

WRITTEN TRANSLATION SERVICES (TR)			
BuyBoard Specification Item No. Category	Part/Item Number	Item Description	MSRP/List Price (before BuyBoard Discount)
Machine Translation (MT)			
1	TRMTA	Machine Translation Language Group A (Spanish)	\$50.00/hr
2	TRMTB	Machine Translation Language Group B	\$75.00/hr
3	TRMTC	Machine Translation Language Group C	\$100.00/hr
Machine Translation & Human Post-Edit (MTPE)			
4	TRMTPEA	MTPE Language Group A (Spanish)	\$75.00/hr
5	TRMTPEB	MTPE Language Group B	\$100.00/hr
6	TRMTPEC	MTPE Language Group C	\$125.00/hr
Human Translation & Proofreading (TRP)			
7	TRHTPA	Human TRP Language Group A (Spanish)	\$100.00/hr
8	TRHTPB	Human TRP Language Group B	\$125.00/hr
9	TRHTPC	Human TRP Language Group C	\$150.00/hr
Other Translation Services			
10	TRPRO	Proofreading	\$100.00/hr
11	TRDTP	Desktop Publishing	\$80.00/hr
12	TRREM	ADA/508 Remediation	\$80.00/hr

ON-DEMAND TELEPHONE/OVER THE PHONE INTERPRETATION (OPI)			
BuyBoard Specification Item No. Category	Part/Item Number	Item Description	MSRP/List Price (before BuyBoard Discount)
13	OFFOPIA	Offshore OPI Language Group A (Spanish)	\$55.00/hr
14	OFFOPIB	Offshore OPI Language Group B & C (All Other Spoken)	\$75.00/hr
15	ONOPIA	Onshore OPI Language Group A (Spanish)	\$65.00/hr
16	ONOPIB	Onshore OPI Language Group B & C (All Other Spoken)	\$95.00/hr

ON-DEMAND VIDEO-REMOTE INTERPRETATION (VRI)			
BuyBoard Specification Item No. Category	Part/Item Number	Item Description	MSRP/List Price (before BuyBoard Discount)
17	OFFVRIA	Offshore VRI Language Group A (Spanish)	\$85.00/hr
18	OFFVRIB	Offshore VRI Language Group B & C (All Other Spoken)	\$95.00/hr
19	ONVRIA	Onshore VRI Language Group A (Spanish)	\$70.00/hr
20	ONVRIB	Onshore VRI Language Group B & C (All Other Spoken)	\$100.00/hr
21	ONVRID	Onshore VRI Language Group D (ASL)	\$130.00/hr

ORAL/ONSITE INTERPRETATION SERVICES			
BuyBoard Specification Item No. Category	Part/Item Number	Item Description	MSRP/List Price (before BuyBoard Discount)
<i>Consecutive (Qualified) Interpretation</i>			
22	SICQA	Scheduled On-site Consecutive, Qualified Language Group A (Spanish)	\$95.00/hr
23	SICQB	Scheduled On-site Consecutive, Qualified Language Group B (Core Lang.)	\$110.00/hr
24	SICQC	Scheduled On-site Consecutive, Qualified Language Group C (All Other Spoken Lang.)	\$125.00/hr
25	SICQD	Scheduled On-site Consecutive, Qualified Language Group D (ASL)	\$165.00/hr
26	SOPIVRIQA	Scheduled OPI/VRI Consecutive, Qualified Qualified Language Group A (Spanish)	\$95.00/hr
27	SOPIVRIQB	Scheduled OPI/VRI Consecutive, Qualified Language Group B (Core Lang.)	\$110.00/hr
28	SOPIVRIQC	Scheduled OPI/VRI Consecutive, Qualified Language Group C (All Other Spoken Lang.)	\$125.00/hr
29	SVRIQD	Scheduled VRI Consecutive, Qualified Language Group D (ASL)	\$165.00/hr

ORAL/ONSITE INTERPRETATION SERVICES (CONT.)			
BuyBoard Specification Item No. Category	Part/Item Number	Item Description	MSRP/List Price (before BuyBoard Discount)
<i>Consecutive (Medically Certified) Interpretation</i>			
30	SICMA	Scheduled On-site Consecutive, Medical Language Group A (Spanish)	\$150.00/hr
31	SICMB	Scheduled On-site Consecutive, Medical Language Group B (Core Lang.)	\$200.00/hr
32	SICMC	Scheduled On-site Consecutive, Medical Language Group C (All Other Spoken Lang.)	\$250.00/hr
33	SICMD	Scheduled On-site Consecutive, Medical Language Group D (ASL)	\$250.00/hr
34	SOPIVRIMA	Scheduled OPI/VRI Consecutive, Medical Language Group A (Spanish)	\$150.00/hr
35	SOPIVRIMB	Scheduled OPI/VRI Consecutive, Medical Language Group B (Core Lang.)	\$200.00/hr
36	SOPIVRIMC	Scheduled OPI/VRI Consecutive, Medical Language Group C (All Other Spoken Lang.)	\$250.00/hr
37	SVRIMD	Scheduled VRI Consecutive, Medical Language Group D (ASL)	\$250.00/hr

ORAL/ONSITE INTERPRETATION SERVICES (CONT.)			
BuyBoard Specification Item No. Category	Part/Item Number	Item Description	MSRP/List Price (before BuyBoard Discount)
<i>Simultaneous (Qualified & Certified) Interpretation</i>			
38	SISA	Scheduled On-site Simultaneous Language Group A (Spanish)*	\$200.00/hr
39	SISB	Scheduled On-site Simultaneous Language Group B (Core Lang.)*	\$250.00/hr
40	SISC	Scheduled On-site Simultaneous Language Group C (All Other Spoken Lang.)*	\$350.00/hr
41	SISD	Scheduled On-site Simultaneous Language Group D (ASL)**	\$200.00/hr
42	SISE	Scheduled On-site Simultaneous Language Group E (CART)**	\$250.00/hr
43	SOPIVRISA	Scheduled OPI/VRI Simultaneous Language Group A (Spanish)*	\$150.00/hr
44	SOPIVRISB	Scheduled OPI/VRI Simultaneous Language Group B (Core Lang.)*	\$225.00/hr
45	SOPIVRISC	Scheduled OPI/VRI Simultaneous Language Group C (All Other Spoken Lang.)*	\$300.00/hr
46	SVRISD	Scheduled OPI/VRI Simultaneous Language Group D (ASL)**	\$150.00/hr
47	SOPIVRISE	Scheduled OPI/VRI Simultaneous Language Group E (CART)*	\$225.00/hr
CONFERENCE INTERPRETATION EQUIPMENT			
BuyBoard Specification Item No. Category	Part/Item Number	Item Description	MSRP/List Price (before BuyBoard Discount)
48	CIET	Digital Medium Area Transmitter	\$200.00/day
49	CIERH	Multi-Channel Receiver & Headset	\$10.00/day

LANGUAGE GROUPS	
Language Group A	
	Spanish
Language Group B	
	Core Languages (Arabic, Armenian, Cantonese, Farsi (Persian), Hindi, Hmong, Khmer (Cambodian), Korean, Mandarin, Punjabi, Russian, Tagalog, Thai, Ukrainian, Vietnamese)
Language Group C	
	All Other Spoken Languages
Language Group D	
	American Sign Language
Language Group E	
	Communication Access Real-Time Translation (CART)

SAMPLE LANGUAGE LIST

Afrikaans	Farsi (Persian)	Kanjober (Q'anjob'al)	Moldovan	Slovak
Akan	Fijian	Karen	Mongolian	Slovenian
Albanian	Hindi	Kashmiri	Montenegrin	Somali
American Sign Lang.	Finnish	Kazakh	Moroccan Arabic	Soninke
Amharic	Flemish	Khmer - Cambodian	Navajo	Sorani
Arabic	French Can. Fukienese	Kinyarwanda	Neapolitan	Spanish
Armenian	Fula	Kirghiz	Nepali	Sudanese- Arabic
Ashante	Fulani	Kirundi	Nigerian Pidgin	Sundanese- Susu
Assyrian Azerbaijani	Fuzhou	Korean	English	Swahili
Azeri	Ga	Kosovan	Norwegian	Swedish
Bajuni	Gaddang	Krio	Nuer	Sylheti
Bambara	Gaelic	Kurdish	Oromo	Tagalog
Basque	Garre	Kurmanji	Pahari	Taiwanese
Behdini	Georgian	Laotian	Pampangan	Tajik
Belorussian	German	Latvian	Pangasinan	Tamil
Bengali	Greek	Lingala	Pashto	Telugu
Bosnian	Gujarati	Lithuanian	Patois	Thai
Bulgarian	Haitian Creole	Luganda	Pidgin English	Tibetan
Burmese	Hakka	Luo	Polish	Tigre
Cantonese	Hakka - China	Luxembourgish	Portuguese Creole	Tigrinya
Catalan	Hassaniyya	Maay	Pothwari	Toishanese
Chaldean Chaochow	Hebrew	Macedonian Malagasy	Pulaar	Tongan
Chavacano	Hindi	Malay	Punjabi	Tshiluba
Cherokee	Hmong	Malayalam	Putian	Turkish
Chinese	Hokkien	Maltese	Quichua	Twili
Chuuk	Hunanese Hungarian	Mam	Romani	Ukrainian
Cree	Ibanag	Mandarin	Romanian	Urdu
Croatian	Ibo	Mandingo	Russian	Uyghur
Czech	Icelandic	Mandinka	Samoan	Uzbek
Danish	Igbo	Maninka	Sango	Vietnamese
Dari	Ilocano	Marathi	Serbian Shanghainese	Visayan
Dinka	Indonesian	Marshallese	Sichuan	Vlach
Diula	Inuktitut	Mexican Sign Lang.	Sicilian	Wenzhou
Dutch	Italian	Mien	Sinhalese	Wolof
Estonian	Jakartanese Japanese	Mina	Sindhi	Yiddish
Ewe	Javanese	Mirpuri		Yoruba
		Mixteco		Yupik
				Zapotec

LANGUAGE SERVICES GLOSSARY

Written Translation Services

- **Machine Translation (MT):** AI-driven automated translation without human involvement.
- **Machine Translation Post-Editing (MTPE):** AI-powered translation refined by human editors to enhance accuracy and readability.
- **Human Translation with Proofreading:** A human translation followed by a second linguist reviewing for accuracy, fluency, and consistency.
- **Proofreading:** Reviewing and correcting a translated document for grammar, spelling, punctuation, and clarity.
- **Desktop Publishing (DTP):** Formatting and designing translated documents to match the original layout while ensuring readability and cultural appropriateness. Supports PDF, Word, PowerPoint, InDesign (INDD), and Photoshop (PSD) files.
- **ADA/508 Remediation:** Ensuring documents comply with Section 508 of the Americans with Disabilities Act (ADA) and WCAG guidelines by making them accessible to screen readers and other assistive technologies.

Oral Interpretation Services

- **On-Demand Telephone/Over-the-Phone Interpretation (OPI):** Instant access to interpreters via phone for unscheduled language assistance.
- **On-Demand Video-Remote Interpretation (VRI):** Immediate video-based interpretation accessible on smartphones, computers, or tablets.
- **Scheduled Consecutive Interpretation (Qualified):** Interpretation where the speaker pauses after a few sentences, allowing the interpreter to convey the message. Ideal for small meetings and one-on-one interactions.
- **Scheduled Consecutive Interpretation (Medically Certified):** Consecutive interpretation by medically trained and certified interpreters for healthcare settings, ensuring compliance with medical standards.
- **Scheduled Simultaneous Interpretation (Qualified & Certified):** Real-time interpretation where the interpreter translates speech as the speaker talks. CART (Communication Access Real-Time Translation) provides live text captions, ideal for conferences and public events.
- **Conference Interpretation Equipment Rental:** High-quality audio equipment for seamless interpretation at conferences and events.

SERVICE POLICIES AND BILLING GUIDELINES	
Written Translation Services	
Cancellation Policy: Client may cancel a written translation request prior to the approval of a quote.	
On-Demand Telephone Interpretation (OPI)	
Cancellation Policy: Client may cancel on-demand OPI prior to being connected to the interpreter.	
On-Demand Video Interpretation (VRI)	
Cancellation Policy: Client may cancel on-demand VRI prior to being connected to the interpreter.	
Oral/Onsite Interpretation Services	
Scheduled Consecutive Interpretation (Qualified & Medically Certified)	
Cancellation Policy: All assignments must be canceled during normal business hours (8:00 a.m. – 5:00 p.m.) and no less than twenty-four (24) business hours prior to the assignment date and time to avoid being charged the entire estimated duration of the assignment. Cancelling services must be done through the company, not the individual interpreter. A Consumer or Third Party no-show that results in a cancelled assignment shall be classified as a late cancellation and billed for the entire estimated assignment duration. Billing Increments: Scheduled Onsite interpretation shall have a minimum duration of two (2) hours per request. Scheduled OPI/VRI shall have a minimum duration of one (1) hour per request. Additional time after the minimum shall be billed in fifteen (15) minute increments. Requests estimated to exceed the minimum hours shall be billed for the estimated duration.	
Scheduled Simultaneous Interpretation (Qualified & Certified)	
Cancellation Policy: All assignments must be canceled during normal business hours (8:00 a.m. – 5:00 p.m.) and no less than forty-eight (48) business hours prior to the assignment date and time to avoid being charged the entire scheduled time. Cancelling services must be done through Hanna's Scheduling Department (not the interpreter). A Consumer or Third-Party no-show that results in a cancelled assignment shall be classified as a late cancellation and billed for the entire estimated assignment duration. Billing Increments and Minimums: Scheduled Onsite and Scheduled OPI/VRI Simultaneous Interpretation and CART services carry three-hour (half-day) or six-hour (full-day) minimum billing requirements. If a half-day assignment exceeds three hours, it converts to a full-day minimum of six hours. For full-day assignments, any time beyond six hours is billed in fifteen-minute increments at the hourly rate. Pre-event rehearsals are billed at a one-hour minimum, and interpreter availability for rehearsals cannot be guaranteed. Teaming Requirements: Certain spoken-language and CART assignments may require interpreter teaming based on the event's setting, complexity, or duration. ASL simultaneous interpretation always requires a two-interpreter team.	
Conference Interpretation Equipment:	
Cancellation Policy: All assignments must be canceled during normal business hours (8:00 a.m. – 5:00 p.m.) and no less than five (5) business days prior to the assignment date and time to avoid being charged the entire scheduled time. Cancelling services must be done through Hanna's Scheduling Department (not the interpreter).	