connect directly with an Interpreter. Access on demand 24/7/365.



Video Remote Interpreting (VRI)

Connect to an Interpreter by video with Proplo ONE available via web or mobile app for any phone, tablet, or computer. Invite additional parties to join at the touch of a button at no additional cost. Access on demand 24/7/365.



Document Translation and Localization

Fast and accurate translation and localization services for documents and digital content via our secure portal. Convert web content with our website localization and Internationalization services to support your global marketing efforts.



In-person Interpreting

Our Interpreters will come directly to your location. Available in select markets.

Differentiators

- Quality** – Proplo's Interpreters average 8 years' professional experience. Only 20% of Interpreter applicants make it through our screening process. We perform ongoing quality checks through monthly call audits, client call ratings, and continuing education.
- Capacity** – Proplo services over 100 million remote interpreting minutes annually and over 40,000 calls per day. We partner with 9,000+ Interpreters representing 350+ languages.
- Response Time** – Average connect time for OPI – 12 seconds for Spanish, 23 seconds for all other languages. Document translations can often be turned around in 48 hours or less. In-person can be scheduled same day.
- Price** – We are the low-cost provider, averaging 30% cost savings over our competitors. No account activation, implementation, training, or management fees. Free third-party conference calling and unlimited devices can use each Proplo ONE user code.
- Compliance** – Our interpreters understand and abide by industry-recognized standards for interpreter ethics and HIPAA, FERPA, and GLBA requirements.
- Client Satisfaction** – Clients are highly satisfied with the speed, quality, and character of our interpreters. We have a NPS of 70% (industry average is 50%). We regularly review key performance metrics with clients.
- Implementation** – Our implementation is fast, flexible, and easy. Accounts are setup and go-live within 24 hours, plus ongoing white glove support from our experienced implementation specialists.
- Ease of Access** – Reach an interpreter from any phone, tablet or device. Dial a dedicated number for a phone interpreter, or make an audio only or video call with Proplo ONE, available in the Apple App Store, Google Play Store, or any web browser.

PARTIAL LIST OF CLIENTS



CONTACT US TODAY

BusinessDevelopment@Proplo-LS.com
www.Proplo-LS.com | 913-381-3143



11001/01/01, 01, 2, 05/01/01, 01/01/01

CALL DETAIL - INTERPRETATION SERVICE
INVOICE DATE: Jul 31, 2022

ACCOUNT NUMBER: 0020103066

| ITEM | DATE | TIME(PST) | LANGUAGE | INTERP NUMBER | Personal Code | RATE CODE | Minutes | CHARGE |
|--------------------------------|----------------------------|-----------|----------|---------------|---------------|-----------|---------|---------------------------------|
| 103066 | 811 North Port Police Dept | | | 80RT 011 | | | | |
| 1 | 7/10/22 | 18:28 | SPANISH | 303637 | 204 | DN1 | 0.00 | \$26.50 <i>-4.25 per minute</i> |
| 2 | 7/10/22 | 20:16 | SPANISH | 301001 | 42 | DN1 | 10.00 | \$70.50 <i>-4.25</i> |
| 3 | 7/11/22 | 08:32 | SPANISH | 307683 | 471 | DP1 | 0.00 | \$22.50 |
| 4 | 7/17/22 | 05:57 | SPANISH | 300070 | 471 | DN1 | 6.00 | \$26.50 <i>-4.25</i> |
| 5 | 7/18/22 | 10:32 | RUSSIAN | 222164 | 100 | DN2 | 18.00 | \$67.50 <i>-4.25</i> |
| 6 | 7/20/22 | 06:56 | KRIO | 200116 | 471 | DP2 | 3.00 | \$13.05 <i>4.35</i> |
| 7 | 7/23/22 | 00:10 | SPANISH | 359101 | 480 | DN1 | 21.00 | \$69.25 <i>4.25</i> |
| 8 | 7/23/22 | 10:20 | SPANISH | 388536 | 42 | DN1 | 6.00 | \$21.26 |
| 9 | 7/27/22 | 01:20 | SPANISH | 307010 | 371 | DN1 | 14.00 | \$60.50 |
| 10 | 7/27/22 | 10:33 | RUSSIAN | 388031 | 42 | DP2 | 4.00 | \$17.40 <i>4.25</i> |
| 11 | 7/27/22 | 18:41 | POLISH | 370037 | 42 | DP2 | 18.00 | \$69.60 <i>4.98</i> |
| 12 | 7/27/22 | 10:18 | SPANISH | 384070 | 390 | DN1 | 44.00 | \$187.00 |
| 13 | 7/27/22 | 20:34 | SPANISH | 301267 | 480 | DN1 | 12.00 | \$51.00 |
| 14 | 7/28/22 | 04:40 | SPANISH | 360020 | 471 | DN1 | 4.00 | \$17.00 |
| 15 | 7/29/22 | 00:54 | SPANISH | 380346 | 471 | DP1 | 7.00 | \$28.25 |
| SUMMARY | | | | | | | Minutes | Charges |
| Over-the-phone interpretation: | | | | | | | 184 | \$788.60 |
| Discount: | | | | | | | | \$0.00 |
| Minimum Usage | | | | | | | | \$0.00 |
| TOTAL CHARGES: | | | | | | | | \$788.60 |

Calls are marked with 'D' next to the duration of the interpretation when a Dial Out Fee is applicable.

RATE CODE KEY:

-1st Position

D = Domestic

I = International

-2nd Position

P = DayTime

N = Night, Weekends, and Holidays

-3rd Position

1-4 = Language Tier

-4th Position

S = Special Interpreter Rate

↑

Spanish @ 4.25
 Russian @ 4.25
 Krio @ 4.25
 Polish @ 4.98



1 Lower Regsdale Drive, Bldg. 2, Monterey, CA 93940



Thank you for using Language Line Services
This invoice reflects usage for July of 2022.
Please visit us at www.LanguageLine.com!

0000061 - 0000361
911 North Port Police Dept
ATTN: Accounts Payable
4000 City Hall Blvd
North Port, FL 34287

ACCOUNT NUMBER: 9020103066
INVOICE NUMBER: 10696331
INVOICE DATE: 7/31/2022
TERMS: Net 30
BILLING INQUIRIES: 800-752-6098 Opt. 2
OUR TIN: 77-0606710

| | | |
|--------------------------------|-------------------------------|-----------------|
| BALANCE BROUGHT FORWARD | PRIOR BALANCE | \$935.33 |
| | PAYMENTS | (\$935.33) |
| | ADJUSTMENTS | \$0.00 |
| | BALANCE FORWARD | \$0.00 |
| NEW CHARGES | OVER-THE-PHONE INTERPRETATION | \$788.60 |
| | INSIGHT VIDEO INTERPRETATION | \$0.00 |
| | ON-SITE INTERPRETATION | \$0.00 |
| | DOCUMENT TRANSLATION | \$0.00 |
| | EQUIPMENT MAINTENANCE | \$0.00 |
| | OTHER | \$2.42 |
| | STATE/LOCAL TAX | \$0.00 |
| | TOTAL NEW CHARGES | \$791.02 |
| | NEW BALANCE | \$791.02 |
| | AMOUNT DUE | \$791.02 |

Language Line Services must receive any invoice inquiries or disputes prior to the end of the month. Click on the "Customer Service" tab on our website, then select "Billing Question" to complete your request

BALANCE HISTORY

| TOTAL | CURRENT | 1-30 Days | 31-60 Days | 61-90 Days | 91+ Days |
|----------|----------|-----------|------------|------------|----------|
| \$791.02 | \$791.02 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |

PAYMENT COUPON

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR REMITTANCE FOR PROPER AND TIMELY CREDIT
PLEASE INCLUDE YOUR INVOICE NUMBER, AMOUNT PAID PER INVOICE, AND YOUR ACCOUNT NUMBER WITH YOUR REMITTANCE

ACCOUNT NUMBER: 9020103066
INVOICE NUMBER: 10696331
INVOICE DATE: 7/31/2022
TERMS: Net 30

AMOUNT DUE: **\$791.02**

WE RECEIVE THE EBILL AND DO NOT NEED THE CALL DETAIL LISTING ON PAPER

CHANGE OF ADDRESS -- CHECK HERE AND MAKE CHANGES ON BACK

911 North Port Police Dept
Accounts Payable
4000 City Hall Blvd
North Port, FL 34287

MAKE CHECK PAYABLE TO:
LANGUAGE LINE SERVICES
PO Box 202684
Dallas, TX 75320-2684

9020103065073122000079102



ACCOUNT NUMBER: 0020103006

INVOICE DATE: Jul 31, 2022

| ITEM | DATE | CLIENT ID | DESCRIPTION | QUANTITY | CHARGE(+) | CREDIT(-) | COMMENT |
|-----------------|-----------|-----------|---|----------|---------------|-----------------|---|
| Payments | | | | | | | |
| 1 | 7/10/2022 | | Payments | | | | \$035.33 Payment by Credit Card |
| | | | TOTAL Payments: | | <u>\$0.00</u> | <u>\$035.33</u> | |
| Other | | | | | | | |
| 2 | 7/31/2022 | | Handling Fee | 1 | \$1.75 | | |
| 3 | 7/31/2022 | | Telecommunication surcharge, taxes and fees | 1 | \$0.07 | | Telecommunication surcharge, taxes and fees |
| | | | TOTAL Other: | | <u>\$2.42</u> | <u>\$0.00</u> | |



OVER THE PHONE INTERPRETATION - USAGE BY LANGUAGE

| ACCOUNT NUMBER: 0020103006 | | INVOICE DATE: Jul 31, 2022 | | | | |
|----------------------------|------------|----------------------------|------------------------------|--------------------|--|-----------------|
| Language | Minutes | Calls | Avg Length of Call (Minutes) | % of Total Minutes | Avg Interpreter Connect Time (Seconds) | Charges |
| SPANISH | 143 | 11 | 13.0 | 77.7% | 8 | \$801.26 |
| RUSSIAN | 22 | 2 | 11.0 | 12.0% | 10 | \$104.70 |
| POLISH | 18 | 1 | 18.0 | 8.7% | 6 | \$60.60 |
| KRHO | 3 | 1 | 3.0 | 1.6% | 8 | \$13.06 |
| TOTAL | 186 | 15 | 12.3 | 100% | 7 | \$785.00 |