

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

NOTICE OF CONTRACT AWARD

TELELANGUAGE, INC. 514 SW 6TH AVE, FLOOR 4 PORTLAND, OR 97204	DATE ISSUED: CURRENT REFERENCE NO: CONTRACT TITLE:	February 7, 2019 <hr/> 18-162-3-ITB <hr/> LANGUAGE TRANSLATION AND INTERPRETATION SERVICES: TELEPHONE INTERPRETATION SERVICES
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**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. 18-162-3-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. 18-162-3-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: TIM BERNAL

VENDOR TEL. NO.: (503) 535-2178

EMAIL ADDRESS: tbernal@teelanguage.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. 18-162-3-ITB

THIS AGREEMENT is made, on the date of execution by the County, between **Telelanguage, Inc., 514 SW 6th Avenue, Floor 4, Portland, OR 97204** ("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 **Telephone 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:

Telelanguage, Inc.
514 SW 6th Avenue, Floor 4
Portland, Oregon 97204

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

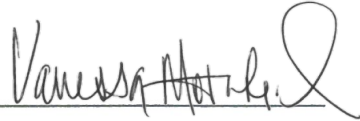
This Agreement may be executed in one or more counterparts and all of such counterparts shall together constitute one and the same instrument. Original signatures transmitted and received via facsimile or other electronic transmission, (e.g., PDF or similar format) are true and valid signatures for all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

WITNESS these signatures:

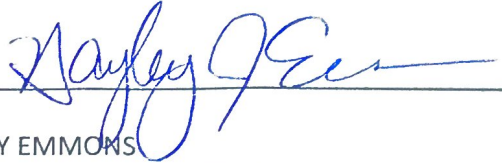
THE COUNTY BOARD OF ARLINGTON
COUNTY, VIRGINIA

TELELANGUAGE, INC.

AUTHORIZED
SIGNATURE: _____



AUTHORIZED
SIGNATURE: _____



NAME: VANESSA MOOREHEAD
TITLE: PROCUREMENT OFFICER

NAME: HAYLEY EMMONS
TITLE: DIRECTOR OF CONTRACTING

DATE: 2/7/19

DATE: 1/22/19

EXHIBIT A
SCOPE OF SERVICES

1. PURPOSE

The Contractor shall provide Telephone Interpretation Services primarily for the Department of Human Services.

2. DELIVERABLES

The Contractor shall provide:

A. Telephonic Interpretation Services

- Provide Telephonic interpretation services for County staff and their clients, from English to the language specified and from the specified language to English.
- Provide a toll- free number to access the interpreter.
- Provide equipment and technology for conference calls as needed. Contractor must have the capacity to fulfill County interpretation service requests with a less than 30 second wait time once the call is initiated, and a less than 5% drop rate.
- Provide services 365 days per year, 24 hours a day, 7 days per week on an as needed basis.
- Ensure interpretation services are provided in a professional environment, free from interruptions and background noise (i.e. cars, music, television, talking, etc.).
- 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 services.

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

EXHIBIT B
CONTRACT PRICING

TELEPHONE INTERPRETATION SERVICES

DESCRIPTION OF SERVICES	UNIT PRICE	UNIT OF MEASURE
1. SPANISH ONLY	\$.59	PER MIN.
2. SPANISH ONLY	\$35.40	PER HOUR
3. CORE LANGUAGE (EXCEPT SPANISH)	\$.78	PER MIN.
4. CORE LANGUAGE (EXCEPT SPANISH)	\$46.80	PER HOUR

OTHER PRICING:

DESCRIPTION OF SERVICES	UNIT PRICE	UNIT OF MEASURE
NON-CORE LANGUAGE	\$0.78	PER MIN.
NON-CORE LANGUAGE	\$46.80	PER HOUR
VIDEO REMOTE SPANISH	\$.99	PER MIN.
VIDEO REMOTE SPANISH	\$59.40	PER HOUR
VIDEO REMOTE CORE (EXCEPT SPANISH)	\$1.49	PER MIN.
VIDEO REMOTE CORE (EXCEPT SPANISH)	\$89.40	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 **Telelanguage, Inc.** (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 MacIsaac
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:

Telelanguage, Inc.
Attn: Hayley Emmons
514 SW 6th Avenue, Floor 4
Portland, Oregon 97204

- 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)

By: 
(Signature)

Name: Jan Longman

Name: Hayley Emmons

Title: DHS Privacy Officer

Title: Director of Contracting

Date: 2/7/2019

Date: 1/22/19

EXHIBIT D

NONDISCLOSURE AND DATA SECURITY AGREEMENT
(CONTRACTOR)

The undersigned, an authorized agent of the Contractor and on behalf of **Telelanguage, Inc.** ("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. **18-162-3-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: Hayley Emmons, Director of Contracting

Date:

1/22/19

Additional Information

Arlington County

Language Translation and Interpretation Services

18-162-ITB

Proposer's Representative

For the purposes of this RFP, Hayley Emmons - Director of Contracting, will be the main point of contact:

514 SW 6th Avenue, 4th Floor, Portland, Oregon 97204
(O) 503-459-5683/(C) 517-743-1189
hemmons@telelanguage.com

In the event of contract award, Tim Bernal - Account Manager, will become the main point of contact for the duration of the contract:

514 SW 6th Avenue, 4th Floor, Portland, Oregon 97204
Toll-Free: 888.983.5352 | Direct: 503.535.2178
tbernal@telelanguage.com

Business Description

Telelanguage, one of the largest networks in the US for telephonic interpretation for **over 27 years**, will provide a turn-key solution with the perfect mix of technology, interpreters, project managers and customer service provided 24/7. **We have been providing Language Translation and Interpretation Services, including VRI-Video Remote Interpreting, similar to those requested in this RFP, for all of our 27 years.** We are located in Portland, Oregon - and have over 5,300 agents and interpreters located across the country. All of our interpreters are U.S.-based. We have over 8,000 active accounts. Over 30% of our clients are government-related (over 2,400). Our proprietary interpreter management and client portal platform is the best in the industry - providing our clients 24x7 transparent access to reports, invoices, interpreter availability and much more.

Telelanguage handled over 15,000,000 minutes of calls in 2017 - that's over 41,000 every single day! Customer Service is available 24 hours per day and we operate at 60% capacity - with the ability to ramp up within minutes.

Telelanguage has 52 full-time employees, and 5,300+ interpreters across the country. All of our interpreters are U.S.-based. A brief resume of the County's team can be found in the attachments section of our response.

Telelanguage is unique in that we offer the reach of a global company, and the flexibility and customer service of a small company. All of our interpreters are U.S.-based. We have no foreign interests or ownership. We promise dedicated, 24x7 account support. All of our technology is owned and developed in-house. We have the fastest connect times in the industry, offer the most languages, and provide our clients with the best technology available. And even with these stats, we still take the most pride in developing and maintaining long-term relationships with our clients. We are in the service industry, and our primary goal is to help our clients help their customers and communities.

Accessing Services/Implementation

Telephonic Technology

We are proud of our 27+ years experience providing telephonic interpretation services to our clients. Telelanguage customers are greeted within 3 seconds. 100% of our Customers always have the option to connect to the Interactive Voice Response (IVR) system if data collection is not required. For customers being serviced by live operators, average answer time is 6-9 seconds. Conversations start

as soon as an interpreter is on the line: 4-5 seconds for top 10 languages. Average of 9 seconds for others. In reality, connect time for Spanish interpreters actually averages zero seconds.

If data collection is required (department code, billing code, etc.), our agents are already dialing an interpreter in the background while collecting the information you require of us. Once we've gathered this data, there's typically an interpreter already on the line providing no wait times. Please see Section H for our references.

As part of the new client set-up process, Telanguage shall provide a unique client ID code to each client, department, and/or division including field and branch remote offices. Calls will be processed with unique client ID, other required information and then connect to the appropriate language interpreter.

Telanguage services are user friendly. We have structured our telephony systems to be compatible with any system the County may utilize.

Compatibility & Prioritization

- **Priority Queuing** - Telanguage telephony platform allows incoming calls to connect automatically to a specific split. Calls to a specific split are automatically distributed among the agent/interpreters, or specific group members, assigned to that split. If there are no interpreters for a specific language available, calls can queue to the split until an interpreter becomes available.
- **Telanguage's ACD System** - Inbound, automatic call distribution capabilities allow us to deliver customers to the appropriate interpreter or other resource on first engagement, segment customers and enable appropriate service prioritization, deploy interpreters cost-effectively no matter where they are located. Meanwhile we are managing both session initiation protocol (SIP)-based, voice over IP (VoIP) agents/interpreters and PSTN-based agents/interpreters from a single, all-in-one contact center platform.
- **Telanguage's telephony platform** is configured to support a 24/7 operation with multiple locations and real time transferring, queuing, and monitoring.

User Friendly

There is no need to worry about additional expenses to accommodate our services. All you have to do is dial and connect with a certified interpreter of the language of your choosing, over 300 available 24/7/365. The County will have access to services by following the outlined steps using your dedicated toll free number and access code:

- 1. Dial your dedicated toll-free number**
- 2. Say or enter your personal access code and language needed**
*press 0 for live support
- 3. Start conversation as soon as an interpreter is on the line:**
4-5 seconds for top 10 languages.
Average of 9-10 seconds for others.

No additional equipment is required by either us, nor the County, to fulfill this contract. We have all

necessary equipment, installed and functioning at time of the bid submittal, to provide the services required in the Agreement. Telelanguage also has telephone terminal equipment with expansion capabilities to accommodate an increase in call volume, as needed. We consistently operate at 60% capacity to allow for volume surges. Since the technology aspect of this service can sometimes be abstract, we've included additional information in the Attachments section of this response.

29.1% of Arlington County's population speaks a language other than English at home

Document Translation

For document translation, we use the following delivery approach:

Step 1: Project Review and Acceptance

Project Manager (PM) assignment.

- Main point of contact for all communication during the project.
- PM will perform a review upon receipt of your translation request.
 - Requests may be made via email (preferred), fax and UPS/USPS.

PM will determine the scope of your project and may ask clarifying questions to gain insight into what your vision is.

A word count is performed and a final cost quote is created that details all aspects of the project which are to be conducted.

- The project quote also establishes a timeline and deadline.
- Rush and Emergency services are available.

Client helps to establish and agrees to project parameters.

Step 2: Professional Translator Assignment

Upon client approval, the PM will choose a subject-matter expert translator that is aligned with the project's scope.

- Only Translators with Native Fluency in both Target Language and English will be used.

Step 3: Translation Memory

PM will develop a profile for each client in our Translation Memory tool.

- Allows PM to build a client specific glossary over time and various projects.
- Reduces turn around time and keeps consistency despite using different Translators

across various projects.

Step 4: Final Project Review and Deliverables

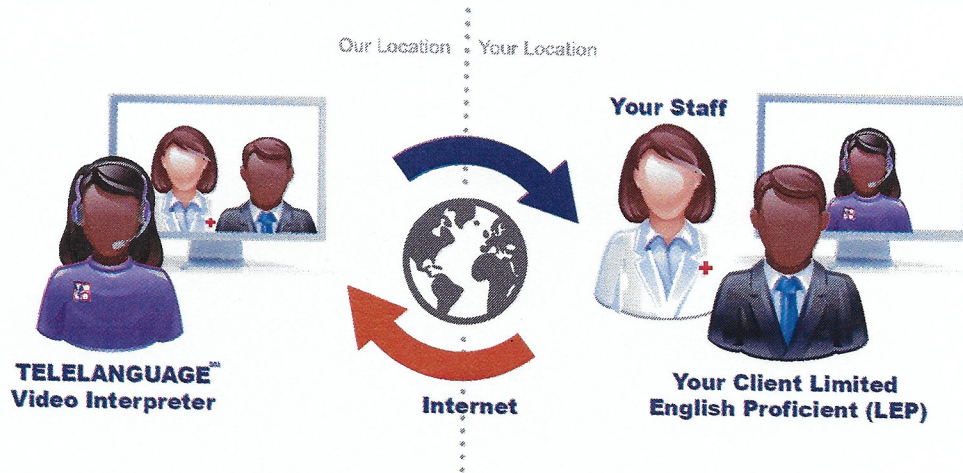
PM will take a final review of the project sent by the Translator.

- Great detail is placed in reviewing the project to ensure that it meets all expectations established during initial project scope consultation - and fulfills your vision.

Video Remote Interpreting

The deaf and hard of hearing community deserves to receive services with dignity; by engaging in clear communication with those around them. Enter Telelanguage's Fully ADA Compliant, Software Based, Video Remote Interpretation. It is the perfect supplement to established language services programs - fulfilling the need between Telephonic and Face to Face Interpretation. We're also expanding our foreign language offerings through VRI! We have team members dedicated to recruiting trending foreign and rare languages to provide VRI to our clients.

Telelanguage's VRI requires no purchase of unnecessary or expensive equipment. Our VRI program is easy to install on almost any machine and connects to your already established network.



Telelanguage's VRI software is simple to install on your existing devices provided they meet our simple technical requirements. The VRI service runs on your existing network whether it be WiFi or 4gLTE. Our VRI is safe and secure as well as AES Data Encrypted.

It is with this ease of mind that your organization will be able to deploy VRI throughout all of your facilities, providing facility-wide On-Demand 24/7 Interpretation at a low cost. Your customers and staff will have access to our network of interpreters through this program.

To access a Certified Interpreter, your staff will log in to the application, select the language needed and within 15-30 seconds, be connected to a live video interpreter 24 hours a day, 7 days a week.

Telelanguage will only bill for the minutes used at the proposed per minute rate. The time billed begins when the interpreter is connected and on the call until the time the video call ends. The time you are waiting is not billed for - making this, a cost effective supplement to your language services program.

Implementation

a. Day One: Contract execution, needs assessment meeting with customer to tailor specific support program to meet the needs of your client base and regulatory concerns to be integrated into daily operating procedures.

b. Day One and Two: Orientation to new service and account/user set-up training with customer personnel. A dedicated technical support team of 3 to 5 individuals will be introduced and will be on call for immediate questions and training for the life of the contract.

1. A toll free number(s) to be provided, active for the duration of the contract including extensions.

2. Professional interpreters, culturally competent with native or near-native fluency in English and the target language, who are well versed in the provision of emergency, medical and other interpretation and associated vocabulary

3. Low-rate Interpretation work may commence as soon as day one after award.

c. Days 3 and out: Account/user set-up completion and Starter Kits delivered with operational questioned answered, web-site access training performed for remote personnel.

d. **Days 4 and out:** Training completed, Full Rate Production Scheduling for Interpretation Service begins.

e. **Ongoing Customer Training and Internal Program Management with County personnel:** Training will be ongoing as needed.

Program Reviews will be held weekly, bi-weekly and monthly as requested to address training, documentation, successes and key performance milestones, problem areas, and difficulties encountered by County Personnel for correction actions and process changes.

Staffing

Each Telelanguage interpreter is either an employee

or field contractor (interpreters). These language

experts carry one or multiple linguistic or translation certifications; such as, ATA and NCIHC, degrees and advanced degrees, as well as other industry certification and background checks. 100% of our interpreters are certified, and many carry additional certifications in legal and medical expertise.

We require at least two years of experience before hiring. Background investigations and Non-Disclosure Agreements (NDA) are in place with all staff and contractor staff to support a diverse range of customer needs. **All interpreters must pass background verification through either e-Verify or Pre-Employ.**

We have dozens of County accounts across the U.S.

We routinely, and randomly, test interpreters for language proficiency. Language proficiency tests are conducted every 6-12 months. More information about our certification program can be found in the Attachments section of our response.

Quality of Work and Quality Assurance

We monitor quality assurance in three ways: *Data Monitoring, Side-by-Side Monitoring and Test Calls.*

Data Monitoring

Telelanguage inspects agent and interpreter's performance in multiple ways:

Data accuracy and script compliance are routinely checked down to the agent and interpreter level to identify and correct any problems quickly.

Agent/interpreter-level results are then disseminated to the language group team leaders for any issues that need to be addressed on an individual basis. Direct observation of the process through monitoring allows our language team leaders and supervisors to identify common points of difficulty, which sometimes lead to changes in training, dialogues or terminology scripts to better serve the needs of the customer's and interpreters.

Side-by-Side Monitoring

Our Quality Assurance Interpreter observes a random selection of assignments for face to face interpreting methods. The primary goal of monitoring interpreters is to verify adherence to script, process guidelines and procedures, as well as to closely monitor the usage of correct and proper terminology to provide the most complete interpretation outcome.

We're implementing pilot VRI programs with dozens of clients

Test Calls

Telelanguage places test calls into each of our dedicated lines to test the line sound and quality. We review and make sure that the sound quality of each line is crystal clear with no pocket loses. This allows us to verify that there are no telephony or system concerns and that each interpreter and agent is prepared to handle the request on the first ring.

Issues, Concerns, and Feedback

We take client feedback very seriously. Depending on the department of the complaint (technology, interpreters or accounting) the feedback or complaint will be directed accordingly.

IF IT: The IT staff member or affected department staff member who receives the call (or discovered the incident) will refer to their contact list for both management personnel to be contacted and incident response members to be contacted.

The staff member will call those designated on the list. The staff member will contact the incident response manager using both email and phone messages while ensuring remaining appropriate and backup personnel and designated managers are contacted. The staff member will log the information received and establish the following:

- a) Is the equipment affected business critical?
- b) What is the severity of the potential impact?
- c) Name of system being targeted, along with operating system, IP address, and location.
- d) IP address and any information about the origin of the breach.

Contacted members of the response team will meet or discuss the situation over the telephone and determine a response strategy to suit the nature of the breach.

If Interpreters:

- Incident/Issue is reported to Interpreter Manager.
- Management conducts a full investigation.
- Quality control prevention actions & information is documented in interpreter's file.
- Disciplinary steps to Interpreter based on severity of issue:
 - First warning
 - Three week suspension
 - Additional training - Interpreter ethics and professionalism (for all situations)
 - Termination
 - Extreme Issues will lead to immediate termination.

If Accounting:

All invoicing/accounting issues are thoroughly reviewed for:

- a) Billing accuracy

1 in 9 Arlington County residents
were born in a foreign country

b) Cost verification

c) Location and length of assignment.

All billing is thoroughly recorded. Our accounting department will make sure that any concerns are immediately addressed and provide a response for emergent situations within 24 hours and others depending on research duration within 5 business days.

Consistency, accuracy and professionalism are some of our highest concerns. Data accuracy and script compliance are routinely checked down to the agent and interpreter level to identify and correct any problems quickly. The primary goal of monitoring interpreters is to verify adherence process guidelines and procedures, as well as to closely monitor the usage of correct and proper terminology to provide the most complete interpretation outcome. In addition, we review each and every call every single day to look for inconsistencies or anomalies. An example might be an unusually long call. We can access the recording and determine if the call was a legitimate interpretation session, or if there was an error hanging up the call. If there was an error, we can adjust the billing appropriately so you're not billed for dead air. **We do not bill for calls under one minute, and we verify every call over 35 minutes for accuracy.** We're able to visualize the WAV files for all calls to ensure interpretation was being conducted, or if there was a call that wasn't hung up properly.

For customers being serviced by live operators, average answer time is 6-9 seconds. Conversations start as soon as an interpreter is on the line: 4-5 seconds for top 10 languages. Average of 9 seconds for others. In reality, connect time for Spanish interpreters actually averages zero seconds. If data collection is required (department code, billing code, etc.), our agents are already dialing an interpreter in the background while collecting the information you require of us. Once we've gathered this data, there's typically an interpreter already on the line providing no wait times.

Sample Introductory Greeting/Prompts

Thank you for calling Arlington County, please enter your access code.

Thank you for calling Arlington County, your interpreter will be with you momentarily. (repeated in several languages).

We also have an optional survey that we can customize and play at the end of each call for quality monitoring:

Please rate your satisfaction with this call on scale of 1 to 4 stars by pressing the appropriate number on your phone's key pad. If you wish to report an issue with an interpretation session, please contact Arlington County's interpreter services department.

MORE REASONS TO CHOOSE TELELANGUAGE...

Privacy and Confidentiality

Our Privacy and Confidentiality Statement is as follows:

1. Confidential Information and Intellectual Property:

1.1. Confidential Information: All Customer Data is Customer's property. Neither Telanguage nor its licensors will use or access Confidential Information except (i) as required to enable Telanguage to provide or improve the Services or (ii) to protect Telanguage and its customers against unauthorized use. Neither Telanguage nor its licensors will disclose to any third party (except as required by law or government requests/orders or to its attorneys, accountants and other advisors as reasonably necessary), any of Customer's Confidential Information. If law requires disclosure of Confidential Information by either party, the disclosing party will give prior written notice sufficient to permit the other to contest such disclosure. Each party agrees to protect the confidentiality of such information with at least the same degree of care it takes to protect its own Confidential Information. Neither party has any confidentiality obligations regarding information that is in or enters into the public domain without breach of this Agreement; that it receives from a third party without restrictions on disclosure and without breach of a nondisclosure obligation; or that it has developed internally.

We have a quality management team available 24x7x365

1.2. Intellectual Property: Customer agrees that all Telanguage products and services,

including the Services, are the property of Telanguage. All rights not granted hereunder are expressly reserved to Telanguage. This Agreement does not grant Telanguage any rights to Customer's intellectual property. Except as expressly provided herein, there shall be no third party beneficiaries to this Agreement, including but not limited to any User or the insurance providers for either party.

1.3. Access to Customer Data: Customer shall at all times be able to export its data from the service. At Customer's request, Telanguage will provide a "Comma Separated Value" (.CSV) file or other compatible file containing all Customer data within one business day of such request. If at any time Telanguage stops providing the Services for any reason including bankruptcy, Telanguage will supply Customer with all Customer data within one business day of notification to Customer.

Reporting and Invoicing

We're able to offer a wide range of data and invoicing reports. Your customizable parameters are essentially endless. All data reporting is done through our GIP platform. All usage reports can be viewed and filtered by date, time, interpreter or client name, language, department or location of appointment.

Since every customer's reporting requirements are different, our system is particularly designed to search and create usage reports by metrics and parameters associated with each interpreter request. The integrated TeleReports functionality is ideal for more complex reporting where a customer needs to export reports based on periodic time schedules, such as first appointment in the morning, and the output format needs to be a .pdf file and emailed to a group of managers. In the Advanced Appointment Search form, you can select any one or multiple of up to 30 optional metrics and generate desired reports and invoices.

Call volume reports are a standard feature of the Telanguage reporting system. They include

most frequently requested languages per hour, day and month, average interpreter connect times, call volume spike and busy hour reports and reports by various call patterns and types. Telelanguage's statistics and analysis reporting offers summaries on Procedural and Technical accuracy, Agent and Interpreter Etiquette, Impressions and Descriptive Comments.

Urgent issues are acknowledged and responded to immediately

Two examples of our surge volume capacity involve Hurricane Matthew and the Level 3 internet outage - both in 2016. During these two events, we had competitors whose systems failed. We were able to reroute their calls through our servers and data center, seamlessly, to avoid disruptions in service.

In February of this year, one of our competitors experienced a large, regional outage. This competitor happened to be the primary vendor on a large State of Texas contract that we were a secondary vendor on. During the outage, all of the calls were rerouted to us. At the time, neither our client's management or administration were aware of the outage, until we brought it to their attention. Our client was so impressed with our coverage of this event that they have since invited us to an on-site meeting with them to discuss moving us to a primary role within the contract. This flexibility and security provides us a 99.999% uptime, and our customers complete peace of mind.



TELEPHONIC (OVER-THE-PHONE) TECHNOLOGY

Most companies including government agencies, law enforcement, 911 call centers and healthcare organizations encounter language barriers on a daily basis. Without a service like telephone interpreting, communication can become a major obstacle.

Telelanguage interpreters have exceptional linguistic and interpersonal skills that allow them to carry out the interpretation without interrupting the proceeding/meeting/appointment.

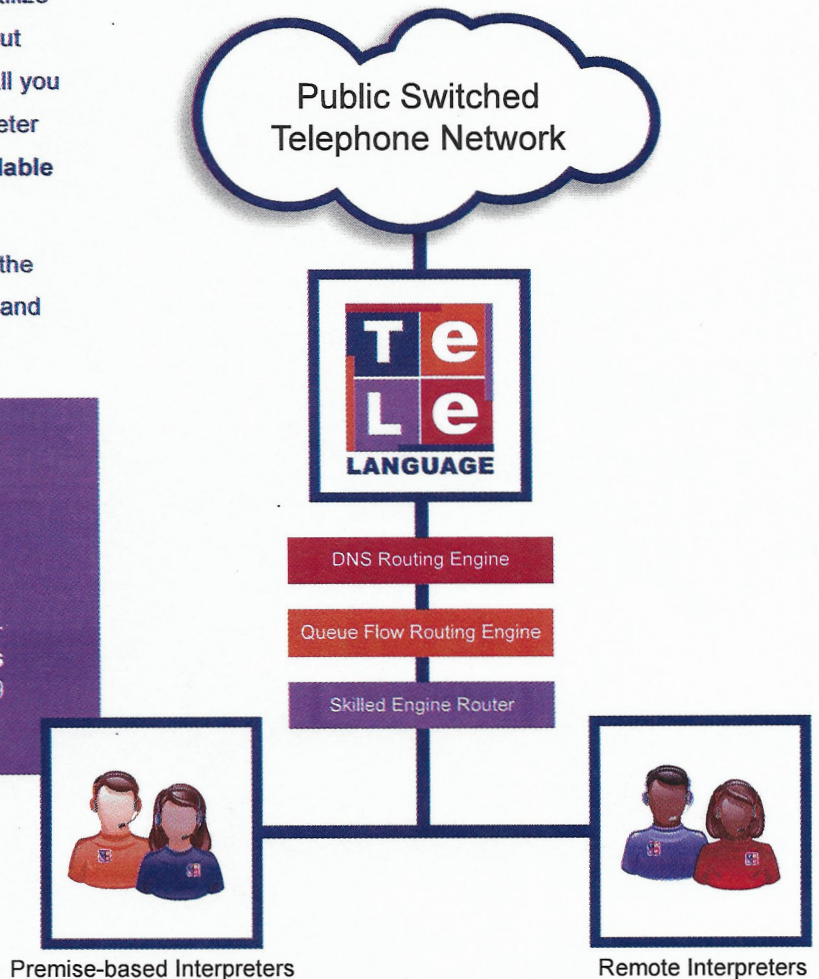
Telelanguage services are user friendly. We have structured our telephony and video remote interpretation systems to be compatible with any system our customers may utilize in their own industries. You do not need to worry about additional expenses to accommodate our services. All you have to do is dial and connect with a certified interpreter of the language of your choosing, **over 300 are available 24/7/365.**

Our clients will have access to services by following the outlined steps using your dedicated toll free number and access code:

- 1** Dial your dedicated toll-free number
- 2** Say or enter your personal access code and language needed
- 3** Start conversation as soon as an interpreter is on the line: **4-5 seconds for top 10 languages.** Average of 9 seconds for others.

Telelanguage's ACD System

Telelanguage's inbound, automatic call distribution capabilities allow us to deliver customers to the appropriate interpreter or other resource on first engagement, segment customers and enable appropriate service prioritization, deploy interpreters cost-effectively no matter where they are located. Meanwhile we are managing both session initiation protocol (SIP)-based, voice over IP (VoIP) agents/interpreters and PSTN-based agents/interpreters from a single, all-in-one contact center platform.

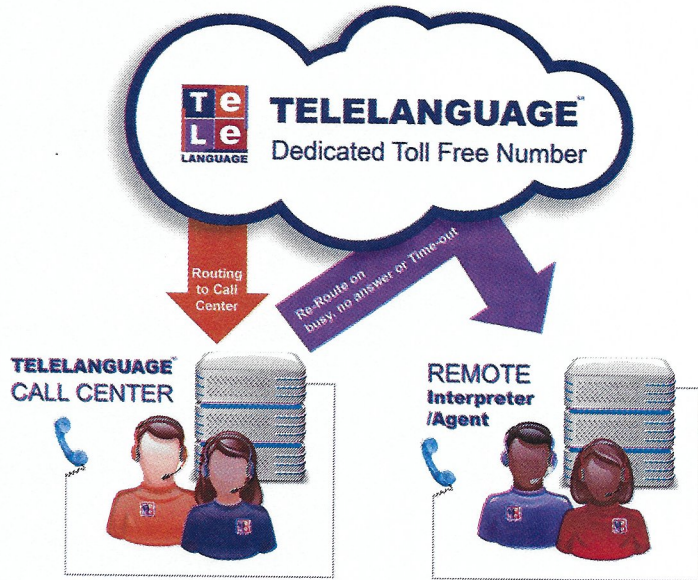


TELEPHONIC (OVER-THE-PHONE) TECHNOLOGY

Multiple Location & Real Time Transferring

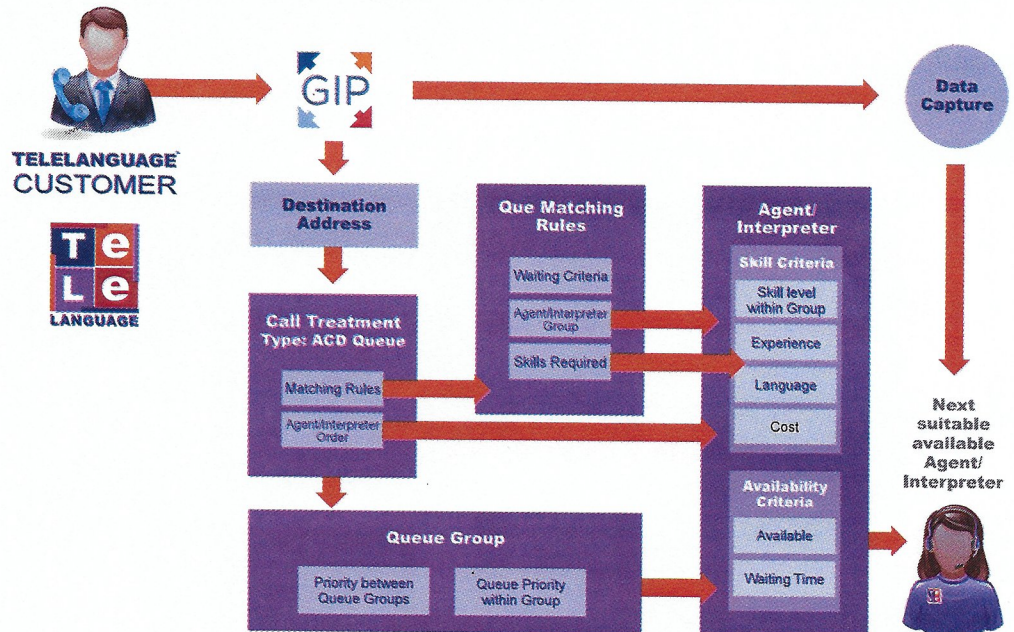
Telelanguage's telephony platform is configured to support a 24/7 operation with multiple locations and real time transferring, queuing, and monitoring.

Telelanguage will provide our clients' Departments Toll Free Numbers with multiple access codes at each of your campus, clinics, offices and or any other location identified by your representative.



Queueing

Telelanguage telephony platform allows incoming calls to connect automatically to a specific split. Calls to a specific split are automatically distributed among the agent/interpreters, or hunt group members, assigned to that split. If there are no interpreters for a specific language available, calls can queue to the split until an interpreter becomes available.



TELEPHONIC (OVER-THE-PHONE) TECHNOLOGY

Language Fact:

Over half of the world's 7,000 languages have no written form.

Telelanguage handled over 15,000,000 minutes of calls in 2017 - that's over 41,000 every single day! Customer Service is available 24 hours per day and we operate at 60% capacity - with the ability to ramp up within minutes.

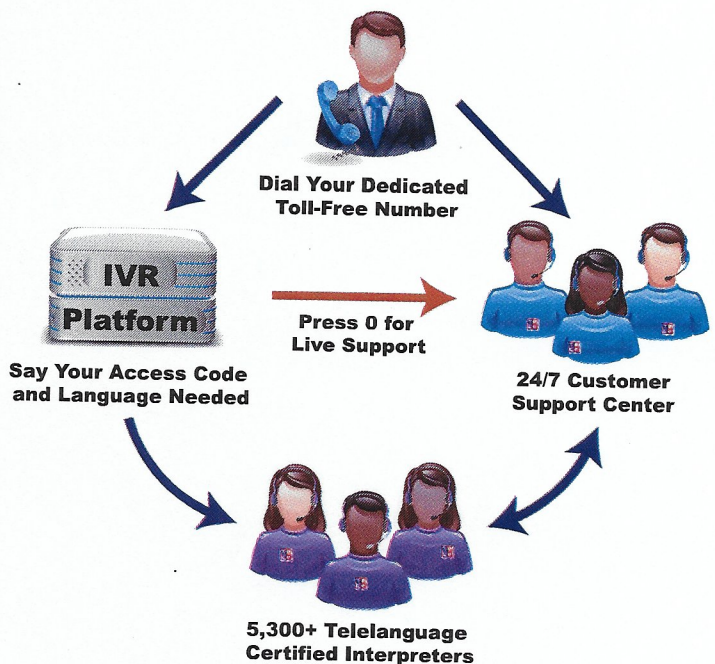
Telelanguage customers are greeted within 3 seconds. 100% of our Customers always have the option to connect to the Interactive Voice Response (IVR) system if data collection is not required. For customers being serviced by live operators, average answer time is 6-9 seconds.

We have built our telephonic technology around remote interpreters, as opposed to centralized call centers. We have found this has many benefits, including increased confidentiality, increased accuracy regarding geographic regions (local acronyms, street names, county names, etc.), and greater flexibility in the event of localized power outages or natural disasters. Our interpreters are held to the highest standards, and are certified professionals. Our remote agents and interpreters have a 30% higher retention rate over our competitor's call centers, due to increased job satisfaction, lower stress levels, and greater flexibility.

As part of the new client set-up process, Telelanguage shall provide a unique client ID code to each client, department, and/or division including field and branch remote offices. Invoices can be customized to meet any data-collection needs our clients have.

Language Fact:

A language goes extinct every 14 days!



Communication tips

- Clearly and briefly state the purpose of the session/ phone call to the LEP person and the interpreter
- Use short sentences in plain English and speak directly to the person (e.g. Mr. ..., how may I help you?)
- Pause after two or three sentences to allow the interpreter to speak
- Allow the interpreter to clarify as he/she has no visual cues to assist
- Ensure you have covered everything you intended
- Clearly indicate the end of the session to the person and interpreter

Code of Conduct

Helpful Tips

To ensure a good interpretation please keep the monolingual [English speaker] involved in everything that is being said. If you need to ask the individual for clarification before you ask you need to ask the monolingual first. Example: 'Sir is it OK if I ask the individual for clarification?' This way the monolingual does not think you are saying things he or she did not say. If he or she only said a few words he or she will perceive you as being a bad interpreter if you ask for clarification without him or her knowing. Because he or she only said a few words and you were talking for multiple sentences the monolingual will wonder what was being said. You must interpret everything to the monolingual no matter how big/small/irrelevant/unrelated/individual was asking you a question or any other situation that might occur. There are no exceptions.

Professionalism

Interpreters shall act respectfully and responsibly at all times toward all parties involved. Introduce yourself to all parties involved and maintain a professional demeanor by managing the flow of your interpretations.

Proficiency

Interpreters shall accurately and completely represent their training and experience. They shall meet the minimum proficiency standard set by Telelanguage by passing the required evaluation exam. Recurrent training shall be assigned as needed. Interpreters shall assess at all times their ability to interpret. Should they have any reservations about their competency, they must immediately notify the parties involved and offer to withdraw without threat of retaliation. They must remain at the assignment

site until appropriate personnel can be secured.

Confidentiality/Non-Disclosure

Interpreters shall not divulge any information obtained through their assignments. They will not publicly discuss, report, or offer any opinion concerning matters in which they have been engaged, without the full approval of the parties involved; especially when that information is not privileged by the law.

Neutrality/Non-Discrimination

Interpreters will be neutral, impartial, and unbiased to all persons. They shall not discriminate on the basis of gender, disability, race, color, nationality, age, socioeconomic or educational status, or religious, political, or sexual orientation. They do not have to agree with what they interpret, and although it can be possible to say unaccustomed words, that one is not regularly speaking, the customer has the opportunity to be heard on his or her own terms. If they are unable to ethically perform in a given situation, they shall refuse or withdraw without threat of retaliation. They will disclose any real or perceived conflict of interest which might affect their objectivity.

Accuracy

Interpreters shall always thoroughly and faithfully render, by conserving tone and spirit, omitting or adding nothing, and accounting for linguistic variations, the source language message. Liability for inaccurate or inappropriate interpretations is the sole responsibility of the interpreter.

Completeness

Interpreters shall interpret absolutely everything said by either party, regardless of content. If the content

of the material may be offensive, insensitive or harmful to the dignity of either party involved, the interpreter must make that clear in advance of interpreting that material.

First Person

The correct way to interpret is in first person only.

Courtesy/Cultural Sensitivity

Interpreters maintain a professional demeanor at all times and address all parties with respect and professionalism. They ensure that their presence is minimized and does not hinder the daily operations or functions of the parties involved. They shall be culturally competent, sensitive, and respectful of the individuals they serve. If appropriate, then they must explain cultural differences in order to facilitate understanding between both parties.

Compensation

Interpreters shall not accept additional money, considerations, or favors for services other than those contracted by Telelanguage. They shall not use for private gain or advantage, any Telelanguage or customer facilities, equipment or supplies, nor shall they use or attempt to use their position to secure privileges or exemptions.

Scope of Practice

Interpreters shall not counsel, refer, give advice, or express personal opinions to individuals for whom they are interpreting, or engage in any other activities. It is not appropriate for an interpreter to make suggestions of any kind that might influence a individual's decision about anything. Such activities may be construed as constituting a service other than interpreting.