Vermont Agency of Transportation
INTERPRETATION & TRANSLATION SERVICES

	Service Provider	Fee Structure	Process
In-Person Interpretation	**Association of Africans Living in Vermont (AALV)** 20 Allen Street, 3rd Floor Burlington, VT 05401 (802) 985-3106 **Online:** Complete the request form at https://www.aalv-vt.org/. (Your request will be confirmed by email.) **Email:** send your request to aalvinterpret@gmail.com **After hours urgent requests:** Call (802) 324-9794	• Base rate is $50 an hour. • 15-minute minimum charge, then charge is for 15-min increments. • No surcharge for afterhours, weekends, or holidays. • No charge for first 50 miles, state mileage rates used thereafter. • No charge for cancellations with at least 12 hours' notice; one-hour charge for less than 12 hours' notice. • Telephone call to client to confirm appt is available for $5 per appointment.	• Department requests interpreter • At least 5 working days' notice required for guaranteed service; AALV will try to satisfy requests with less notice. • AALV bills the Department directly. • Department pays AALV.
Telephonic Interpretation & Written Translation Services BGS Contract #31184	**Telelanguage Inc.** 514 SW 6th Avenue 4th Floor Portland, OR 92204 http://telelanguage.com Toll Free: 1.888.983.5352 E-mail: info@telelanguage.com	• Free, one-time setup for initial account, implementation, and training. No monthly service fee. **Telephonic Interpretation:** • Rate is $0.72 per minute for telephonic interpretation. • Flat rate across 170 languages, on demand 24/7/365. **Video Interpretation:** • Rate is $3.75 per minute. **Translation Services:** • Written translation rate is 0.28 per word. • Written translation technical rate is 0.30 per word. • Written translation rush service within 24 hours is 20% more than base rate. Contractor invoices include itemization of work performed with name of requester, organization unit, language, time, date, type of service, number of words, and document name.	• To open an account, your business manager needs to contact Tim Bernal. Tim will ask what information the employee needs to provide when requesting the service and set up the account and process. tbernal@telelanguage.com Toll Free: 1.888.983.5352 Main: 503.535.2178 • Ask your business manager for account number, access code, etc. • Telelanguage invoices the Department or Division and Department/Division pays Telelanguage.