

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VIRGINIA 22201**

NOTICE OF CONTRACT AWARD

VOLATIA LANGUAGE NETWORK	DATE ISSUED:	February 7, 2019
71327 GRANDIN AVENUE, SW	CURRENT REFERENCE NO:	18-162-2-ITB
ROANOKE, VA 24015		LANGUAGE TRANSLATION AND INTERPRETATION SERVICES: FACE-TO-FACE INTERPRETATION SERVICES
	CONTRACT TITLE:	

**THIS IS A NOTICE OF AWARD OF CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE
VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.**

The contract documents consist of the terms and conditions of AGREEMENT No. 18-162-2-ITB including any exhibits and amendments thereto.

EFFECTIVE DATE: February 7, 2019

EXPIRES: JUNE 30, 2023

RENEWALS: THREE (3) ADDITIONAL ONE (1) YEAR RENEWALS THRU JUNE 30, 2026

COMMODITY CODE(S): 961-12
961-46

LIVING WAGE: NO

ATTACHMENTS:

AGREEMENT No. 18-162-2-ITB

EMPLOYEES NOT TO BENEFIT:

NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

VENDOR CONTACT: ELIZABETH HORD

VENDOR TEL. NO.:

(540) 204-7366 EXT 605

EMAIL ADDRESS: elizabeth@volatia.com

COUNTY CONTACT: JIM BAKER – DHS ADSD

COUNTY TEL. NO.:

(703) 228-1713

COUNTY CONTACT EMAIL: jbaker@arlingtonva.us

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VA 22201**

AGREEMENT NO. 18-162-2-ITB

THIS AGREEMENT is made, on the date of execution by the County, between **Volatia Language Network, 1327 Grandin Avenue SW, Roanoke, Virginia 24015** (“Contractor”) a Virginia, Corporation authorized to do business in the Commonwealth of Virginia, and the County Board of Arlington County, Virginia. The County and the Contractor, for the consideration hereinafter specified, agree as follows:

1. CONTRACT DOCUMENTS

The “Contract Documents” consist of:

- This Agreement
- Exhibit A – Scope of Work
- Exhibit B – Contract Pricing
- Exhibit C - Business Associate Agreement
- Exhibit D – County Nondisclosure and Data Security Agreement (Contractor)
- Exhibit E – Quality Assurance Plan / accessing services & Tracking Expenses

Where the terms and provisions of this Agreement vary from the terms and provisions of the other Contract Documents, the terms and provisions of this Agreement will prevail over the other Contract Documents, and the remaining Contract Documents will be complementary to each other. If there are any conflicts, the most stringent terms or provisions will prevail.

The Contract Documents set forth the entire agreement between the County and the Contractor. The County and the Contractor agree that no representative or agent of either party has made any representation or promise with respect to the parties’ agreement that is not contained in the Contract Documents. The Contract Documents may be referred to below as the “Contract” or the “Agreement”.

2. SCOPE OF WORK

The Contractor agrees to perform the services described in the Contract Documents (the “Work”). As detailed in the “Scope of Work” (Exhibit A), the primary purpose of the Work is **Face-To-Face Interpretation Services**. It will be the Contractor's responsibility, at its sole cost, to provide the specific services set forth in the Contract Documents and sufficient services to fulfill the purposes of the Work. Nothing in the Contract Documents limits the Contractor's responsibility to manage the details and execution of the Work.

3. PROJECT OFFICER

The performance of the Contractor is subject to the review and approval of the County Project Officer, who will be appointed by the Director of the Arlington County department or agency requesting the Work under this Contract.

4. CONTRACT TERM

Time is of the essence. The Work will commence on the date of the execution of the Agreement by the County and must be completed no later than **June 30, 2023** ("Initial Contract Term"), subject to any modifications provided in the Contract Documents. Upon satisfactory performance by the Contractor the County may, through issuance of a unilateral Notice of Award, authorize continuation of the Agreement under the same contract prices for not more than 3 additional 12-month periods, from July 1, 2023 to June 30, 2026 (each a "Subsequent Contract Term"). The Initial Contract Term and any Subsequent Contract Term(s) are together the "Contract Term".

5. CONTRACT AMOUNT

The County will pay the Contractor in accordance with the terms of the Payment section below and of **Exhibit B** for the Contractor's completion of the Work as required by the Contract Documents. The Contractor will complete the Work for the total amount specified in this section ("Contract Amount").

The County will not compensate the Contractor for any goods or services beyond those included in Exhibit A unless those additional goods or services are covered by a fully executed amendment to this Contract.

6. CONTRACT PRICE ADJUSTMENTS

The Contract Amount/unit price(s) will remain firm until June 30, 2023 ("Price Adjustment Date"). To request a price adjustment, the Contractor or the County must submit a written request to the other party not less than 60 days before the Price Adjustment Date. Adjustments to the Contract Amount/unit price(s) will not exceed the percentage of change in the U.S. Department of Labor Consumer Price Index, All Items, Unadjusted, Urban Areas ("CPI-U") for the 12-month period ending in March of each year of the Contract.

Any Contract Amount/unit price(s) that result from this provision will become effective the day after the Price Adjustment Date and will be binding for 12 months. The new Price Adjustment Date will be 12 months after the price adjustment.

If the Contractor and the County have not agreed on a requested adjustment by 30 days before the Price Adjustment Date, the County may terminate the Contract, whether or not the County has previously elected to extend the Contract's term.

7. PAYMENT

The Contractor must submit invoices to the County's Project Officer, who will either approve the invoice or require corrections. The County will pay the Contractor within 45 days after receipt of an invoice for completed work that is reasonable and allocable to the Contract and that has been performed to the satisfaction of the Project Officer. The number of the County Purchase Order pursuant to which goods or services have been delivered or performed must appear on all invoices.

8. REIMBURSABLE EXPENSES

The County will not reimburse the Contractor for any expenses under this Contract. The amount in Exhibit B includes all costs and expenses of providing the services described in this Contract.

9. * PAYMENT OF SUBCONTRACTORS

The Contractor is obligated to take one of the two following actions within seven days after receipt of payment by the County for work performed by any subcontractor under this Contract:

- a. Pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under this Contract; or
- b. Notify the County and the subcontractor, in writing, of the Contractor's intention to withhold all or a part of the subcontractor's payment, with the reason for nonpayment.

The Contractor is obligated to pay interest to the subcontractor on all amounts owed by the Contractor to the subcontractor that remain unpaid after seven days following receipt by the Contractor of payment from the County for work performed by the subcontractor under this Contract, except for amounts withheld as allowed in subsection b., above. Unless otherwise provided under the terms of this Contract, interest will accrue at the rate of 1% per month.

The Contractor must include in each of its subcontracts, if any are permitted, a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.

The Contractor's obligation to pay an interest charge to a subcontractor pursuant to this section may not be construed to be an obligation of the County. A Contract modification may not be made for the purpose of providing reimbursement for such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such interest charge.

10. NO WAIVER OF RIGHTS

The County's approval or acceptance of or payment for any goods or services under this Contract will not waive any rights or causes of action arising out of the Contract.

11. * NON-APPROPRIATION

All payments by the County to the Contractor pursuant to this Contract are subject to the availability of an annual appropriation for this purpose by the County Board of Arlington County, Virginia ("Board"). In the event that the Board does not appropriate funds for the goods or services provided under this Contract, the County will terminate the Contract, without termination charge or other liability to the County, on the last day of the fiscal year or when the previous appropriation has been spent, whichever event occurs first.

12. ESTIMATED QUANTITIES/NON-EXCLUSIVITY OF CONTRACTOR

This Contract does not obligate the County to purchase a specific quantity of items or services during the Contract Term. Any quantities that are included in the Contract Documents are the present expectations of the County for the period of the Contract; and the County is under no obligation to buy that or any amount as a result of having provided this estimate or of having had any normal or otherwise measurable requirement in the past. The County may require more goods and/or services than the estimated annual quantities, and any such additional quantities will not give rise to any claim for compensation other than at the unit prices and/or rates in the Contract.

The County does not guarantee that the Contractor will be the exclusive provider of the goods or services covered by this Contract. The items or services covered by this Contract may be or become available under other County contract(s), and the County may determine that it is in its best interest to procure the items or services through those contract(s).

13. * COUNTY PURCHASE ORDER REQUIREMENT

County purchases are authorized only if the County issues a Purchase Order in advance of the transaction, indicating that the ordering County agency has sufficient funds available to pay for the purchase. If the Contractor provides goods or services without a signed County Purchase Order, it does so at its own risk and expense. The County will not be liable for payment for any purchases made by its employees that are not authorized by the County Purchasing Agent.

14. BACKGROUND CHECK

The Contractor will be responsible for conducting standard criminal background checks and Virginia Child Abuse and Neglect Central Registry checks on all employees or subcontractors whom the Contractor assigns to work on this Contract.

15. REPLACEMENT OF PERSONNEL AND SUBCONTRACTORS

The County has the right reasonably to reject staff or subcontractors whom the Contractor assigns to the project. The Contractor must then provide replacement staff or subcontractors satisfactory to the County in a timely manner and at no additional cost to the County. The day-to-day supervision and control of the Contractor's and its subcontractors' employees is the sole responsibility of the Contractor.

The Contractor may not replace key personnel or subcontractors identified in its proposal, including the approved Project Manager, without the County's written approval. The Contractor must submit any request to remove or replace key personnel or subcontractors to the County Project Officer at least 15 calendar days in advance of the proposed action. The request must contain a detailed justification, including identification of the proposed replacement and his or her qualifications.

If the approved Project Manager must be absent for an extended period, the Contractor must provide an interim Project Manager, subject to the County's written approval.

If the approved Project Manager resigns or is terminated by the Contractor, the Contractor will replace the Project Manager with an individual with similar qualifications and experience, subject to the County's written approval.

16. * EMPLOYMENT DISCRIMINATION BY CONTRACTOR PROHIBITED

During the performance of its work pursuant to this Contract:

- A. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age or disability or on any other basis prohibited by state law. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- B. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation will be deemed sufficient for meeting the requirements of this section.
- C. The Contractor will state in all solicitations or advertisements for employees that it places or causes to be placed that such Contractor is an Equal Opportunity Employer.
- D. The Contractor will comply with the provisions of the Americans with Disabilities Act of 1990 ("ADA"), which prohibits discrimination against individuals with disabilities in employment

and mandates that disabled individuals be provided access to publicly and privately provided services and activities.

- E. The Contractor must include the provisions of the foregoing paragraphs in every subcontract or purchase order of more than \$10,000.00 relating to this Contract so that the provisions will be binding upon each subcontractor or vendor.

17. * EMPLOYMENT OF UNAUTHORIZED ALIENS PROHIBITED

In accordance with §2.2-4311.1 of the Code of Virginia, as amended, the Contractor must not during the performance of this Contract knowingly employ an unauthorized alien, as that term is defined in the federal Immigration Reform and Control Act of 1986.

18. * DRUG-FREE WORKPLACE TO BE MAINTAINED BY CONTRACTOR

During the performance of this Contract, the Contractor must: (i) provide a drug-free workplace for its employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Contractor's workplace and specifying the actions that will be taken against employees for violating such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of more than \$10,000.00 relating to this Contract so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "workplace" means the site(s) for the performance of the work required by this Contract.

19. SAFETY

The Contractor must ensure that it and its employees and subcontractors comply with all applicable local, state and federal policies, regulations and standards relating to safety and health, including the standards of the Virginia Occupational Safety and Health program of the Department of Labor and Industry for General Industry and for the Construction Industry and the applicable Federal Environmental Protection Agency and Virginia Department of Environmental Quality standards.

20. TERMINATION

The County may terminate this Contract at any time as follows: (1) for cause, if, as determined by the County, the Contractor is in breach or default or has failed to perform the Work satisfactorily; or (2) for the convenience of the County.

Upon receipt of a notice of termination, the Contractor must not place any further orders or subcontracts for materials, services or facilities; must terminate all vendors and subcontracts, except as are necessary for the completion of any portion of the Work that the County did not terminate; and must immediately deliver all documents related to the terminated Work to the County.

Any purchases that the Contractor makes after the notice of termination will be the sole responsibility of the Contractor, unless the County has approved the purchases in writing as necessary for completion of any portion of the Work that the County did not terminate.

If any court of competent jurisdiction finds a termination for cause by the County to be improper, then the termination will be deemed a termination for convenience.

A. TERMINATION FOR CAUSE, INCLUDING BREACH AND DEFAULT; CURE

1. Termination for Unsatisfactory Performance. If the County determines that the Contractor has failed to perform satisfactorily, then the County will give the Contractor written notice of such failure(s) and the opportunity to cure them within 15 days or any other period specified by the County ("Cure Period"). If the Contractor fails to cure within the Cure Period, the County may terminate the Contract for failure to provide satisfactory performance by providing written notice with a termination date. The Contractor must submit any request for termination costs, with all supporting documentation, to the County Project Officer within 30 days after the expiration of the Cure Period. The County may accept or reject the request for termination costs, in whole or in part, and may notify the Contractor of its decision within a reasonable time.

In the event of termination by the County for failure to perform satisfactorily, the Contractor must continue to provide its services as previously scheduled through the termination date, and the County must continue to pay all fees and charges incurred through the termination date.

2. Termination for Breach or Default. If the County terminates the Contract for default or breach of any Contract provision or condition, then the termination will be immediate after notice of termination to the Contractor (unless the County provides for an opportunity to cure), and the Contractor will not be permitted to seek termination costs.

Upon any termination pursuant to this section, the Contractor will be liable to the County for costs that the County must expend to complete the Work, including costs resulting from any related delays and from unsatisfactory or non-compliant work performed by the Contractor or its subcontractors. The County will deduct such costs from any amount due to the Contractor; or if the County does not owe the Contractor, the Contractor must promptly pay the costs within 15 days of a demand by the County. This section does not limit the County's recovery of any other damages to which it is entitled by law.

Except as otherwise directed by the County, the Contractor must stop work on the date of receipt the notice of the termination.

B. TERMINATION FOR THE CONVENIENCE OF THE COUNTY

The County may terminate this Contract in whole or in part whenever the Purchasing Agent determines that termination is in the County's best interest. The County will give the Contractor at least 15 days' notice in writing. The notice must specify the extent to which the Contract is terminated and the effective termination date. The Contractor will be entitled to termination costs, plus any other reasonable amounts that the parties might negotiate; but no amount will be allowed for anticipatory profits.

Except as otherwise directed by the County, the Contractor must stop work on the date of receipt of the notice of the termination.

21. INDEMNIFICATION

The Contractor covenants for itself, its employees and its subcontractors to save, defend, hold harmless and indemnify the County and all of its elected and appointed officials, officers, current and former employees, agents, departments, agencies, boards and commissions (collectively the "County Indemnitees") from and against any and all claims made by third parties for any and all losses, damages, injuries, fines, penalties, costs (including court costs and attorneys' fees), charges, liability, demands or exposure resulting from, arising out of or in any way connected with the Contractor's acts or omissions, including the acts or omissions of its employees and/or subcontractors, in performance or nonperformance of the Contract. This duty to save, defend, hold harmless and indemnify will survive the termination of this Contract. If the Contractor fails or refuses to fulfill its obligations contained in this section, the Contractor must reimburse the County for any and all resulting payments and expenses, including reasonable attorneys' fees. The Contractor must pay such expenses upon demand by the County, and failure to do so may result in the County withholding such amounts from any payments to the Contractor under this Contract.

22. INTELLECTUAL PROPERTY INDEMNIFICATION

The Contractor warrants and guarantees that in providing services under this Contract neither the Contractor nor any subcontractor is infringing on the intellectual property rights (including, but not limited to, copyright, patent, mask and trademark) of third parties.

If the Contractor or any of its employees or subcontractors uses any design, device, work or material that is covered by patent or copyright, it is understood that the Contract Amount includes all royalties, licensing fees, and any other costs arising from such use in connection with the Work under this Contract.

The Contractor covenants for itself, its employees and its subcontractors to save, defend, hold harmless, and indemnify the County Indemnitees, as defined above, from and against any and all claims, losses, damages, injuries, fines, penalties, costs (including court costs and attorneys' fees), charges, liability or exposure for infringement of or on account of any trademark, copyright, patented or unpatented invention, process or article manufactured or used in the performance of this Contract. This duty to save, defend, hold harmless and indemnify will survive the termination of this Contract. If the Contractor fails or refuses to fulfill its obligations contained in this section, the Contractor must reimburse the County for any and all resulting payments and expenses, including reasonable attorneys' fees. The Contractor must pay such expenses upon demand by the County, and failure to do so may result in the County withholding such amounts from any payments to the Contractor under this Contract.

23. COPYRIGHT

By this Contract, the Contractor irrevocably transfers, assigns, sets over and conveys to the County all rights, title and interest, including the sole exclusive and complete copyright interest, in any and all copyrightable works created pursuant to this Contract. The Contractor will execute any documents that the County requests to formalize such transfer or assignment.

The rights granted to the County by this section are irrevocable and may not be rescinded or modified, including in connection with or as a result of the termination of or a dispute concerning this Contract.

The Contractor may not use subcontractors or third parties to develop or provide input into any copyrightable materials produced pursuant to this Contract without the County's advance written approval and unless the Contractor includes this Copyright provision in any contract or agreement with such subcontractors or third parties related to this Contract.

24. OWNERSHIP OF WORK PRODUCT

This Contract does not confer on the Contractor any ownership rights or rights to use or disclose the County's data or inputs.

All work product, in any form, that results from this Contract is the property of the County and must be provided or returned to the County upon completion, termination, or cancellation of this Contract. The Contractor will not use or allow others to use the work product for any purpose other than performance of this Contract without the written consent of the County.

The work product is confidential, and the Contractor may neither release the work product nor share its contents. The Contractor will refer all inquiries regarding the status of any work product to the Project Officer or to his or her designee. At the County's request, the Contractor will deliver all work product, including hard copies of electronic files, to the Project Officer and will destroy all electronic files.

The Contractor must include the provisions of this section as part of any contract or agreement related to this Contract into which it enters with subcontractors or other third parties.

The provisions of this section will survive any termination or cancellation of this Contract.

25. DATA SECURITY AND PROTECTION

The Contractor will hold County Information, as defined below, in the strictest confidence and will comply with all applicable County security and network resources policies, as well as all local, state and federal laws and regulatory requirements concerning data privacy and security. The Contractor must develop, implement, maintain, continually monitor and use appropriate administrative, technical and physical security measures to control access to and to preserve the confidentiality, privacy, integrity and availability of all electronically maintained or transmitted information received from or created or maintained on behalf of the County. For purposes of this provision, and as more fully described in this Contract and in the County's Non-Disclosure and Data Security Agreement (NDA), "County Information" includes, but is not limited to, electronic information; documents; data; images; financial records; personally identifiable information; personal health information (PHI); personnel, educational, voting, registration, tax and assessment records; information related to public safety; County networked resources; and County databases, software and security measures that are created, maintained, transmitted or accessed to perform the Work under this Contract.

- (a) **County's Non-Disclosure and Data Security Agreement.** The Contractor and its Designees (Contractor Designees shall include, but shall not be limited to, all Contractor-controlled agents or subcontractors working on-site at County facilities or otherwise performing any work under this Contract) must sign the NDA (**Exhibit D**) before performing any work or obtaining or permitting access to County networked resources, application systems or databases. The Contractor will make copies of the signed NDAs available to the County Project Officer upon request.
- (b) **Use of Data.** The Contractor will ensure against any unauthorized use, distribution or disclosure of or access to County Information and County networked resources by itself or its Designees. Use of County Information other than as specifically outlined in the Contract Documents is strictly prohibited. The Contractor will be solely responsible for any unauthorized use, reuse, distribution, transmission, manipulation, copying, modification,

access to or disclosure of County Information and for any non-compliance with this provision by itself or by its Designees.

- (c) **Data Protection.** The Contractor will protect the County's Information according to standards established by the National Institute of Standards and Technology, including 201 CMR 17.00, Standards for the Protection of Personal Information of Residents of the Commonwealth and the Payment Card Industry Data Security Standard (PCI DSS), as applicable, and no less rigorously than it protects its own data and proprietary or confidential information. The Contractor must provide to the County a copy of its data security policy and procedures for securing County Information and a copy of its disaster recovery plan(s). If requested by the County, the Contractor must also provide annually the results of an internal Information Security Risk Assessment provided by an outside firm.
- (d) **Security Requirements.** The Contractor must maintain the most up-to-date anti-virus programs, industry-accepted firewalls and other protections on its systems and networking equipment. The Contractor certifies that all systems and networking equipment that support, interact with or store County Information meet the above standards and industry best practices for physical, network and system security requirements. Printers, copiers or fax machines that store County Data into hard drives must provide data-at-rest encryption. The County's Chief Information Security Officer or designee must approve any deviation from these standards. The downloading of County information onto laptops, other portable storage media or services such as personal e-mail, Dropbox etc. is prohibited without the written authorization of the County's Chief Information Security Officer or designee.
- (e) **Conclusion of Contract.** Within 30 days after the termination, cancellation, expiration or other conclusion of the Contract, the Contractor must, at no cost to the County, return all County Information to the County in a format defined by the County Project Officer. The County may request that the Information be destroyed. The Contractor is responsible for ensuring the return and/or destruction of all Information that is in the possession of its subcontractors or agents. The Contractor must certify completion of this task in writing to the County Project Officer.
- (f) **Notification of Security Incidents.** The Contractor must notify the County Chief Information Officer and County Project Officer within 24 hours of the discovery of any unintended access to or use or disclosure of County Information.
- (g) **Subcontractors.** If subcontractors are permitted under this Contract, the requirements of this entire section must be incorporated into any agreement between the Contractor and the subcontractor. If the subcontractor will have access to County Information, each subcontractor must provide to the Contractor a copy of its data security policy and procedures for securing County Information and a copy of its disaster recovery plan(s).

26. * ETHICS IN PUBLIC CONTRACTING

This Contract incorporates by reference Article 9 of the Arlington County Purchasing Resolution, as well as all state and federal laws related to ethics, conflicts of interest or bribery, including the State and Local Government Conflict of Interests Act (Code of Virginia § 2.2-3100 et seq.), the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.) and Articles 2 and 3 of Chapter 10 of Title 18.2 of the Code of Virginia, as amended (§ 18.2-438 et seq.). The Contractor certifies that its proposal was made

without collusion or fraud; that it has not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor; and that it has not conferred on any public employee having official responsibility for this procurement any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

27. * COUNTY EMPLOYEES

No Arlington County employee may share in any part of this Contract or receive any benefit from the Contract that is not available to the general public.

28. FORCE MAJEURE

Neither party will be held responsible for failure to perform the duties and responsibilities imposed by this Contract if such failure is due to a fire, riot, rebellion, natural disaster, war, act of terrorism or act of God that is beyond the control of the party and that makes performance impossible or illegal, unless otherwise specified in the Contract.

29. * AUTHORITY TO TRANSACT BUSINESS

The Contractor must, pursuant to Code of Virginia § 2.2-4311.2, be and remain authorized to transact business in the Commonwealth of Virginia during the entire term of this Contract. Otherwise, the Contract is voidable at the sole option of and with no expense to the County.

30. * RELATION TO COUNTY

The Contractor is an independent contractor, and neither the Contractor nor its employees or subcontractors will be considered employees, servants or agents of the County. The County will not be responsible for any negligence or other wrongdoing by the Contractor or its employees, servants or agents. The County will not withhold payments to the Contractor for any federal or state unemployment taxes, federal or state income taxes or Social Security tax or for any other benefits. The County will not provide to the Contractor any insurance coverage or other benefits, including workers' compensation.

31. ANTITRUST

The Contractor conveys, sells, assigns and transfers to the County all rights, title and interest in and to all causes of action under state or federal antitrust laws that the Contractor may have relating to this Contract.

32. REPORT STANDARDS

The Contractor must submit all written reports required by this Contract for advance review in a format approved by the Project Officer. Reports must be accurate and grammatically correct and should not contain spelling errors. The Contractor will bear the cost of correcting grammatical or spelling errors and inaccurate report data and of other revisions that are required to bring the report(s) into compliance with this section.

Whenever possible, reports must comply with the following guidelines:

- printed double-sided on at least 30% recycled-content and/or tree-free paper
- recyclable and/or easily removable covers or binders made from recycled materials (proposals with glued bindings that meet all other requirements are acceptable)
- avoid use of plastic covers or dividers

- avoid unnecessary attachments or documents or superfluous use of paper (e.g. separate title sheets or chapter dividers)

33. AUDIT

The Contractor must retain all books, records and other documents related to this Contract for at least five years after the final payment and must allow the County or its authorized agents to examine the documents during this period and during the Contract Term. The Contractor must provide any requested documents to the County for examination within 15 days of the request, at the Contractor's expense. Should the County's examination reveal any overcharging by the Contractor, the Contractor must, within 30 days of County's request, reimburse the County for the overcharges and for the reasonable costs of the County's examination, including, but not limited to, the services of external audit firm and attorney's fees; or the County may deduct the overcharges and examination costs from any amount that the County owes to the Contractor. If the Contractor wishes to destroy or dispose of any records related to this Contract (including confidential records to which the County does not have ready access) within five years after the final payment, the Contractor must give the County at least 30 days' notice and must not dispose of the documents if the County objects.

34. ASSIGNMENT

The Contractor may not assign, transfer, convey or otherwise dispose of any award or any of its rights, obligations or interests under this Contract without the prior written consent of the County.

35. AMENDMENTS

This Contract may not be modified except by written amendment executed by persons duly authorized to bind the Contractor and the County.

36. * ARLINGTON COUNTY PURCHASING RESOLUTION AND COUNTY POLICIES

Nothing in this Contract waives any provision of the Arlington County Purchasing Resolution, which is incorporated herein by reference, or any applicable County policy.

37. * DISPUTE RESOLUTION

All disputes arising under this Agreement or concerning its interpretation, whether involving law or fact and including but not limited to claims for additional work, compensation or time, and all claims for alleged breach of contract must be submitted in writing to the Project Officer as soon as the basis for the claim arises. In accordance with the Arlington County Purchasing Resolution, claims denied by the Project Officer may be submitted to the County Manager in writing no later than 60 days after the final payment. The time limit for a final written decision by the County Manager is 30 days. Procedures concerning contractual claims, disputes, administrative appeals and protests are contained in the Arlington County Purchasing Resolution. The Contractor must continue to work as scheduled pending a decision of the Project Officer, County Manager, County Board or a court of law.

38. * APPLICABLE LAW, FORUM, VENUE AND JURISDICTION

This Contract is governed in all respects by the laws of the Commonwealth of Virginia; and the jurisdiction, forum and venue for any litigation concerning the Contract or the Work is in the Circuit Court for Arlington County, Virginia, and in no other court.

39. ARBITRATION

No claim arising under or related to this Contract may be subject to arbitration.

40. NONEXCLUSIVITY OF REMEDIES

All remedies available to the County under this Contract are cumulative, and no remedy will be exclusive of any other at law or in equity.

41. NO WAIVER

The failure to exercise a right provided for in this Contract will not be a subsequent waiver of the same right or of any other right.

42. SEVERABILITY

The sections, paragraphs, clauses, sentences, and phrases of this Contract are severable; and if any section, paragraph, clause, sentence or phrase of this Contract is declared invalid by a court of competent jurisdiction, the rest of the Contract will remain in effect.

43. * ATTORNEY'S FEES

In the event that the County prevails in any legal action or proceeding brought by the County to enforce any provision of this Contract, the Contractor will pay the County's reasonable attorney's fees and expenses.

44. SURVIVAL OF TERMS

In addition to any statement that a specific term or paragraph survives the expiration or termination of this Contract, the following sections also survive: INDEMNIFICATION; INTELLECTUAL PROPERTY INDEMNIFICATION; RELATION TO COUNTY; OWNERSHIP OF WORK PRODUCT; AUDIT; COPYRIGHT; DISPUTE RESOLUTION; APPLICABLE LAW AND JURISDICTION; ATTORNEY'S FEES, AND DATA SECURITY AND PROTECTION.

45. HEADINGS

The section headings in this Contract are inserted only for convenience and do not affect the substance of the Contract or limit the sections' scope.

46. AMBIGUITIES

The parties and their counsel have participated fully in the drafting of this Agreement; and any rule that ambiguities are to be resolved against the drafting party does not apply. The language in this Agreement is to be interpreted as to its plain meaning and not strictly for or against any party.

47. NOTICES

Unless otherwise provided in writing, all legal notices and other communications required by this Contract are deemed to have been given when either (a) delivered in person; (b) delivered by an agent, such as a delivery service; or (c) deposited in the United States mail, postage prepaid, certified or registered and addressed as follows:

TO THE CONTRACTOR:

Volatia Language Network
1327 Grandin Avenue, SW
Roanoke, VA 24015

TO THE COUNTY:

Jim Baker, Project Officer
2100 Washington Boulevard

Arlington, Virginia 22204

AND

Vanessa Moorehead, Procurement Officer
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 500
Arlington, Virginia 22201

48. ARLINGTON COUNTY BUSINESS LICENSES

The Contractor must comply with the provisions of Chapter 11 (“Licenses”) of the Arlington County Code, if applicable. For information on the provisions of that Chapter and its applicability to this Contract, the Contractor must contact the Arlington County Business License Division, Office of the Commissioner of the Revenue, 2100 Clarendon Blvd., Suite 200, Arlington, Virginia, 22201, telephone number (703) 228-3060.

49. * NON-DISCRIMINATION NOTICE

Arlington County does not discriminate against faith-based organizations.

50. LIMITED ENGLISH PROFICIENCY

The Contractor must comply with Executive Order 13166, Title VI of the Civil Rights Act of 1964 and make reasonable efforts to ensure that as part of the services that it provides, adequate communication services, including interpretation and translation, are available to persons who have limited English proficiency. If such services are not included in the Contract’s scope of services and pricing, the Contractor will use a County-contracted service provider, and the County will pay the fees.

51. HIPAA COMPLIANCE

The Contractor must comply with the privacy, security and electronic transaction components of the Health Insurance Portability and Accountability Act of 1996, as amended (“HIPAA”). Pursuant to 45 C.F.R. §164.502(e) and §164.504(e), the Contractor is designated a Business Associate for purposes of this Contract and must execute the attached Arlington County Business Associate Agreement (**Exhibit C**). Pursuant to 45 C.F.R. § 164.308(b)(1) and the Health Information Technology for Economic and Clinic Health Act (“HITECH”), § 13401, the Contractor must also enter into an agreement with any subcontractors that, in a form approved by the County, requires the subcontractor to protect PHI to the same extent as the Arlington County Business Associate Agreement. The Contractor must ensure that its subcontractors notify the Contractor immediately of any breaches in security regarding PHI. Software and platforms used in performance of this Contract must be HIPAA compliant.

The Contractor takes full responsibility for HIPAA compliance, for any failure to execute the appropriate agreements with its subcontractors and for any failure of its subcontractors to comply with the existing or future regulations of HIPAA and/or HITECH. The Contractor will indemnify the County for any and all losses, fines, damages, liability, exposure or costs that arise from any failure to comply with this paragraph.

52. ADA COMPLIANCE

The Contractor is solely responsible for its compliance with the ADA and must defend and hold the County harmless from any expense or liability arising from the Contractor’s non-compliance. The Contractor also must respond promptly to and cooperate fully with all inquiries from the U.S. Department of Labor.

The Contractor's responsibilities related to ADA compliance include, but are not limited to, the following:

- a. Access to Programs, Services and Facilities: The Contractor must ensure that its programs, services and facilities are accessible to persons with disabilities. If a particular facility or program is not accessible, the Contractor must provide equivalent services in an accessible alternate location or manner.
- b. Effective Communication: Upon request, the Contractor, must provide appropriate communication aids and services so that qualified persons with disabilities can participate equally in the Contractor's programs, services and activities. Communication aids and services can include, but are not limited to, qualified sign language interpreters, Braille documents and other means of facilitating communications with people who have speech, hearing or vision impairments.
- c. Modifications to Policies and Procedures: The Contractor must modify its policies and procedures as necessary to ensure that people with disabilities have an equal opportunity to enjoy the Contractor's programs, services and activities. For example, individuals' service animals must be allowed in the Contractor's offices or facilities, even if pets are generally prohibited.
- d. No Extra Charges: The Contractor may not charge a person with a disability or any group of individuals with disabilities to cover the cost of providing aids or services or of reasonable modifications to policies and procedures.

53. INSURANCE REQUIREMENTS

Before beginning work under the Contract or any extension, the Contractor must provide to the County Purchasing Agent a Certificate of Insurance indicating that the Contractor has in force at a minimum the coverage below. The Contractor must maintain this coverage until the completion of the Contract or as otherwise stated in the Contract Documents. All required insurance coverage must be acquired from insurers that are authorized to do business in the Commonwealth of Virginia, with a rating of "A-" or better and a financial size of "Class VII" or better in the latest edition of the A.M. Best Co. Guides.

- a. Workers Compensation - Virginia statutory workers compensation (W/C) coverage, including Virginia benefits and employer's liability with limits of \$100,000/100,000/500,000. The County will not accept W/C coverage issued by the Injured Worker's Insurance Fund, Towson, MD.
- b. Commercial General Liability - \$1,000,000 per occurrence, with \$2,000,000 annual aggregate covering all premises and operations and including personal injury, completed operations, contractual liability, independent contractors, and products liability. The general aggregate limit must apply to this Contract. Evidence of contractual liability coverage must be typed on the certificate.
- c. Business Automobile Liability - \$1,000,000 combined single-limit (owned, non-owned and hired).
- d. Miscellaneous E&O - \$1,000,000 per occurrence/claim

- e. Additional Insured – The County and its officers, elected and appointed officials, employees and agents must be named as additional insureds on all policies except workers compensation and automotive and professional liability; and the additional insured endorsement must be typed on the certificate.
- f. Cancellation - If there is a material change or reduction in or cancellation of any of the above coverages during the Contract Term, the Contractor must notify the Purchasing Agent immediately and must, with no lapse in coverage, obtain replacement coverage that is consistent with the terms of this Contract. Not having the required insurance throughout the Contract Term is grounds for termination of the Contract.
- g. Claims-Made Coverage - Any “claims made” policy must remain in force, or the Contractor must obtain an extended reporting endorsement, until the applicable statute of limitations for any claims has expired.
- h. Contract Identification - All insurance certificates must state this Contract's number and title.

The Contractor must disclose to the County the amount of any deductible or self-insurance component of any of the required policies. With the County’s approval, the Contractor may satisfy its obligations under this section by self-insurance for all or any part of the insurance required, provided that the Contractor can demonstrate sufficient financial capacity. In order to do so, the Contractor must provide the County with its most recent actuarial report and a copy of its self-insurance resolution.

The County may request additional information to determine if the Contractor has the financial capacity to meet its obligations under a deductible and may require a lower deductible; that funds equal to the deductible be placed in escrow; a certificate of self-insurance; collateral; or another mechanism to guarantee the amount of the deductible and ensure protection for the County.

The County’s acceptance or approval of any insurance will not relieve the Contractor from any liability or obligation imposed by the Contract Documents.

The Contractor is responsible for the Work and for all materials, tools, equipment, appliances and property used in connection with the Work. The Contractor assumes all risks for direct and indirect damage or injury to the property used or persons employed in connection with the Work and for of all damage or injury to any person or property, wherever located, resulting from any action, omission, commission or operation under the Contract or in connection in any way whatsoever with the Work. The Contractor’s insurance shall be the primary non-contributory insurance for any work performed under this Contract.

The Contractor is as fully responsible to the County for the acts and omissions of its subcontractors and of persons employed by them as it is for acts and omissions of persons whom the Contractor employs directly.

54. COUNTERPARTS

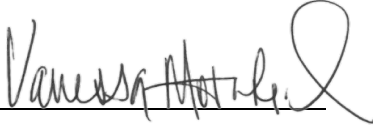
This Agreement may be executed in one or more counterparts and all of such counterparts shall together constitute one and the same instrument. Original signatures transmitted and received via facsimile or other electronic transmission, (e.g., PDF or similar format) are true and valid signatures for all purposes hereunder and shall be effective as delivery of a manually executed original counterpart.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON
COUNTY, VIRGINIA

VOLATIA LANGUAGE NETWORK

AUTHORIZED
SIGNATURE: _____



AUTHORIZED
SIGNATURE: _____



NAME: VANESSA MOOREHEAD
TITLE: PROCUREMENT OFFICER

NAME: BARAKA KASONGA
TITLE: CEO

DATE: 2/7/19

DATE: 01/11/2019

EXHIBIT A
SCOPE OF SERVICES

1. **PURPOSE**

The Contractor shall provide Face-to-Face Interpretation Services primarily for the Department of Human Services.

2. **DELIVERABLES**

The Contractor shall provide:

- A. Face-to-Face language interpreters in-person or via video remote interpretation (video remote services are rarely requested). Interpreters shall possess the skills necessary to facilitate consecutive or simultaneous interpreting for deaf and hard of hearing LEP individuals as needed. Face-to-face interpretation shall be used for County business including, but not limited to:
- Events
 - Conferences
 - Trainings
 - Meetings
 - In-home client visits and consultations
 - Medical appointments
 - Counseling appointments
- B. Ensure interpreters assigned to requests can meet County staff at designated locations. Locations will be determined at the time a request is placed.
- C. Provide equipment and technology for video interpretation.
- D. Face-to-Face interpretation services must be available within 48 hours of request by the County. Face to face Interpreters shall be available for consultation with County staff regarding scheduling and planning a meeting Monday through Friday 8:00 am-7:00 pm EST. Face to face interpreters shall be available for actual interpretation services during the following hours: Monday through Friday 8:00 am to 7:00 pm EST; Saturday and Sunday 8:00 am to 7:00 pm EST.
- E. In cases of emergency, interpreters must be available within a 2-hour timeframe, 365 days a year, 24 hours per day.
- F. Provide certified interpreters with specialized training and certification in the areas of medical and human services interpretation to provide face to face interpretation services. The same availability requirement as outlined in section D and E will apply.
- G. The Contractor shall ensure interpreters present themselves in a professional manner which includes grooming and dressing. In-person interpreters shall be free of interruptions (i.e. cell phones, headphones tablets, etc.) during the specified interpreting period and avoid engaging in side conversations with clients. Video interpreters must be in an environment free of background distractions including visual and auditory distractions, not limited to television, music, talking, etc.
- H. Must use a standard customer service and introductory greeting.

3. REPORTING RESPONSIBILITIES:

A. Maintain a Quality Assurance Plan (QAP) (Exhibit E) approved by the County Project Officer that describes a method for examining, tracking and assessing the quality of interpretation. The QAP shall include at a minimum the following areas:

- Conflict resolution process addressing issues that arise when interacting with an interpreter:
 - A Code of Conduct and Professionalism Statement
 - Interpreter not available for an emergency
 - Reported problems with an Interpreter's accuracy with translations
 - Interpreters not meeting the required response time
- Customer Service & Standard Introductory Greeting for all sessions.
- Process for tracking translation accuracy and response time to service request.

B. Maintain a process for accessing service and tracking expenses (Exhibit E) to the County Project Officer. The process shall include:

- The initial set-up of services
- Process for County staff to contact Contractor and set up specific services
- Contractor's process for handling emergency services
- Process for monthly itemized invoices with a unique invoice number and the Arlington County Purchase Order number referenced on the invoice. The Contractor's process must be capable of handling accounts for different departments and billing to ensure each County user group (division, sub-division or bureau) will receive separate invoices); submission of sample invoices is required

C. Maintain documentation of required background checks (Paragraph 14) that will be available to the County upon request. Report any negative findings immediately to the Project Officer and remove the employee from all contract responsibilities.

4. STAFFING CERTIFICATION/EXPERIENCE REQUIREMENTS

A. Contractor's interpreters must have a minimum of three (3) years of experience, based in the United States.

B. Provide certified interpreters with specialized training and certification in the areas of medical and human services interpretation to provide face to face interpretation services. The same availability requirement as outlined in section D and E will apply.

B. Provide interpretation services that are culturally and linguistically competent; for the Core Languages.

C. The Contractor's interpreters and translators shall be trained and accredited or certified per ethical and professional standards set forth by at least one of the professional organizations

listed below. Contractor must also monitor to ensure that interpreters maintain certification and continuing education requirements:

- National Board of Certification for Medical Interpreters
<http://www.certifiedmedicalinterpreters.org/>
- American Translators Association (Continuing Education Credits 20 hours)
www.atanet.org/
- International Medical Interpreters Association <http://www.imiaweb.org/basic/default.asp>
- National Association for Interpretation
<http://www.interpnet.com/nai/interp/Home/nai/HomePage/TempHome.aspx?hkey=29975430-93dd-4e10-ae58-4f8939c8c3a6>
- International Federation of Translators
<http://www.fit-ift.org/>
- National Association of the Deaf
<https://www.nad.org/>
- Certification Commission for Healthcare Interpreters
<http://www.cchicertification.org/>
- National Council on Interpreting in Health Care, Inc.
<http://www.ncihc.org/>
- Registry of Interpreters for the Deaf, Inc. (supported by National Association of the Deaf)
<https://www.rid.org>
- University or College Certificate

EXHIBIT B
CONTRACT PRICING

FACE-TO-FACE INTERPRETATION SERVICES

DESCRIPTION OF SERVICES	UNIT PRICE	UNIT OF MEASURE
1. SPANISH ONLY	\$.83	PER MIN.
2. SPANISH ONLY	\$50.00	PER HOUR
3. CORE LANGUAGE (EXCEPT SPANISH)	\$1.20	PER MIN.
4. CORE LANGUAGE (EXCEPT SPANISH)	\$72.00	PER HOUR

OTHER PRICING:

DESCRIPTION OF SERVICES	UNIT PRICE	UNIT OF MEASURE
NON-CORE LANGUAGE	\$1.25	PER MIN.
NON-CORE LANGUAGE	\$75.00	PER HOUR
VIDEO REMOTE SPANISH	\$1.85	PER MIN.
VIDEO REMOTE SPANISH	\$111.00	PER HOUR
VIDEO REMOTE CORE (EXCEPT SPANISH)	\$1.95	PER MIN.
VIDEO REMOTE CORE (EXCEPT SPANISH)	\$117.00	PER HOUR

LANGUAGES PROVIDED

CORE LANGUAGES MANDATORY REQUIREMENT	NON-CORE LANGUAGES	NON-CORE LANGUAGES	NON-CORE LANGUAGES	NON-CORE LANGUAGES	NON-CORE LANGUAGES
Amharic	Falam	Garifuna	Kashmiri	Mixteco	Tagalog
Arabic	Burmese	Garre	Kayah	Moldavian	Wolof Akân
Bengali	Cambodian	Georgian	Luxembourgeois	Serbian	Kwawu
Cantonese	Çape Verdean	Gorani	Maay Maay	Shanghainese	Telegu
Farsi	Catâlan	Guarani	Kirghiz	Mortlockese	Yemen
French	Cebuano	Gujarati	Kirbati	Navajo	Samoaan
German	Chaldean	Haitian Creole	Kirundi	Sindhi	Tibetan
Italian	Chamorro	Hâkha	Kizigua	Sinhalese	Yupik
Japanese	Chin	Hakka	Krahn	Nigerian Pidgin	Hausa
Korean	Fulani	Karen	Krio	Norwegian	Tonga
Mongolian	Chuukese	Karon	Kunama	Nuer	Tongan
Mandarin	Croatian	Hebrew	Marathi	Oromo	Kazakh
Nepali	Czech	Hindi	Romanian	Pangasinan	Chiu Chow
Polish	Danish	Hindko	Lahu	Pashto	Ukrainian
Portuguese	Dari	Kinyarwanda	Mina	Patois	Somali
Russian	Dinka	Hokkien	Latvian	West African Creole	Uyghur
Spanish	Duala	Huizhou	Liberian	Tajik	Uzbek
Tigrinya	Dutch	Hunanese	Montenegrin	Xhosa	Visayan
Urdu	Estonian	Hungarian	Luganda	Romansch	Waray
Vietnamese	Ewe	Ibo	Luo	Temne	Wenzhounese
	Guizhou	Icelandic	Neapolitan	Thai	Yapese
	Fanti	Ilocano	Macedonian	Serahule	Laotian
	Fiji	Indonesian	Maharathi	Toishanee	Yiddish
	Finnish	Kurdish	Malay	Sichuan	Yôruba
	Flemish	Kurmanji	Malayalam	Sierra Leone Creole	Hindi
	Foochow	Marshallese	Maltese	Turkish	Zanniat
	French Creole	Jola	Mam	Twi	Zulu
	Fukienese	Kachi	Mandingo	Slovak	Zyphe
	Hmong	Kanjobal	Taiwanese	Sorani	Greek
	Fulfulde	Kannada	Punjabi	Susu	Harari
	Ga	Lingala	Tamil	Swahili	
	Galician	Lithuanian	Mien	Swedish	

EXHIBIT C

BUSINESS ASSOCIATE AGREEMENT

This Business Associate Agreement is hereby entered into between **Volatia Language Network** (hereafter referred to as "Business Associate") and the County Board of Arlington County, Virginia (hereafter referred to as "Covered Entity" or "County") (collectively "the parties") and is hereby made a part of any Underlying Agreement for goods or services entered into between the parties.

Recitals

The County provides services to its residents and employees which may cause it or others under its direction or control to serve as covered entities for purposes of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

The County, in its capacity as a covered entity, may provide Business Associate with certain information that may include Protected Health Information (PHI), so that Business Associate may perform its responsibilities pursuant to its Underlying Agreement(s) with and on behalf of County.

Covered Entity and Business Associate intend to protect the privacy of PHI and provide for the security of any electronic PHI received by Business Associate from Covered Entity, or created or received by Business Associate on behalf of Covered Entity in compliance with HIPAA; in compliance with regulations promulgated pursuant to HIPAA, at 45 CFR Parts 160 and Part 164; and in compliance with applicable provisions of the Health Information Technology for Economic and Clinical Health Act, as incorporated in the American Recovery and Reinvestment Act of 2009 (the "HITECH Act") and any applicable regulations and/or guidance issued by the U.S. Department of Health and Human Services ("DHHS") with respect to the HITECH Act (collectively "federal law").

WHEREAS, federal law and the specific regulations promulgated pursuant to HIPAA at 45 CFR § 164.314, 45 CFR § 164-502(e) and 45 CFR § 164.504(e) require a Covered Entity to enter into written agreements with all Business Associates (hereinafter "Business Associate Agreement");

WHEREAS, the parties desire to comply with HIPAA and desire to secure and protect such PHI from unauthorized disclosure;

THEREFORE, **Business Associate** and **Covered Entity**, intending to be legally bound, agree as follows. The obligations, responsibilities and definitions may be changed from time to time as determined by federal law and such changes are incorporated herein as if set forth in full text:

1) Definitions

The capitalized terms used in this Business Associate Agreement shall have the meaning set out below:

- a) **Accounting.** "Accounting" means a record of disclosures of protected health information made by the Business Associate.

- b) **Breach.** “Breach” means the acquisition, access, use, or disclosure of protected health information in a manner not permitted by this Business Associate Agreement and/or by HIPAA, which compromises the security or privacy of the protected health information. For purposes of this Business Associate Agreement, any unauthorized acquisition, access, use, or disclosure of protected health information shall be presumed to be a breach.
- c) **Business Associate.** “Business Associate” means a person who creates, receives, maintains, or transmits protected health information on behalf of a Covered Entity to accomplish a task regulated by HIPAA and not as a member of the Covered Entity's workforce. A Business Associate shall include, but is not limited to, a non-workforce person/entity who performs data processing/analysis/transmission, billing, benefit management, quality assurance, legal, actuarial, accounting, administrative and/or financial services on behalf of the Covered Entity involving protected health information. A Business Associate also includes a subcontractor.
- d) **Covered Entity.** “Covered Entity” means a health plan, a health care clearinghouse, and/or a health care provider who transmits any health information in electronic form in connection with an activity regulated by HIPAA.
- e) **Data Aggregation.** "Data Aggregation" means, with respect to PHI created or received by Business Associate in its capacity as the Business Associate of Covered Entity, the combining of such PHI by the Business Associate with the PHI received by the Business Associate in its capacity as a Business Associate of another covered entity, to permit data analyses that relate to the health care operations of the respective covered entities.
- f) **Designated Record Set.** “Designated Record Set” means all records, including medical, enrollment, billing, payment, claims, and/or case management maintained by and/or for a Covered Entity.
- g) **Discovery.** "Discovery" shall mean the first day an unauthorized use or disclosure is known or reasonably should have been known by Business Associate, including when it is or should have been known by any person other than the person who engaged in the unauthorized use/disclosure who is an employee, officer, or agent of Business Associate.
- h) **Electronic Protected Health Information.** “Electronic Protected Health Information” means individually identifiable health information that is transmitted by or maintained in electronic media.
- i) **HIPAA.** “HIPAA” means the Health Insurance Portability and Accountability Act of 1996 as in effect and/or as amended.
- j) **HITECH Act.** “HITECH Act” means the portions of the Health Information Technology for Economic and Clinical Health Act which serve as amendments to HIPAA. HITECH is included within the definition of HIPAA unless stated separately.
- k) **Individual.** “Individual” means the person who is the subject of protected health information and/or a person who would qualify as a personal representative of the person who is the subject of protected health information.

- l) **Protected Health Information.** "Protected Health Information" or "PHI" means individually identifiable health information transmitted and/or maintained in any form.
- m) **Remuneration.** "Remuneration" means direct or indirect payment from or on behalf of a third party.
- n) **Required By Law.** "Required By Law" means an activity which Business Associate is required to do or perform based on the provisions of state and/or federal law.
- o) **Secretary.** "Secretary" means the Secretary of the Department of Health and Human Services or the Secretary's designee.
- p) **Security Incident.** "Security Incident" means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with the system operations in an information system.
- q) **Underlying Agreement.** "Underlying Agreement" means the County contract for goods or services made through the County's procurement office which the parties have entered into and which the County has determined requires the execution of this Business Associate Agreement.
- r) **Unsecured Protected Health Information.** "Unsecured Protected Health Information" means protected health information that is not rendered unusable, unreadable, or indecipherable to unauthorized persons through the use of a technology or methodology approved by the Secretary.

2) **Obligations and Activities of Business Associate**

- a) Business Associate acknowledges and agrees that it is obligated by law (or upon the effective date of any portion thereof shall be obligated) to meet the applicable provisions of HIPAA and such provisions are incorporated herein and made a part of this Business Associate Agreement. Covered Entity and Business Associate agree that any regulations and/or guidance issued by DHHS with respect to HIPAA that relate to the obligations of business associates shall be deemed incorporated into and made a part of this Business Associate Agreement.
- b) In accordance with 45 CFR §164.502(a)(3), Business Associate agrees not to use or disclose PHI other than as permitted or required by this Business Associate Agreement or as Required by Law.
- c) Business Associate agrees to develop, implement, maintain and use appropriate administrative, technical, and physical safeguards that reasonably prevent the use or disclosure of PHI other than as provided for by this Business Associate Agreement, in accordance with 45 CFR §§164.306, 310 and 312. Business Associate agrees to develop, implement, maintain and use administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of Electronic PHI, in accordance with 45 CFR §§164.306, 308, 310, and 312. In accordance with 45 CFR §164.316, Business Associate shall also develop and implement policies and procedures and meet the documentation requirements as and at such time as may be required by HIPAA.

- d) Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate, of a use or disclosure of PHI by Business Associate in violation of the requirements of this Business Associate Agreement.
- e) In accordance with 45 CFR §§164.308, 314 and 502, Business Associate will ensure that any workforce member or agent, including a vendor or subcontractor, whom Business Associate engages to create, receive, maintain, or transmit PHI on Business Associate's behalf, agrees to the same restrictions and conditions that apply through this Business Associate Agreement to Business Associate with respect to such information, including minimum necessary limitations. Business Associate will ensure that any workforce member or agent, including a vendor or subcontractor, whom Business Associate engages to create, receive, maintain, or transmit PHI on Business Associate's behalf, agrees to implement reasonable and appropriate safeguards to ensure the confidentiality, integrity, and availability of the PHI.
- f) At the request of Covered Entity, Business Associate will provide Covered Entity, or as directed by Covered Entity, an Individual, access to PHI maintained in a Designated Record Set in a time and manner that is sufficient to meet the requirements of 45 CFR § 164.524, and, where required by HIPAA, shall make such information available in an electronic format where directed by the Covered Entity.
- g) At the written request of Covered Entity, (or if so directed by Covered Entity, at the written request of an Individual), Business Associate agrees to make any amendment to PHI in a Designated Record Set, in a time and manner that is sufficient to meet the requirements of 45 CFR § 164.526.
- h) In accordance with 45 CFR §164.504(e)(2), Business Associate agrees to make its internal practices, books, and records, including policies and procedures, and any PHI, relating to the use and disclosure of PHI, available to Covered Entity or to the Secretary for purposes of determining compliance with applicable law. To the extent permitted by law, said disclosures shall be held in strictest confidence by the Covered Entity. Business Associate will provide such access in a time and manner that is sufficient to meet any applicable requirements of applicable law.
- i) Business Associate agrees to document and maintain a record of disclosures of PHI and information related to such disclosures, including the date, recipient and purpose of such disclosures, in a manner that is sufficient for Covered Entity or Business Associate to respond to a request by Covered Entity or an Individual for an Accounting of disclosures of PHI and in accordance with 45 CFR § 164.528. Business Associate further shall provide any additional information where required by HIPAA and any implementing regulations. Unless otherwise provided under HIPAA, Business Associate will maintain the Accounting with respect to each disclosure for at least six years following the date of the disclosure.
- j) Business Associate agrees to provide to Covered Entity upon written request, or, as directed by Covered Entity, to an Individual, an Accounting of disclosures in a time and manner that is sufficient to meet the requirements of HIPAA, in accordance with 45 CFR §164.528. In addition, where Business Associate is contacted directly by an Individual based upon information provided to the Individual by Covered Entity and where so required by HIPAA and/or any implementing regulations, Business Associate shall make such Accounting available directly to the Individual.

- k) In accordance with 45 CFR §164.502(b), Business Associate agrees to make reasonable efforts to limit use, disclosure, and/or requests for PHI to the minimum necessary to accomplish the intended purpose of the use, disclosure, or request. Where required by HIPAA, Business Associate shall determine (in its reasonable judgment) what constitutes the minimum necessary to accomplish the intended purpose of a disclosure.
- l) In accordance with 45 CFR §502(a)(5), Business Associate shall not directly or indirectly receive remuneration in exchange for any PHI of an Individual, except with the express written pre-approval of Covered Entity.
- m) To the extent Business Associate is to carry out one or more obligation(s) of the Covered Entity's under Subpart E of 45 CFR Part 164, Business Associate shall comply with the requirements of Subpart E that apply to the Covered Entity in the performance of such obligation(s).
- n) In accordance with 45 CFR §164.314(a)(1)(i)(C), Business Associate agrees to promptly report to Covered Entity any Security Incident of which Business Associate becomes aware.
- o) In accordance with 45 CFR §164.410 and the provisions of this Business Associate Agreement, Business Associate will report to Covered Entity, following Discovery and without unreasonable delay, but in no event later than five business days following Discovery, any Breach of Unsecured Protected Health Information. Business Associate shall cooperate with Covered Entity in investigating the Breach and in meeting Covered Entity's obligations under HIPAA and any other applicable security breach notification laws, including, but not limited to, providing Covered Entity with such information in addition to Business Associate's report as Covered Entity may reasonably request, e.g., for purposes of Covered Entity making an assessment as to whether/what Breach Notification is required.

Business Associate's report under this subsection shall, to the extent available at the time the initial report is required, or as promptly thereafter as such information becomes available but no later than 30 days from discovery, include:

1. The identification (if known) of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by Business Associate to have been, accessed, acquired, or disclosed during such Breach;
2. A description of the nature of the unauthorized acquisition, access, use, or disclosure, including the date of the Breach and the date of discovery of the Breach;
3. A description of the type of Unsecured PHI acquired, accessed, used or disclosed in the Breach (e.g., full name, Social Security number, date of birth, etc.);
4. The identity of the individual(s) who made and who received the unauthorized acquisition, access, use or disclosure;
5. A description of what Business Associate is doing to investigate the Breach, to mitigate losses, and to protect against any further breaches; and

6. Contact information for Business Associate's representatives knowledgeable about the Breach.
- p) Business Associate shall maintain for a period of six years all information required to be reported under paragraph "o". This records retention requirement does not in any manner change the obligation to timely disclose all required information relating to a non-permitted acquisition, access, use or disclosure of Protected Health Information to the County Privacy Officer and the County Project Officer or designee five business days following Discovery.

3) Permitted Uses and Disclosures by Business Associate

Except as otherwise limited in this Business Associate Agreement, Business Associate may use or disclose PHI, consistent with HIPAA, as follows:

- a) Business Associate may use or disclose PHI as necessary to perform functions, activities, or services to or on behalf of Covered Entity under any service agreement(s) with Covered Entity, including Data Aggregation services related to the health care operations of Covered Entity, if called for in the Underlying Agreement, if Business Associate's use or disclosure of PHI would not violate HIPAA if done by Covered Entity.
- b) Business Associate may use PHI for the proper management and administration of Business Associate or to carry out the legal responsibilities of Business Associate.
- c) Business Associate may disclose PHI for the proper management and administration of Business Associate if:
 1. Disclosure is Required by Law;
 2. Business Associate obtains reasonable assurances from the person to whom the PHI is disclosed that the PHI will remain confidential, and will be used or further disclosed only as Required By Law or for the purpose for which it was disclosed, and the person agrees to promptly notify Business Associate of any known breaches of the PHI's confidentiality; or
 3. Disclosure is pursuant to an order of a Court or Agency having jurisdiction over said information.
- d) Business Associate may use PHI to report violations of law to appropriate Federal and State authorities, consistent with 45 CFR § 164.502(j)(1).

4) Obligations of Covered Entity

- a) Covered Entity will notify Business Associate of any limitations on uses or disclosures described in its Notice of Privacy Practices (NOPP).

- b) Covered Entity will notify Business Associate of any changes in, or revocation of, permission by an Individual to use or disclose PHI, to the extent that such changes or revocation may affect Business Associate's use or disclosure of PHI.
- c) Covered Entity will notify Business Associate of any restriction of the use or disclosure of PHI, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.
- d) Covered Entity will notify Business Associate of any alternative means or locations for receipt of communications by an Individual which must be accommodated or permitted by Covered Entity, to the extent that such alternative means or locations may affect Business Associate's use or disclosure of PHI.
- e) Except as otherwise provided in this Business Associate Agreement, Covered Entity will not ask Business Associate to use or disclose PHI in any manner that would not be permissible under HIPAA if such use and/or disclosure was made by Covered Entity.

5) **Term, Termination and Breach**

- a) This Business Associate Agreement is effective when fully executed and will terminate when all of the PHI provided by Covered Entity to Business Associate, or created or received by Business Associate on behalf of Covered Entity, is destroyed or returned to Covered Entity, including any material provided to subcontractors. If it is infeasible to return or destroy all PHI, protections are extended to such information, in accordance with the Section 5(d) and 5(e) below.
- b) Upon Covered Entity's determination that Business Associate has committed a violation or material breach of this Business Associate Agreement, and in Covered Entity's sole discretion, Covered Entity may take any one or more of the following steps:
 - 1. Provide an opportunity for Business Associate to cure the breach or end the violation, and if Business Associate does not cure the Breach or end the violation within a reasonable time specified by Covered Entity, terminate this Business Associate Agreement;
 - 2. Immediately terminate this Business Associate Agreement if Business Associate has committed a material breach of this Business Associate Agreement and cure of the material breach is not feasible; or,
 - 3. If neither termination nor cure is feasible, elect to continue this Business Associate Agreement and report the violation or material breach to the Secretary.
- c) If Business Associate believes Covered Entity has failed to fulfill any of its duties under this Business Associate Agreement, Business Associate will promptly notify Covered Entity as to same and Covered Entity shall promptly address the matter with Business Associate.
- d) Except as provided in Section 5(e) upon termination of this Business Associate Agreement for any reason, Business Associate will return or destroy, at the discretion of Covered Entity, all PHI received from Covered Entity or created or received by Business Associate on behalf of Covered Entity. This provision will also apply to PHI that is in the possession of workforce members,

subcontractors, or agents of Business Associate. Neither Business Associate, nor any workforce member, subcontractor, or agent of Business Associate, will retain copies of the PHI.

- e) If Business Associate determines that returning or destroying all or part of the PHI received or created by and/or on behalf of Covered Entity is not feasible, Business Associate will notify Covered Entity of the circumstances making return or destruction infeasible. If Covered Entity agrees that return or destruction is infeasible, then Business Associate will extend the protections of this Business Associate Agreement to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such PHI. Business Associate further agrees to retain the minimum necessary PHI to accomplish those tasks/responsibilities which make return and/or destruction infeasible.

6) Miscellaneous

- a) Covered Entity and Business Associate agree to take any action necessary to amend this Business Associate Agreement from time to time as may be necessary for Covered Entity or Business Associate to comply with the requirements of HIPAA, and/or any other implementing regulations or guidance.
- b) Notwithstanding the expiration or termination of this Business Associate Agreement or any Underlying Agreement, it is acknowledged and agreed that those rights and obligations of Business Associate which by their nature are intended to survive such expiration or termination shall survive, including, but not limited to, Sections 5(d) and 5(e) herein.
- c) In the event the terms of this Business Associate Agreement conflict with the terms of any other agreement between Covered Entity and Business Associate or the Underlying Agreement, then the terms of this Business Associate Agreement shall control.
- d) Notices and requests provided for under this Business Associate Agreement will be made in writing to Covered Entity, delivered by hand-delivery, overnight mail or first-class mail, postage prepaid at:

(1) Jan Longman,
DHS Privacy Officer
2100 Washington Blvd. 4th Floor
Arlington, Virginia 22204

(2) Stephen Maclsaac
County Attorney
2100 Clarendon Blvd., Suite 511
Arlington, Virginia 22201

(3) County Project Officer
Jim Baker
2100 Washington Boulevard – 4th Floor
Arlington, Virginia 22204

Notice and requests provided for under this Business Associate Agreement will be made in writing in the manner described above to Business Associate at:

Volatia Language Network
Attn: Baraka Kasongo
1327 Grandin Avenue
Roanoke, Virginia 24015

- e) Covered Entity will have the right to inspect any records of Business Associate or to audit Business Associate to determine whether Business Associate is in compliance with the terms of this Business Associate Agreement. However, this provision does not create any obligation on the part of Covered Entity to conduct any inspection or audit.
- f) Nothing in this Business Associate Agreement shall be construed to create a partnership, joint venture, or other joint business relationship between the parties or any of their affiliates, or a relationship of employer and employee between the parties. Rather, it is the intention of the parties that Business Associate shall be an independent contractor.
- g) Nothing in this Business Associate Agreement provides or is intended to provide any benefit to any third party.
- h) The Business Associate will indemnify and hold harmless Arlington County, its elected officials, officers, directors, employees and/or agents from and against any employee, federal administrative action or third party claim or liability, including attorneys' fees and costs, arising out of or in connection with the Business Associate's violation (or alleged violation) and/or any violation and/or alleged violation by Business Associate's workforce, agent/s, or subcontractor/s of the terms of this Business Associate Agreement, federal law, HIPAA, the HITECH Act, and/or other implementing regulations or guidance or any associated audit or investigation.

The obligation to provide indemnification under this Business Associate Agreement shall be contingent upon the party seeking indemnification providing the indemnifying party with written notice of any claim for which indemnification is sought. Any limitation of liability provisions contained in the Underlying Agreement do not supersede, pre-empt, or nullify this provision or the Business Associate Agreement generally.

This indemnification shall survive the expiration or termination of this Business Associate Agreement or the Underlying Agreement.

- i) Any ambiguity in this Business Associate Agreement shall be resolved to permit the parties to comply with HIPAA, its implementing regulations, and associated guidance. The sections, paragraphs, sentences, clauses and phrases of this Business Associate agreement are severable. If any phrase, clause, sentence, paragraph or section of this Business Associate Agreement is declared invalid by a court of competent jurisdiction, such invalidity shall not affect any of the remaining phrases, clauses, sentences and sections of this Business Associate Agreement.
- j) If any dispute or claim arises between the parties with respect to this Business Associate Agreement, the parties will make a good faith effort to resolve such matters informally, it being the intention of the parties to reasonably cooperate with each other in the performance of the

obligations set forth in this Business Associate Agreement. The Dispute Resolution clause of the Underlying Agreement ultimately governs if good faith efforts are unsuccessful.

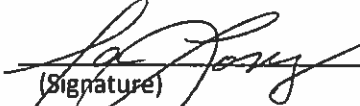
- k) A waiver with respect to one event shall not be construed as continuing, or as a bar to or waiver of any other right or remedy as to any subsequent events.
- l) Neither party may assign any of its rights or obligations under this Business Associate Agreement without the prior written consent of the other party.
- m) This Business Associate Agreement and the rights and obligations of the parties hereunder shall be construed, interpreted, and enforced with, and shall be governed by, the laws of the Commonwealth of Virginia and the United States of America.
- n) This Business Associate Agreement shall remain in effect for the duration of the Underlying Agreement between the parties, any renewals, extension or continuations thereof, and until such time as all PHI in the possession or control of the Business Associate has been returned to the Covered Entity and/or destroyed. If such return or destruction is not feasible, the Business Associate shall use such PHI only for such limited purposes that make such return or destruction not feasible and the provision of this Business Associate Agreement shall survive with respect to such PHI.
- o) The Business Associate shall be deemed to be in violation of this Business Associate Agreement if it knew of, or with the exercise of reasonable diligence or oversight should have known of, a pattern of activity or practice of any subcontractor, subsidiary, affiliate, agent or workforce member that constitutes a material violation of that entity's obligations in regard to PHI unless the Business Associate took prompt and reasonable steps to cure the breach or end the violation, as applicable, and if such steps were unsuccessful, terminated the contract or arrangement with such entity, if feasible.
- p) Upon the enactment of any law or regulation affecting the use or disclosure of PHI, or any change in applicable federal law including revisions to HIPAA; upon publication of any decision of a court of the United States or of the Commonwealth of Virginia, relating to PHI or applicable federal law; upon the publication of any interpretive policy or opinion of any governmental agency charged with the enforcement of PHI disclosures or applicable federal law, the County reserves the right, upon written notice to the Business Associate, to amend this Business Associate Agreement as the County determines is necessary to comply with such change, law or regulation. If the Business Associate disagrees with any such amendment, it shall so notify the County in writing within thirty (30) days of the County's notice. In case of disagreement, the parties agree to negotiate in good faith the appropriate amendment(s) to give effect to such revised obligation. In the County's discretion, the failure to enter into an amendment shall be deemed to be a default and good cause for termination of the Underlying Agreement.
- q) The County makes no warranty or representation that compliance by the Business Associate with this Business Associate Agreement, HIPAA, the HITECH Act, federal law or the regulations promulgated thereunder will be adequate or satisfactory for the Business Associate's own purposes or to ensure its compliance with the above. The Business Associate is solely responsible for all decisions made by it, its workforce members, agents, employees, subsidiaries and subcontractors regarding the safeguarding of PHI and compliance with federal law.

- r) The Business Associate agrees that its workforce members, agents, employees, subsidiaries and subcontractors shall be bound by the confidentiality requirements herein and the provisions of this Business Associate Agreement shall be incorporated into any training or contracts with the same.
- s) This Business Associate Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same document.
- t) This Business Associate Agreement shall replace and supersede any prior Business Associate Agreement entered between the parties.

IN WITNESS WHEREOF, each party hereto has executed this Business Associate Agreement in duplicate originals on the date below written:

Arlington County, Virginia

Business Associate

By: 
 (Signature)
 Name: Jan Longman
 Title: DHS Privacy Officer
 Date: 2/1/2019


By: 
 (Signature)
 Name: Baraka Kasongo
 Title: CEO
 Date: 01/11/2019

EXHIBIT D

NONDISCLOSURE AND DATA SECURITY AGREEMENT
(CONTRACTOR)

The undersigned, an authorized agent of the Contractor and on behalf of **Volatia Language Network** ("Contractor"), hereby agrees that the Contractor will hold County-provided information, documents, data, images, records and the like confidential and secure and protect them against loss, misuse, alteration, destruction or disclosure. This includes, but is not limited to, the information of the County, its employees, contractors, residents, clients, patients, taxpayers and property as well as information that the County shares with the Contractor for testing, support, conversion or other services provided under Arlington County Agreement No. **18-162-2-ITB** (the "Project" or "Main Agreement") or that may be accessed through other County-owned or -controlled databases (all of the above collectively referred to as "County Information" or "Information").

In addition to the DATA SECURITY obligations set in the County Agreement, the Contractor agrees that it will maintain the privacy and security of County Information, control and limit internal access and authorization for access to such Information and not divulge or allow or facilitate access to County Information for any purpose or by anyone unless expressly authorized. This includes, but is not limited to, any County Information that in any manner describes, locates or indexes anything about an individual, including, but not limited to, his/her ("his") Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings and his education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth, address, phone number or anything that affords a basis for inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, or the record of his presence, registration, or membership in an organization or activity, or admission to an institution.

Contractor also agrees that it will not directly or indirectly use or facilitate the use or dissemination of County information (whether intentionally or by inadvertence, negligence or omission and whether verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly associated with its work under the Project. The Contractor acknowledges that any unauthorized use, dissemination or disclosure of County Information is prohibited and may also constitute a violation of Virginia or federal laws, subjecting it or its employees to civil and/or criminal penalties.

Contractor agrees that it will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person, for any purpose, of any Information obtained directly, or indirectly, as a result of its work on the Project. The Contractor shall coordinate closely with the County Project Officer to ensure that its authorization to its employees or approved subcontractors is appropriate and tightly controlled and that such person/s also maintain the security and privacy of County Information and the integrity of County-networked resources.

Contractor agrees to take strict security measures to ensure that County Information is kept secure; is properly stored in accordance with industry best practices, and if stored is encrypted as appropriate; and is otherwise protected from retrieval or access by unauthorized persons or for unauthorized purposes. Any device or media on which County Information is stored, even temporarily, will have strict security and access control. Any County Information that is accessible will not leave Contractor's work site or the County's physical facility, if the Contractor is working onsite, without written authorization of the County

Project Officer. If remote access or other media storage is authorized, the Contractor is responsible for the security of such storage device or paper files.

Contractor will ensure that any laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices, as approved by the County and connected to the County network, are secure and free of all computer viruses, or running the latest version of an industry-standard virus protection program. The Contractor will ensure that all passwords used by its employees or subcontractors are robust, protected and not shared. The Contractor will not download any County Information except as agreed to by the parties and then only onto a County-approved device. The Contractor understands that downloading onto a personally owned device or service, such as personal e-mail, Dropbox, etc., is prohibited.

Contractor agrees that it will notify the County Project Officer immediately upon discovery or becoming aware or suspicious of any unauthorized disclosure of County Information, security breach, hacking or other breach of this agreement, the County's or Contractor's security policies, or any other breach of Project protocols concerning data security or County Information. The Contractor will fully cooperate with the County to regain possession of any Information and to prevent its further disclosure, use or dissemination. The Contractor also agrees to promptly notify others of a suspected or actual breach if requested.

The Contractor agrees that all duties and obligations enumerated in this Agreement also extend to its employees, agents or subcontractors who are given access to County information. Breach of any of the above conditions by Contractor's employees, agents or subcontractors shall be treated as a breach by the Contractor. The Contractor agrees that it shall take all reasonable measures to ensure that its employees, agents and subcontractors are aware of and abide by the terms and conditions of this agreement and related data security provisions in the Main Agreement.

It is the intent of this *Non-Disclosure and Data Security Agreement* to ensure that the Contractor has the highest level of administrative safeguards, disaster recovery and best practices in place to ensure confidentiality, protection, privacy and security of County information and County-networked resources and to ensure compliance with all applicable local, state and federal laws or regulatory requirements. Therefore, to the extent that this *Non-Disclosure and Data Security Agreement* conflicts with the Main Agreement or with any applicable local, state, or federal law, regulation or provision, the more stringent requirement, law, regulation or provision controls.

At the conclusion of the Project, the Contractor agrees to return all County Information to the County Project Officer. These obligations remain in full force and effect throughout the Project and shall survive any termination of the Main Agreement.

Authorized Signature:  _____

Printed Name and Title: Baraka Kasongo, CEO

Date: 01/11/2019



Quality Assurance Plan

At Volatia Language Network, our approach to meeting your language needs is actually very simple.

We combine cutting edge technology (Volatia's **Interpreter Management System**) with excellent personal interaction.

The VIMS™ (Volatia Interpreter Management System) is described in detail in the following pages. It provides simple, seamless scheduling and service.

Our interpreters are recruited, vetted, and trained to meet our exacting standards and provide the level of service that not only meets, but also exceeds customer expectations.

Volatia Language Network is imminently qualified to provide interpretation and translation services so that limited English proficient clients may participate fully in all services, privileges and programs.

Volatia Language Network

Established in 2008, Volatia has now grown into a nationwide network of interpreters serving all facets of our economy – wherever a communication gap exists. A lean organization structure - 5 FTEs – and strong business model have allowed for steady growth, especially in the mid-Atlantic region it calls 'home.'

Experience

Experiences in almost every segment of the economy provide our interpreters with a broad background and wide exposure to the challenges where communication gaps occur. While some interpreters do specialize in a specific field, i.e., health care or legal, all are able to move seamlessly wherever the need arises. Volatia serves clients in the fields of:

- social services
- government
- education
- finance
- healthcare
- law
- insurance
- real estate
- transportation
- hospitality
- retail
- utilities

INTERPRETER VETTING AND TRAINING

Volatia contracts with interpreters in localities nationwide to provide interpretation and transliteration services 'at a moment's notice' when our clients request. Our network of interpreters and translators is extensive; due to the array of languages we support, it is not feasible for us to supply the names of our staff during the procurement process.

However, before any interpreter is placed in service, we complete background checks to affirm that individuals are working legally and to ensure the safety and security of our clients.

Interpreters for Volatia have been vetted and screened to insure language proficiency and have completed at least 64 hours of interpreter training. Interpreters / translators have received Interpreter training through [Bridging the Gap for Medical Interpreters](#) program covering:

- interpreting skills
- ethics
- basic medical vocabulary
- provides ongoing professional development

All staff has been fully trained in HIPPA confidentiality compliance as well as the professional handling of proprietary, confidential and Protected Health Information.

Volatia staff is certified to provide interpreter training programs nationwide. They also hold certification from the following evaluating organizations:

- Registry of Interpreters for the Deaf - National Interpreter Certification, Certificate in Transliterating, Comprehensive Skills Certificate, Oral Translators Certificate, NAD Advanced or Master Certificate
- TECUnit TSC 4 (or 3 minimum) certificate in cued speech transliterating
- VDDHH - Virginia Quality Assurance Screening Level III must meet 80% accuracy in interpreting or transliterating
- Passing the EIPA written test, and must achieve a minimum score of Level 3.5 on the EIPA Performance test

Volatia Interpreters / translators:

- are available for interview upon request prior to placement in an assignment.
- have experience in the law enforcement environment.
- have experience in various government operations requiring interpretation / transliteration services.
- adhere to the NAD RID Code of Professional Conduct.
- have experience in various healthcare settings, including behavioral and social services.
- have experience in school environments.
- adhere to the code of conduct as set forth by the TECUnit and endorsed by the National Cued speech Association.
- are familiar with the ADA, as amended.

Quality Assurance Plan

Volatia has multiple methods of ensuring the best service we can possibly give to our customers and users. Each client is assigned a customer representative from Volatia who will monitor activity daily to make sure that appointments are getting filled and performed in a professional manner. Our proprietary VIMS™ software will notify our customer service team if orders are not being fulfilled or if there are any quality issues that need to be addressed.

The Volatia Language Network of over 2000 interpreters actually helps Volatia ensure that customers have multiple options. If an interpreter has a last-minute issue or cannot fill an emergency situation, our unique software system sends a text message to all interpreters in the area that may be able to fill the request.

For Customer Concerns, our VIMS™ system has an option where a customer can alert us to a potential problem and our system automatically recognizes NOT to bill the customer until that issue has been resolved to satisfaction!

In addition to our extensive interpreter training, customer service commitment, and the ability of the customer to stop billing on an order while we resolve it, Volatia has also invested in the most modern equipment available. We do this to cut down on drop rates and do the best we can to ensure that our systems function at an optimal level.

Specific Quality Assurance issues requested:

Code of Ethics

The Volatia Language Network Interpreter Code of Ethics that is signed by each Volatia interpreter is attached as the last page of this Quality Assurance Plan.

Dropped Calls

Dropped call rate is less than 1% of all calls. If a client does experience a dropped call they can contact a Volatia representative via our toll-free number or our VIMS customer software system.

Interpreter Calling Environment

All interpreters are required to use hard wired phones or if data enable (having computers to log in to) a soft phone connected to the computer. There is no specific head set but headsets should be used at all times. Use of cell or cordless phone is strictly forbidden. If working from home they are required to have a home office secluded from any disturbances. Not working from their kitchen or while watching TV, etc.)

Problems with Reported Accuracy

Any problems with reported accuracy should be reported to Volatia as soon as possible. This can be done through customer software, which will alert Volatia staff immediately, or through contacting our toll-free phone number. Once alerted, the customer's Volatia Customer Service Representative will contact the interpreter immediately to find out what issues may have led to the reported inaccuracies. If further training is needed, Volatia will schedule the interpreter for any necessary training that is appropriate. Volatia will then contact the customer again to provide a solution. If it is determined by Volatia or the customer that another interpreter is needed, we will accommodate the request. Any invoicing will only occur after the conflict is resolved.

Interpreter not meeting response time

This will be resolved by a similar method as with accuracy.

Standard Greeting

Phone:

Hello, my name is John Doe and my ID number is XXXXX. Can you please provide me with your name, access code, LEP name, department and call center ID?

Face-to Face

- **To Provider:** My name is John Doe and I am a French interpreter from VOLATIA. I will interpret everything as accurately as it is said and I'll be speaking as if I were you (in first person). Please speak directly to the patient and pause frequently for accurate interpretation. When I raise my hand, please pause. Is there anything special I should know about this session before we start?
- **To the LEP:** Hi, my name is John Doe and I am a French interpreter from VOLATIA. I will interpret everything as accurately as it is said and I'll be speaking as if I were you (in first person). Please know that everything you say will remain confidential. Speak directly to the provider and pause frequently for accurate interpretation. When I raise my hand, please pause.

Handling Emergency Services

Volatia's proprietary VIMSTTM software can send a text to all qualified interpreters at once to ensure quick response. With a network of over 2000 interpreters, our emergency response is optimal.

SERVICES

On-site Verbal In-person Interpretation

Volatia provides on-site interpreter services in more than 280 languages nationwide and American Sign Language. This service is the best solution for meetings planned in advance that may require the extra human interaction and visual contact from the interpreter, i.e., language translators for Virginia Health Department clients. At such events, Volatia has the ability to become an extension of your department, fully representing your agency. We take that responsibility very seriously, training our interpreters to deliver the highest levels of professionalism and service.

Forms of on-site interpretation:

Consecutive Interpreting - Consecutive interpreting refers to the process by which the source-language speaker and the interpreter take turns speaking. The consecutive interpreter listens and may take notes while the speaker talks. When the speaker pauses or finishes speaking, the interpreter reproduces the message in the target language.

Simultaneous Interpreting - Simultaneous interpreting is necessary in situations where the speech needs to be translated or transliterated for the audience, perhaps for a workshop or information session. The speaker of the source-language speaks continuously, while the interpreter renders the message simultaneously. Because of the fast-paced and exacting nature of this kind of interpretation, two interpreters are normally involved for each language. Each interpreter works in 15-30-minute increments.

Video Remote Interpreter Service

Volatia provides Video Remote Interpreter (VRI) Services in over 280 languages (as well ASL)

nationwide, 24 hours a day, 7 days a week, 365 days per year. We are pleased to offer this service because it is a cost-effective, two-way video technology that creates a virtual face-to-face interpretation experience. The VRI service does not replace, but rather supplements our on-site services. Like on-site interpretation, VRI services make it possible to remotely see the facial expressions of the interpreter and know they understood what was said. The non-verbal communication helps confirm the meaning of the conversation for you, your interpreter and your non-English speaking or hearing-impaired client. This simple-to-use, 24-hour system provides on-demand access to interpreters with the touch of a single button.

Equipment required for Video Remote Interpreter Services:

- Computer with Internet browser & high-speed connection
- Adobe Flash 10.0 or greater
- Webcam
- Speakers and microphone

Benefits of Video Remote Interpreter Services from Volatia are:

- Video conferencing equipment provided to our Virginia Health Department clients
- A cost-effective pay-per-use interpreting solution that will significantly reduce your overall on-site interpreting costs
- Available 24 hours a day, 7 days a week, 365 days per year
 - Increase the department's service efficiency by adding this on-demand solution designed to respond to limited English speaking and deaf customer needs quickly
- Video Interpreter Services can supplement or replace your on-site interpreters
- Supported by state-of-the-art Internet Protocol (IP) videoconferencing technology

Telephone Interpreter Service

VOLATIA provides over-the-phone interpreter services in over 280 languages, 24 hours a day, 7 days a week, 365 days per year. VOLATIA interpreters listen to your limited-English speaking customer, analyze the message and accurately convey its original meaning to you or your staff member.

Our professionally trained and certified interpreters do not interpret word-for-word but meaning-for-meaning. This is why you might notice that non-English conversations can seem to take longer. Many English concepts that are communicated in one or two words can take several phrases to accurately describe in another language, and vice versa.

Benefits of telephone interpreter service from Volatia are:

- 24 x 7 x 365 availability
- Interpreters with proficiency in both languages
- Interpreters with a general knowledge and intimate familiarity with both cultures
- The ability to express thoughts clearly and concisely in both languages

See attached for [Volatia Quick Reference Guide](#) for over-the-phone interpreter service.

Translation

Volatia also has the ability to translate documents, software, multimedia applications, websites, training materials and any other information you may need. Our electronic transfer makes this process quick and seamless. Documents are double checked for accuracy and our team of translators is bound by confidentiality agreements so your document integrity is guaranteed.

Initial Customer Setup / Reporting / Invoicing

VIMS[™] – INTERPRETER MANAGEMENT SYSTEM

Seamless Transitions

Whatever services you choose, selecting Volatia as your language translation service provider means a seamless transition for you!

Our lead time is miniscule – we are ready when you are. Set up in our Interpreter Management System takes a matter of hours to begin, training is intuitive, and updating is easy. (We are glad to make updates for you, but it is so simple, you will most likely do it yourself in the time it would take to request the service.) We will easily be able to deliver within 7 to 14 days after receipt of order.

Initial customer setup would include representatives of Volatia training a customer's staff in the use of the VIMS[™] system. Volatia could make the account representative for a 2-hour in-person training session to ensure quality. At this meeting, Volatia would also bring handouts for phone and video procedures, and, of course, the client meets their individual account service manager whom they may call with any quality concerns.

Volatia's **Interpreter Management System (VIMS[™])** identified the best features in existing software systems and combined them with what customers still needed to come up with the most responsive management system on the market. Clients of all sizes and in any industry are able to seamlessly manage their internal and external teams of interpreters. With IMS the client is able to:

- Schedule and send appointment confirmations and/or reminders in the languages of your client
- Access interpreters and translators in more than 280 languages using any or a combination of the following mediums: on-site, over-the-phone, and video (equipment will be provided at no additional cost).
- Manage all of your language needs, including other language vendors and/or in-house interpreters from one system. This will give you a complete picture of all interactions with LEPs within your organization.
- Customize the system's scheduling and reporting features to fit your specific needs - rather than adapt your needs to a vendor or industry pre-set.

Customized Service & Consultation

Volatia provides abundant administrative and management support at no additional charge for training customer's employees in the use of the VIMS[™]. The most efficient way to schedule services is through the Interpreter Management System. In the event that someone would need to speak to a person for assistance or support, Customer Support personnel is available by phone during normal business hours, and on call after hours.

Following are some sample screen shots of a customer's interactions using Volatia's **Interpreter Management System**:

Customized Client Management Menu

Arlington County

Interpreter Management System

Home > Client Menu

Management Menu

You can use this page to create and manage your work orders for language services.

Schedule Language Services	>
Manage Work Orders	>
Manage Divisions	>
Manage Work Site Facilities	>
Language Identification Card	>
Report Center	>
Document Center	>
IMS User Guide	>
Support and Feedback	>

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Customized Service & Consultation

Volatia provides abundant administrative and management support at no additional charge for training Arlington County employees in the use of the VIMS. The most efficient way to schedule services is through the Interpreter Management System. Training for the organization's staff will be provided at no charge. However, in the event that one would need to speak to person for assistance or support, Customer Support personnel is available by phone during normal business hours, and on call after hours.

Sample Client Work Orders

Arlington County

Interpreter Management System

Home > Client Menu > Manage Work Orders

Manage Work Orders

Use this form to view and manage all work orders.

[Create Work Order](#)

Filter Options

By Year:

By Month:

By Status:

By Language:

By Service Type:

By Work Site Facility:

Results

ID	LEP Individual	Work Site Facility	Service Type	Status	Language	Local Start
32525	Test Student 1	Main Campus	On-Site Interpretation	Scheduled	American Sign Language (ASL)	7/7/2016 8:00 AM
32526	Test Student 2	Patrick County Site	On-Site Interpretation	Scheduled	American Sign Language (ASL)	7/7/2016 1:00 PM
32528	Test Student 3	Racing College of Virginia	On-Site Interpretation	Scheduled	American Sign Language (ASL)	7/7/2016 2:00 PM
32527	Test Student 4	Thomas P. Dalton IDEA Center	On-Site Interpretation	Scheduled	American Sign Language (ASL)	7/7/2016 8:00 PM

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Volatia has resources in the area of each of these facilities to meet your current requests. Should Volatia be awarded this contract, we would also recruit more heavily in the area, and all interpreters who meet the specifications you identify (specific background check, etc.) will be matched such that they are the only ones who can respond through the Interpreter Management System.

Sample Work Order 1

Arlington County

Interpreter Management System

Work Order Detail

Current Date & Time: Thu Jul 07 2016 2:18:14 PM

Work Order ID: 32524	LEP Individual: Test Student 2	Status: Completed	Billable Rate: \$1,250.00
Service Requested By: Test	Recipient's ID or DOB: 02/02/1992	Assigned Interpreter: Deborah Beavers	Service Charge: \$150.00
Requester's Email:	Requested Language: American Sign Language (ASL)	Actual Service Start Time: 7/7/2016 1:00:00 PM	Mileage Reimbursement: \$0.00
Requester's Phone #: (540) 254-7366	Local Start Time: 7/7/2016 1:00:00 PM	Actual Service End Time: 7/7/2016 2:50:00 PM	Cancellation Charge: \$0.00
Work Site Facility: Patrick County Site 212 Wood Brothers Drive Stuart, Virginia 24171	Cancellation Deadline: 7/5/2016 1:00:00 PM	Actual Minutes: 110	Total Charge: \$150.00
Department/Suite/Floor/Room:	Local Time Zone: Eastern	Billable Minutes: 120	Amount Paid: \$0.00
Requested Service Type: On-Site Interpretation	Provider:	Mileage (if greater than 25): 0	Balance Due: \$150.00
	Provider Email:		Bill Date: 8/1/2016
			Due Date: 8/31/2016

Client Comments:

- Comments
- Documents
- Rating & Feedback

Sample Work Order 2

Hello, Elizabeth Log off

Demo Client

Interpreter Management System

Work Site Facility: Test Facility 3959 Electric Rd, Suite 230 Roanoke, Virginia 24018	Cancellation Deadline: 2/27/2018 4:00:00 PM	Actual Minutes: 0	Total Charge: \$0.00
Department/Suite/Floor/Room:	Cancellation Time (UTC):	Billable Minutes: 0	Amount Paid: \$0.00
Requested Service Type: On-Site Interpretation (All Languages)	Cancellation Local:	Mileage (if greater than 25): 0	Balance Due: \$0.00
	Local Time Zone: Eastern	Cost Center ID:	Bill Date: 3/1/2018
	Provider:		Due Date: 3/31/2018
	Provider Email:		
	Interpreter Preference: None		

Client Comments:

Date Submitted	User	Comment
2/27/2018 8:20:47 PM	Elizabeth Hord	
2/27/2018 8:20:47 PM	Elizabeth Hord	

- Edit
- Cancel Workorder
- Comments
- Documents
- Rating & Feedback
- Video Connect



Invoicing

Invoices generated through Volatia's VIMS provide a level of detail that will simplify the client's accounting for interpreter services, enhancing staff productivity and efficiency. Our monthly invoice records:

- Each scheduled appointment with appropriate contact information and detail
- Actual time vs. minimum billed
- Approved travel, allocated by appointment
- Department or location distribution (client defined)
- In-house interpreter usage, if applicable
- Cancellation detail

Billed To:

Arlington County
Attention:

Account #: 1286

Remit To:

VOLATIA
1327 Grandin Rd. SW
Roanoke, VA 24015
(540) 204-7366 | 1-877-VOLATIA
TIN: 45-3200441

Invoice Summary

Invoice #:	1286-2016-7-31	Invoice Date:	8/1/2016
Period Beginning:	7/1/2016	Period Ending:	7/31/2016
Payment Terms in Days:	30	Payment Due Date:	8/31/2016
Total Minutes:	570	Total Work Orders:	4
		Current Invoice Amount:	<u>\$712.50</u>
		Prior Balance:	<u>\$0.00</u>
		Total Amount Due:	<u>\$712.50</u>

Balance Summary

Client	0-30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days	Total
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Rate Summary

Item Description	Units	Rate	Effective Date	Minimum	Increment
Document Translation	Words	\$0.500000	7/1/2016 12:00:00 AM	1	1
Interpreter Prep Time		\$1.250000	7/1/2016 12:00:00 AM	20	10
On-Site Interpretation	Minutes	\$1.250000	7/1/2016 12:00:00 AM	120	30
Travel Time - Portal to Portal		\$1.250000	7/1/2016 12:00:00 AM	60	15

Service Summary

Service	Orders	Minutes	Charge	Mileage	Cancellation	Total
On-Site Interpretation	4	570	\$712.50	\$0.00	\$0.00	\$712.50
	4	570	\$712.50	\$0.00	\$0.00	\$712.50

Work Site Facility Summary

Facility	Address	Orders	Minutes	Amount
Main Campus	645 Patriot Avenue , Martinsville, Virginia 24112	1	120	\$150.00
Patrick County Site	212 Wood Brothers Drive , Stuart, Virginia 24171	1	120	\$150.00
Racing College of Virginia	67 Motorsports Drive , Martinsville, Virginia 24112	1	120	\$150.00
Thomas P. Dalton IDEA Center	26 Fayette Street , Martinsville, Virginia 24112	1	210	\$262.50
		4	570	\$712.50

Language Summary

Language	Orders	Minutes	Total
American Sign Language (ASL)	4	570	\$712.50
Total Languages: 1	4	570	\$712.50

Invoice Detail

Work Order ID: 32525
Work Site Facility: Main Campus
Requested By: Test
Requested Language: American Sign Language (ASL)
Service Type: On-Site Interpretation
Recipient: TestStudent1

Recipient DOB/ID: 01/01/1997
Interpreter: Deborah Beavers
Scheduled Start: 7/7/2016 8:00:00 AM
Actual Start: 7/7/2016 8:00:00 AM
Actual End: 7/7/2016 8:50:00 AM
Billable Minutes: 120

Service Charge: \$150.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$150.00

Work Order ID: 32526
Work Site Facility: Facility 1
Requested By: Test
Requested Language: American Sign Language (ASL)
Service Type: On-Site Interpretation
Recipient: TestStudent2

Recipient DOB/ID: 02/02/1992
Interpreter: Deborah Beavers
Scheduled Start: 7/7/2016 1:00:00 PM
Actual Start: 7/7/2016 1:00:00 PM
Actual End: 7/7/2016 2:50:00 PM
Billable Minutes: 120

Service Charge: \$150.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$150.00

Work Order ID: 32528
Work Site Facility: Facility 2
Requested By: Test
Requested Language: American Sign Language (ASL)
Service Type: On-Site Interpretation
Recipient: TestStudent3

Recipient DOB/ID: 03/03/1993
Interpreter: Deborah Beavers
Scheduled Start: 7/7/2016 3:00:00 PM
Actual Start: 7/7/2016 3:00:00 PM
Actual End: 7/7/2016 4:50:00 PM
Billable Minutes: 120

Service Charge: \$150.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$150.00

Work Order ID: 32527
Work Site Facility: Facility 3
Requested By: Test
Requested Language: American Sign Language (ASL)

Recipient DOB/ID: 04/04/1984
Interpreter: Deborah Beavers
Scheduled Start: 7/7/2016 5:00:00 PM
Actual Start: 7/7/2016 5:00:00 PM

Service Charge: \$262.50
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:



Keep this Quick Reference Guide (QRG) nearby as a reference to effectively utilize over-the-phone interpreter services.

WHEN RECEIVING A CALL:

1. Use Conference Hold to place the limited English speaker on hold.
2. Dial: **1-866-862-5413**
3. Enter on your telephone keypad or provide the representative:
Press 1 for Spanish
Press 2 for all other languages and speak the name of the language you need at the prompt.
ENTER ACCESS CODE:
An Interpreter will be connected to the call.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. ADD THE limited-ENGLISH SPEAKER to the line.
6. Say "End of Call" to the Interpreter when the call is completed.

NOTE: When placing a call to a limited-English speaker, begin at Step 2. If you need assistance placing a call to a limited-English speaker, please inform the interpreter at the beginning of the call.

IMPORTANT TIPS:

UNKNOWN LANGUAGE - If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS - If you have problems before reaching a representative, press "0" to be transferred to a representative. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality.

WORKING WITH AN INTERPRETER - Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL - Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION - Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

ON-SITE & VIDEO INTERPRETATION - We also provide interpreter services on-site and through video platforms. For more information please email info@volatia.com.

CUSTOMER SERVICE - To provide feedback, commend an Interpreter, or report any service concerns, please call Customer Service at 1-877-VOLATIA (865-2842) or email customerservice@volatia.com.



INTERPRETER CODE OF ETHICS

The Volatia Language Network Interpreter shall limit him/herself to interpreting. While performing his/ her professional duties, the Interpreter shall not give advice, express personal opinions, or engage in any other activity that may be construed to constitute a service other than interpreting. The Volatia Language Network Interpreter shall comply fully with this Code of Ethics.

CONFIDENTIALITY The Volatia Language Network Interpreter shall respect all confidences received in the course of interpretation. All information gained by the Interpreter in the course of his/her professional duties shall remain strictly confidential. This information shall not be communicated, published or in any way, divulged to any organization or person, other than the organization or person engaging the services of the Interpreter.

ACCURACY AND COMPLETENESS The Volatia Language Network Interpreter shall render, to the best of his/her ability, a complete and accurate interpretation without altering or omitting anything that is stated. Interpreter shall not add to what is said nor provide unsolicited explanation.

IMPARTIALITY The Volatia Language Network Interpreter shall be impartial and unbiased and shall refrain from conduct that may give an appearance of bias. He/she shall not allow personal opinions to interfere with his/her duties nor add unsolicited comments or make recommendations except to assist communication.

CONFLICT OF INTEREST The Volatia Language Network Interpreter shall disclose any real or perceived conflict of interest. He/she shall not take personal advantage, financial or otherwise, of information obtained in the course of his/her work.

DISQUALIFICATION AND IMPEDIMENTS The Volatia Language Network Interpreter shall, at all times, assess his/her ability to maintain Volatia Language Network' highest standards for professional interpretation. He/she shall immediately convey any reservations about his/her ability to successfully complete the assignment, for the client. The Interpreter shall decline any assignment he/she believes to be beyond his/her technical knowledge or linguistic ability.

ACCREDITATION The Interpreter shall only interpret for the language(s) for which he/she is authorized to interpret by Volatia Language Network and as certified by Volatia Language Network.

PROFESSIONAL COURTESY Interpreter shall provide excellent customer service. He/she shall maintain a professional demeanor, be courteous and use the tone of voice appropriate to the situation. Interpreter shall defer to instructions from clients.

PROFESSIONAL DEVELOPMENT Interpreter shall continually improve his/her skills and knowledge. Interpreter shall maintain and improve his/her Interpreter skills and knowledge through activities such as professional training or education and interaction with colleagues and specialists in related fields. The Interpreter shall keep informed of, adhere to, and conform his/her practices to Volatia Language Network policies and guidelines that relates to his/her professional duties.

HIGH STANDARDS OF CONDUCT The Volatia Language Network Interpreter shall act at all times in accordance with the standards of conduct, and decorum appropriate to his/her profession as an over-the-phone Interpreter.

CUSTOMER SERVICE To provide feedback, commend an Interpreter, or report any service concerns, please call Customer Service at 1-877-VOLATIA (865-2842) or email customerservice@volatia.com.