

Attachment 1

Job Descriptions, Qualifications and Requirements

The following descriptions and qualifications contain the minimum job requirements. The Contractor shall be responsible for ensuring that each candidate possesses all the required licenses and certifications associated with each job title (e.g. a lawyer must have a license to practice law). An Authorized User reserves the right to request candidates with additional qualifications. The information below is presented numerically by lot, then alphabetically within each lot. Some lots also have lot specific requirements in addition to the Job Descriptions and Qualifications.

Lot 2 - "Hearing Reporter Service"**Hearing Reporter Service**

Provide proceeding, session or meeting reporting either stenographically or electronically. For proceedings that are stenographically recorded, and transcribed, recording shall be mechanical or electronic keyboard-operated typing devices. Backup electronic verbal recording equipment shall be operating at all times while proceedings are being reported, unless prohibited by the Hearing Officer. For proceedings that are electronically recorded, and transcribed, the hearing reporter shall obtain an accurate verbatim electronic sound record of the entire proceeding session or meetings. No part of the proceedings shall be excluded from the verbatim transcript for any reason unless the Hearing Officer so directs. Electronic recording of proceedings under this Contract shall be performed by a Hearing Reporter using four track electronic recording equipment or using an equivalent system of microphones, mixer, and electronic recorder. Backup taping is required.

Lot Specific Requirements

Proceedings are to be stenographically or electronically recorded, and transcribed as specified by the Authorized User.

The Contractor shall furnish all labor and materials required to provide proceeding, session or meeting reporting at Authorized User designated locations within the region of the Contract. A Hearing Reporter shall be at the scheduled proceeding, session, or meeting a minimum of ten (10) minutes prior to start time, and expected to stay until told they are able to leave.

Completion Requirements

Completion requirements will be agreed upon by the Authorized User and Contractor at the time of job scheduling and can only be changed with the consent of both parties.

A. Normal Completion:

The Contractor shall deliver transcripts to the Authorized User within seven (7) business days after the recorded proceeding, excluding Saturday, Sunday, and New York State designated holidays. Additional copies of public hearing proceeding transcripts shall be delivered to all ordering parties within seven (7) business days after purchase order from the ordering parties is received by the Contractor, excluding Saturday, Sunday, and New York State designated holidays.

B. Priority Completion:

The Contractor shall deliver transcripts, electronically or in hard copy as specified by the Authorized User, to the Authorized User within three (3) business days after the recorded proceeding, excluding Saturday, Sunday, and New York State designated holidays. Additional copies of public hearing proceeding transcript shall be delivered to all ordering parties within three (3) business days after purchase order for those additional copies is received by the Contractor, excluding Saturday, Sunday, and New York State designated holidays.

- C. **Overnight Completion:**
The Contractor shall deliver transcripts to the Authorized User no later than 1:00 p.m. on the business day following the proceeding. Additional copies of proceeding transcripts shall be delivered to all ordering parties no later than 1:00 p.m. on the business day after receipt of purchase order by the Contractor.
- D. **Immediate Completion:**
The Contractor shall deliver transcripts no later than 9:00 p.m. on the date of the proceeding. Additional copies of public hearing proceeding transcripts shall be delivered to all ordering parties no later than 9:00 p.m. on date of the receipt of the purchase order by the Contractor.
- E. **Proceeding Cancellation:**
The Authorized User shall provide the Contractor with a minimum of 24 (twenty-four) hours written notice of cancellation of any proceeding. In the event of proceeding cancellation without specific notification, the Contractor shall be entitled to minimum payment as noted below.

Minimum Fees:

Contractors shall be entitled to a minimum payment equal to the value of 20 pages at the normal delivery rate. (i.e., applies per hearing scheduled or per facility visit).

Late Completion Payment Reductions

The following payment reductions shall be assessed by an Authorized User for late completion of transcription work:

- a. One day late: Ten (10) percent per page rate reduction.
- b. Two to five days late: Fifteen (15) percent per page rate reduction.
- c. More than five days late: Thirty (30) percent per page rate reduction.

More than fifteen (15) percent of transcripts are returned late in any calendar month to any Authorized User shall result in a Contractor Deficiency Report.

In the event that volume-based discounts and/or tenure discounts are applied to transaction that includes late completion payment reductions, the late completion payment reductions shall be the last price reduction applied to services billed.

Recording Requirements

All instructions by the Hearing Officer to the Hearing Reporter with respect to the Hearing Reporter's conduct and participation in proceedings shall be followed without discussion. Except where inconsistent with general or specific instructions issued by the Authorized User, every word spoken during a proceeding, session or meeting shall be transcribed by the Hearing Reporter, unless designated specifically as "off the record" by the Hearing Officer. With specific permission of the Hearing Officer, certain "off the record" statements may be recorded.

Instructions from anyone other than the Hearing Officer, concerning what shall or shall not be included in the record, shall be ignored.

The Contractor shall furnish transcript proofread with all words correctly spelled, properly hyphenated and properly punctuated. Any corrections to spelling, hyphenation or punctuation requested by the Hearing Officer shall be made without additional cost.

All original notes or other records taken in connection with any proceeding shall be held in security by the contractor for a period of time as designated by the Authorized User, not to exceed one year. Proceedings are to be stenographically or electronically recorded and transcribed. Backup electronic verbal recording equipment shall be operating at all times while proceedings are being reported, unless prohibited by the Hearing Officer.

Stenographic recording shall be mechanical or electronic keyboard-operated typing devices, and shall meet the requirements of the State Administrative Procedure Act.

Transcribed Page Requirements

Paper: Shall be white 20 LB cotton bond, 8-1/2 inch wide by 11 inches long or Authorized User may designate recycled content paper with the same specifications as noted above. Either paper shall be furnished at no additional cost.

Type: Shall be black, ten letters to the inch size and reproducible by standard office copy equipment.

Type Spacing: Shall be 25 lines minimum double spaced between lines with ruled margin of 3/8 inch on right and 1-3/4 inches on left or not to exceed 2-1/8 inches in total.

Punches: Paper shall be un-punched unless designated by the Authorized User as punched, with punch specifications. There will be no additional charge for punched paper.

Format: All transcripts shall be formatted as noted below: If Authorized User format requirements deviate from below, the Authorized User shall furnish Contractor with a sample format. Desktop publishing is excluded from the scope of the Contract.

All pages shall be paginated in consecutive order for each proceeding report and sequential from the first to the last volume. Page numbers shall be located in the upper right hand corner of each page. Pagination will not be considered a transcribed line unless located on a line with other transcribed material.

At the opening of each proceeding and as directed by the hearing officer, the Hearing Reporter shall record and insert, in a location as directed by the Authorized User, the names and addresses of persons representing parties and participants in the proceeding.

When directed by the hearing officer, after an extended recess, the Hearing Reporter shall place in the appropriate place in the transcript on the days preceding the cumulative list of appearances up to and including that day.

Each transcript for a proceeding shall include a table of contents or index indicating page numbers of opening statements and closing arguments by counsel, lists of witnesses testifying at the hearing and all persons making statements. The table of contents or index shall also include a tabulation consisting of the number and description of each exhibit marked for identification with the page number on which the exhibit is marked for identification, and in due course, the page on which it is either received in evidence, withdrawn or rejected. The index shall also include separate tabulations consisting of a description of each document offered in reference, public documents and matters to be officially noted, and the page on which each item or document was marked for identification or received in evidence. The table of contents or index shall note the page where offers of proof were made and such other matters as the presiding officer directs.

Upon Authorized User's request, the Contractor shall have rubber stamps manufactured, per Authorized User facsimile sample, to be used by the Hearing Reporter to stamp and date exhibits and copies as directed by the hearing officer for repetitive hearing requirements. Stamps will be provided at the expense of the Contractor.

The Contractor shall retain, safeguard or distribute, per instructions from the Hearing Officer, all exhibits. Additionally, the Contractor shall cause the reporter to collect appearance cards from all persons appearing on behalf of themselves or others. Hearing cards shall contain information as designated by the Hearing Officer, and the Contractor shall file all cards with the Authorized User at the close of the hearing day.

Electronic Mailing of Transcription

An electronic version of each transcript shall be electronically mailed to the Authorized User as an encrypted message, with encrypted document attached in addition to a hard copy if requested by the Authorized User.

The file shall be computer readable identical copy of original printed transcript including pagination, 100 percent equivalent upper/lower case text and matching page and line numbers in the same sequential order

Confidentiality Requirements

The Authorized User will communicate to the Employee if a hearing has been designated closed. All recorded and hard copy testimony and material will remain the property of the Authorized User. The Contractor shall maintain the confidentiality of all material, identity of any parties and content of any material related to the hearing.

Any requests for information on closed hearings from third parties shall be reported to the Authorized User in writing within twenty four hours of the request.

All original notes or other records taken in connection with any proceeding shall be held in security by the Contractor for a period of time as designated by the Authorized User, not to exceed one year.

Public Hearing (as designated by the Authorized User):

The Authorized User, or any other purchaser of transcript or document of any hearing, investigation, session, meeting, etc., may duplicate or otherwise reproduce any document for their own use, except for sale to other prospective purchasers, without compensation to the Contractor. Any transcript or documents received by the Authorized User are public documents accessible for public inspection and copying under the terms and provisions of NYS Public Officers Law §87.

Recording Medium

All transcripts shall be typewritten or mechanical reproduced if approved in writing by the Authorized User.

Transcript in Diskette or CD-ROM Format

The Contractor shall furnish computer diskette, CD-Rom or other media in addition to paper document original. Price additional shall include cost of diskette, CD, or other media.

The diskette shall be computer readable identical copy of original printed transcript including pagination, 100 percent equivalent upper/lower case text and matching page and line numbers in the same sequential order.

Each diskette or CD shall be clearly labeled on outside of cassette or CD per Authorized User instructions supplied with the purchase order and computer file identification shall be per Authorized User requirements.

Format shall be ASCII, or generic word processing ASCII.

Lot 3 - "Transcription Service"**Transcription Service**

Transcribe judicial, administrative and criminal proceedings, including meetings, from audio cassettes, tapes, digital files, CD-Rom or other media to transcribed copy on paper or other media. Transcript shall be in verbatim form, proofread with all words spelled correctly, properly punctuated and hyphenated and grammatically correct. Shall transcribe verbatim all audible portions of the recorded proceeding. If any inaudible portions are encountered, the Contractor shall re-play the inaudible portions and if portions are still inaudible, the Contractor shall identify in the transcription the section as inaudible, and identify the length in minutes and seconds. Multilingual transcription is included in the scope of this Lot and is included in the Transcription Service job title.

Lot Specific Requirements

The Contractor shall furnish all labor and materials required to transcribe judicial, administrative and criminal proceedings, including meetings, from audio cassettes, tapes, digital files, CD-Rom or other media to transcribed copy on media specified by Authorized User.

Transcript shall be in verbatim form, proofread with all words spelled correctly, properly punctuated and hyphenated and grammatically correct. Any corrections to spelling, hyphenation or punctuation requested by Authorized User shall be made without additional cost.

Work Pick Up and Delivery

After notification by the Authorized User, the material to be transcribed will be sent via postal mail, overnight, hand delivery, or other agreed-upon method by the Contractor to the Authorized User. Alternately, the Contractor shall take delivery of audio cassettes, tapes, digital files, CD-Rom or other media at the Authorized User's designated location and times or as specified by the Authorized User.

Completed transcripts shall be sent via electronic mail, within designated times.

An electronic version of each transcript shall be electronically mailed to the Authorized User as an encrypted message, with encrypted document attached.

The file shall be computer readable identical copy of original printed transcript including pagination, 100 percent equivalent upper/lower case text and matching page and line numbers in the same sequential order

Transcription Completion Requirements

- A. **Normal Completion:**
Work completion and delivery shall be required in seven (7) business days excluding Saturday, Sunday and New York State designated holidays.
- B. **Priority Completion:**
Work completion and delivery shall be required in three (3) business days excluding Saturday, Sunday, and New York State designated holidays.

The first business day shall commence on the first business day after work pick-up; and work completion shall be after delivery to the Authorized User by close of business on the third business day.

- C. **Overnight Completion:**
The Contractor shall deliver transcripts to the Authorized User no later than 1:00 p.m. on the business day following the proceeding. Additional copies of proceeding transcripts shall be delivered via electronic mail to all ordering parties no later than 1:00 p.m. on the business day after receipt of purchase order by the Contractor for those additional copies.

D. Immediate Completion:

The Contractor shall deliver transcripts no later than 9:00 p.m. on the date of the proceeding. Additional copies of public hearing proceeding transcripts shall be delivered to all ordering parties no later than 9:00 p.m. on date of the receipt of the purchase order by the Contractor for those additional copies.

Late Completion Payment Reductions

The following payment reductions shall be assessed by an Authorized User for late completion of transcription work:

- a. One day Late: Ten (10) percent per page rate reduction.
- b. Two to five days late: Fifteen (15) percent per page rate reduction.
- c. More than five days late: Thirty (30) percent per page rate reduction

More than fifteen (15) percent of transcripts returned late in any calendar month: The State may arrange to have transcription work completed by another vendor and the Contractor shall be liable for costs incurred over contract costs as noted in Paragraph 63 of Appendix B – Remedies for Breach. More than fifteen (15) percent of transcripts returned late in any calendar month for an Authorized User is considered poor service and shall result in a Contractor Deficiency Report.

In the event that volume-based discounts and/or tenure discounts are applied to transaction that includes late completion payment reductions, the late completion payment reductions shall be the last price reduction applied to services billed.

Transcription Requirements

The Contractor shall transcribe verbatim all audible portions of the recorded proceeding. If any inaudible portions are encountered, the Contractor shall re-play the inaudible portions and if portions are still inaudible, the Contractor shall identify in the transcription the section as inaudible, and identify the length in minutes and seconds.

Not more than one out of every ten transcriptions delivered to a single Authorized User should have repeated reports of inaudible sections. Greater frequency may result in a Contractor Deficiency Report.

Desktop publishing is excluded from the scope of the Contract.

Recording Medium

Contractor shall have equipment to transcribe from audio cassettes, tapes, digital files, CD-Rom or other media.

Transcription in Diskette or CD-ROM Format

The Contractor shall furnish computer diskette, CD-Rom or other media in addition to paper document original.

The diskette shall be computer readable identical copy of original printed transcript including pagination, 100 percent equivalent upper/lower case text and matching page and line numbers in the same sequential order.

Each diskette or CD shall be clearly labeled on outside of cassette or CD per Authorized User instructions supplied with the purchase order and computer file identification shall be per Authorized User requirements.

Format shall be ASCII, or generic word processing ASCII.

Lot 6 - "Translation Services and Interpretation"**Translation - American Sign Language Interpreters**

Must be able to effectively convey the messages being voiced by a hearing person in sign language to hearing impaired individuals and to voice to the hearing person what is being communicated in sign language by the hearing impaired individual. Shall ensure all interpretation is done accurately without embellishment or omission and ensure that the most accurate interpretation of each statement is used. Interpreted communication must be conveyed effectively, accurately, impartially and in a culturally competent manner. Interpreters must have received Registry of Interpreters for the Deaf (RID) certification (www.rid.org).

Translation - Consecutive Interpreters

The interpreter is physically present in the room and translates short utterances, normally a sentence or two at a time. Usually bi-directional between two languages, for example, interpreting French to a listener in English, and then translating the English back into French. This form of interpretation makes it possible for an interpreter to ask the speaker for an explanation if there is an understanding difficulty.

Translation - Simultaneous Interpreters

The interpreter speaks at the same time as the speaker, usually in a conference or meeting. The interpreter listens to one language and speaks in another. The voices overlap as they are speaking at the same time.

Translation - Over the Phone

Interpretation is done over the phone. Interpretation usually done consecutively or in some cases if the technology is available may be simultaneous.

Translation - Written Translation

To provide written conversions of source texts in one language into target texts written in another language, with the meaning and intent of the original source text retained.

Translation Services Requirements – Written Translation

The Contractor shall provide written conversions of source texts in one language into target texts written in another language, with the meaning and intent of the original source text (Translation). Contractor must be familiar with different variations and dialects of languages. Services shall include translation of documentation by technically qualified and experienced native-speaking language specialists, proofing, and editing and output in the required media format (i.e., hardcopy or electronic). Projects may include sending completed work to another party for review at the expense of the Authorized User. The Contractor must be able to provide documentation as to how accuracy is ensured and a quality product delivered. In addition, the Contractor shall provide comprehensive support services to Authorized Users by providing project management, consultation and deliverables. Required field of expertise includes, but not limited to, the translation of business, legal and technical documents, manuals and audio in multilingual translations that are accurate, clear and are culturally and politically sensitive to the social environment of the target reader/audience. The translation must be formatted to match the original version. A template may be provided by the Authorized User in English for conversion to requested language. Bidder must be able to provide versions that provide languages that include other characters such as Chinese, Japanese, and Cyrillic alphabet characters. Accuracy and consistency is critical in the published work. The document shall be translated in a format specified by the Authorized User and delivered via electronic mail over a secure server or provided on CD as specified by the Authorized User. The person designated by the Contractor to provide translation services must possess sufficient education, training, and experience to proficiently translate written communication from English to the Authorized User's requested language and Authorized User's requested language/target language to English. A single translator shall be used to complete each document to ensure continuity and consistency in terminology, ethnically sensitive tone, and appropriate marketing dialogue. In the event that an order is exceptionally large and requires the work of more than one translator to maintain timeliness it is acceptable for multiple translators to work on the order, but each individual document of

the order shall be assigned to a single translator. The Contractor shall translate documents at the same reading level as the source material. Although there may be times when it is appropriate to write in regional or class dialect, such as targeted advertising, business communications must always be written in Standard Language.

Services may be performed at any location mutually agreed to by the Contractor and the Authorized User. The Authorized User shall determine the format and specific requirements for the written translations. Every major language has regional and class variations which must be correctly included in the translation for accuracy. Completion time and estimated total cost based on the number of words and the speed of translation will be agreed upon between the Authorized User and the Contractor prior to each assignment. Desktop publishing is excluded from the scope of the Contract.

After notification by the Authorized User, the Contractor shall take delivery of written translation as specified by the Authorized User. Completed transcripts shall be delivered to the Authorized User within designated times. Written translation shall be billed by the word.

Translated documents needed quicker than three days will be considered rush delivery, and an additional rush charge may apply. Contractor must be willing to provide the percentage amount or dollar amount for the request to rush in this document.

Contractor will be paid for any performance completed at their proposed per word rate for:

- Any assignment canceled by the Authorized User prior to completion by the Contractor provided the Contractor is performing within the stated parameters of the assignment.
- Any assignment modified by the Authorized User prior to completion by the Contractor.
- Other unusual circumstances approved by the requesting Authorized User.

A Bidder must provide documentation to indicate how translations are determined to be accurate. Examples included back translation and a written explanation of Bidder's internal review process. An Authorized User may ask for this information at its discretion. The documents should be translated at the same grade or literacy level.

Translation Services Requirements – Over the Phone Translation

The Contractor shall provide support services to an Authorized User by providing oral multilingual interpretation (Simultaneous and/or Consecutive as specified) services over the phone for meetings, conferences, or other forms of over the phone voice communication from a source language to the target language. Bidder must be familiar with different variations and dialects of all languages bid. Services shall be performed by professional and experienced interpreters that possess demonstrated proficiency levels that range from the ability to speak the language with sufficient structural accuracy and vocabulary, to effective participation in most formal and informal conversations on practical, social and professional topics. The maximum proficiency level will demonstrate that of a highly articulate well-educated native speaker which reflects the cultural standards of the country where the language is natively spoken.

The requesting Authorized User will specify in writing the language requirement, dates and times and any required certifications or accreditation necessary. Services may be performed on any phone line mutually agreed to by the Contractor and the Authorized User.

Authorized User testing may be required to determine qualified proficiency level for some tasks. The Contractor shall provide consultation and planning assistance to an Authorized User for conference interpretation services to determine interpretation requirements, when necessary.

Contractor shall provide qualified Candidate(s) for interpretation services for any and all languages requested by the Authorized User within a one week time frame. Failure to do so more than twice in a month will count as a service level failure and will result in a Contractor Deficiency Report.

Arriving at Scheduled Location for Performance – An Interpreter is required to be present on the line at the start of the scheduled appointment. The Contractor is responsible for taking all necessary actions to maintain accurate times, locations, directions, telephone numbers, contact person(s) and any other information or actions to ensure that they are present at the proper location and on time.

Interpretation Services Requirements – Simultaneous and Consecutive

The Contractor shall provide support services to an Authorized User by providing oral multilingual interpretation (Simultaneous and/or Consecutive as specified) services for meetings, conferences, seminars, litigation proceedings, briefings, training, escort and other forms of voice communication requirements from a source language to the target language. A Bidder must be familiar with different variations and dialects of all languages bid. Services shall be performed by professional and experienced interpreters that possess demonstrated proficiency levels that range from the ability to speak the language with sufficient structural accuracy and vocabulary, to effective participation in most formal and informal conversations on practical, social and professional topics. The maximum proficiency level will demonstrate that of a highly articulate well-educated native speaker which reflects the cultural standards of the country where the language is natively spoken.

The requesting Authorized User will specify in writing the language requirement, location, dates and times and any required certifications or accreditation necessary.

Authorized User testing may be required to determine qualified proficiency level for some tasks. The Contractor shall provide consultation and planning assistance to an Authorized User for conference interpretation services to determine interpretation requirements, when necessary.

Contractor shall provide qualified Candidate(s) for interpretation services for any and all languages requested by the Authorized User within a one week time frame. Failure to do so more than twice in a month will count as a service level failure and will result in a Contractor Deficiency Report.

Interpretation Services will be performed “on-site” at the location indicated by the Authorized User and may be required at virtually any time and in any location within a region.

Arriving at Scheduled Location for Performance – Unless an Authorized User has specified a longer period, an Interpreter is required to arrive at least fifteen (15) minutes prior to the scheduled time of on-site performance to receive any instructions from the Authorized User. The Contractor is responsible for taking all necessary actions to obtain adequate transportation, accurate times, locations, directions, telephone numbers, contact person(s) and any other information or actions to ensure that they are present at the proper location and on time. Contractor must be aware of and adhere to any security clearances if applicable at Authorized User’s location, which may include providing photo identification.

Late Arrival Payment Reductions

Late Arrival Payment Reductions – Lateness is defined as late arrival to the scheduled engagement that does not result in the cancellation of the event. For Consecutive and Simultaneous Interpretation, Employees must arrive 15 minutes prior to the scheduled event and any time after is considered a late arrival. For Over the Phone Interpretation, interpreters must be present on the line at the start of the scheduled appointment and any time after is considered a late arrival. An Authorized User shall not pay for any time for the period the Employee was late from the total period scheduled. More than three late arrivals in a one month period by the same Employee may result in removal from a position based on the discretion of the Authorized User. In addition, more than seven late arrivals by multiple employees from a single Contractor provided to a single Authorized User may be considered a failure to meet the Required Service Level and may result in a Contractor Deficiency Report.

Late Arrival Payment Reductions that results in the cancellation of the event – Some projects require interpretation as a critical step in serving the project’s mission. For these projects the late arrival of an

interpreter may result in the cancellation of the event. An Authorized User is required to notify the Contractor if late arrival of an interpreter will result in the cancellation of the event and with the duration of lateness that results in service cancellation. Such notice shall be in writing to the Contractor with a copy to the purchasing officer for this Contract. That notification results in higher penalties for late arrivals which cause an event cancellation. Late arrivals which force the event being interpreted to be cancelled are not acceptable. Two or more occurrences of late arrivals resulting in cancellation for the same Authorized User shall result in a Contractor Deficiency Report.

In the event that volume-based discounts and/or tenure discounts are applied to transaction that includes late completion payment reductions, the late completion payment reductions shall be the last price reduction applied to services billed.

Performance Time – Performance time for Consecutive and Simultaneous Interpretation shall consist of the total time the Interpreter is on-site performing services under the Contract. This time shall include the fifteen (15) minutes preceding the scheduled time for performance or any longer time requested by the Authorized User until the time the Authorized User expressly tells the Interpreter that they are finished for the day and should leave, inclusive of any waiting time by the Interpreter. Performance time for Over the Phone Interpretation shall consist of the total time the Interpreter is on the line performing services under the Contract. This time shall begin at the start of the scheduled time for performance until the time the Authorized User expressly tells the Interpreter that they are finished and may disconnect from the line, inclusive of any waiting time by the Interpreter.

Repeated instances (3 in a quarter) of early departure by the same interpreter shall result in that interpreter being disqualified from serving the State. More than five early departures in a one month period by interpreters from the same Contractor shall be result in a Contractor Deficiency Report.

At any time following interpretation services the Contractor may be required by the Authorized User to answer questions or receive additional instructions. The Contractor must keep an accurate record of all performance time. The Authorized User, upon the completion of performance, will verify this record.

In person translation services shall be billed in thirty minute increments based on the Contractor's hourly rates. Payment will be made for the total time rounded to the next thirty minute increment.

Over the phone translation shall be billed by the minute.

Minimum Fees:

A Contractor will be paid a minimum of one hour of their proposed rate for the following:

- Any appointment canceled with less than a twenty-four (24) hour notice from the scheduled appointment time.
- Any appointment where performance time for services is for less than one full hour.
- Other unusual circumstances approved by the Authorized User.

Contractor will be paid for a minimum of one hour for on-site work, unless Contractor is late for the scheduled appointment. For unplanned services requested outside an Authorized Users normal operating hours (8am to 5 pm, Monday through Friday), an interpreter may be compensated one additional hour. This requirement applies to all in-person interpretation services.

Translating and Interpreting Event Cancellation:

In the event of proceeding cancellation without specific notification, the Contractor shall be entitled to minimum payment as noted above. As long as on-time, Contractor will be paid for any performance completed at their proposed per word rate for:

- Any assignment canceled by the Authorized User prior to completion by the Contractor provided the Contractor is performing within the stated parameters of the assignment.
- Any assignment modified by the Authorized User prior to completion by the Contractor.
- Other unusual circumstances approved by the requesting Authorized User.