

**AMENDMENT #2 TO SERVICE AGREEMENT #ADMN2400412**

**Translation Services, Interpretation Management Systems and Related Products**

**January 14, 2026**

The above referenced service agreement is hereby amended/renewed as follows:

**Amendment:**

**Adding** AI Interpreter services as described in the Attachment A titled "AI When It Fits. Human When It Counts".

**Pricing**

- **AI Interpreter:** \$0.50 per minute
- **AI Call Transcripts & Summaries:** \$0.05 per minute

Changes applicable to this amendment are reflected on the attached Contract Pricing/Information Sheet.

**County of Chesterfield**

SIGNATURE 

NAME (print/type) Stephanie S. Brown

TITLE Procurement Director

DATE 01/23/2026

**Boostlingo LLC**

SIGNATURE 

NAME (print/type) Bryan Forrester

TITLE CEO

DATE 01 / 16 / 2026

Approved as to form:

Approved via email 01/21/2026  
County Attorney's Office

**CHESTERFIELD COUNTY PURCHASING DEPARTMENT**  
**CONTRACT PRICING/INFORMATION SHEET**

Boostlingo LLC  
98 San Jacinto Blvd, Suite 400  
Austin TX 78701

Phone: (303)949-0403  
Contact: Bob Arnold  
Email: [Bob.arnold@boostlingo.com](mailto:Bob.arnold@boostlingo.com)  
Terms: Net 30  
F.O.B.: Chesterfield County, various locations  
Response time of service: Determined at time of need.

**CONTRACT SUBJECT:** Translation Services, Interpretation Management Systems and Related Products  
**PRODUCT CODE:** 961-75  
**CONTRACT PERIOD:** Five Years from date of Contract Execution  
**CONTRACT TERM:** First of Five Terms  
**CONTRACT NUMBER:** ADMN2400410

**PURPOSE**

Requirements contract for translation and interpretation services, in person, over the phone, and online.

**INSTRUCTIONS**

The contractor shall provide services only after receipt of a written or verbal Chesterfield County Purchase Order containing a purchase order number. Any services provided without a written purchase order or a verbal request containing a purchase order number shall be at the contractor's expense.

The using department/schools shall include the applicable contract number on each purchase requisition/purchase order.

Purchase Orders issued against the contract are limited to goods and services contained in the contract.

Inspection of all goods/services received and approval of the Contractor's invoice is the responsibility of the using departments/schools. The pricing on the invoice must be in accordance with the contract pricing.

**PRICING SCHEDULE**

**US Based Resources – Over the Phone Interpretation**

<b>Language</b>	<b>Rate</b>	<b>Minimum</b>
Spanish	\$0.76/minute	1 minute
All Other Spoken Languages	\$0.89/minute	1 minute

**US Based Resources - Video Remote Interpretation (Teams, Google Meets, etc.)**

<b>Language</b>	<b>Rate</b>	<b>Minimum</b>
Spanish	\$0.79/minute	1 minute
All Other Spoken Languages	\$0.95/minute	1 minute
American Sign Language	\$1.45/minute	1 minute

**Global Based Resources - Over the Phone Interpretation**

<b>Language</b>	<b>Rate</b>	<b>Minimum</b>
Spanish (0 – 10,000 minutes)	\$0.59/minute	1 minute
All other Spoken Languages (0 – 10,000 minutes)	\$0.69/minute	1 minute
Billing begins once a County client is connected to an interpreter and ends when the client disconnects from the call. The County is only billed for time spent on the line with an interpreter, excluding wait time(s).		

**Global Based Resources - Video Remote Interpretation (Teams, Google Meets, etc.)**

<b>Language</b>	<b>Rate</b>	<b>Minimum</b>
Spanish	\$0.64/minute	1 minute
All Other Spoken Languages	\$0.76/minute	1 minute
Indigenous Mayan Languages (Preschedule Only)	\$2.30/minute	1 minute
American Sign Language	\$1.20/minute	1 minute

**AI Interpreting Solutions**

<b>Service</b>	<b>Rate</b>
AI Interpreter Pricing	\$0.50/minute
AI Call Transcripts and Summaries	\$0.05/minute

**Ancillary Services for OPI & VRI**

<b>Services</b>	<b>Rate</b>	<b>Additional Terms</b>
Toll Free IVR Calls	\$0.02/minute	Optional service for Toll Free Phone Number
Pre-Scheduled Certified Deaf Interpreter (CDI) - American Sign Language (ASL)	\$2.50/minute	Must be pre-scheduled, one hour minimum. Additional time beyond scheduled duration will be billed per minute. Twenty-four (24)

		hour written notice required for cancellation. Missed appointments without sufficient notice will be charged the entire prescheduled fee.
ASL Pre-Scheduled Calls	\$1.65/minute - Monday – Friday 8am-8pm EST  \$1.95/minute - afterhours and rush requests	48-hour notice required for pre-scheduled calls
Spoken Pre-Scheduled Calls	\$1.20/minute - Monday – Friday 8am-8pm EST  \$1.35/minute - afterhours and rush requests	48-hour notice required for pre-scheduled calls
Audio Conference Calling	\$0.75 per Call	Audio Conference Calling for up to 4 parties billed per call.
Video Conference Calling	\$0.75 per Call	Video Conference Calling for up to 4 parties billed per call.
Direct Dial Feature	\$2.00 per number per month	50 Direct Dial numbers included. Fee applies for additional direct dial numbers.
Internal Call Routing	\$0.07/minute	Internal call routing to non-Boostlingo Interpreters.

### Scheduling and Interpreter Management System

Services	Rate	Additional Terms
Software Subscription	\$595.00/Month	Includes 500 appointments per month, additional options available based on appointment volume.
Scheduled Appointment Overage	\$0.65/appointment	Billed based on monthly utilization.
SMS	\$0.02/message	Per Message fee for US and Canada texting. Additional fees may apply for international SMS.

### AI Pro On Demand Interpretation

#### AI Caption Services (130+ languages)

- AI Speech Translation Services, including spoken translations and captioning in real time.
- AI assistance with note summaries and glossaries.

All pricing tiers include:

- AI Integration
- Captioning
- Translation

<b>Tier</b>	<b>Detail</b>	<b>Rate (monthly)</b>
Notetaker	5-day retention period 3 participants max 60 minutes max session	\$9.95/user
Team	30-day retention period 20 participants max 120 minutes max session	\$19.95/user
Enterprise	Unlimited retention Unlimited participants Unlimited session length	Custom Quote

### Event Rates

	<b>Event Size</b>		
	<b>Small Event</b>	<b>Medium Event</b>	<b>Large Event</b>
<b>Limitations</b>	Max 50 participants Max 3 languages	Max 500 participants Max 6 languages	Max 1000 participants Max 12 Events
	AI Captioning (multilingual) AI Interpretation All Integrations Included Events Platform		
<b>Hourly Price</b>	\$85.00	\$119.00	\$189.00
10 Hour Package (prepaid, valid for 12 months)	\$80.00/hour	\$109.00/hour	\$175.00/hour
20 Hour Package (prepaid, valid for 12 months)	\$75.00/hour	\$99.00/hour	\$155.00/hour
30 Hour Package (prepaid, valid for 12 months)	\$50.00/hour	\$79.00/hour	\$109.00/hour
<b>Add Ons</b>			
Live Tech Support (per hour)	\$89.00		
Additional 500 participants (per hour)	N/A	N/A	\$95.00
Additional languages (per hour)	N/A	N/A	\$20.00
Human Interpretation	Pricing Upon Request		
Multilingual Recording (per hour)	\$25.00		
RTPM Streaming (per hour)	\$125.00		
China Access (per hour)	\$20.00		
BoostMIXER – onsite HW integration (per hour)	\$15.00		
Live Training	\$89.00 (first hour included)		
Moderation Service	\$600.00 (half day) \$800.00 (full day)		
Onsite Support	\$500.00/day, plus travel and accommodation		

## **SCOPE OF WORK/SPECIFICATIONS**

### **Interpreter and Translator Requirements**

- Screened and tested for proficiency in both written English and the target language(s) with affiliation/accreditation by the American Translators Association ([www.atanet.org](http://www.atanet.org)) or have other credentials or certifications that are comparable to or exceed the standards of the American Translators Association.
- Able to write at an appropriate reading level for target audience and are linguistically accurate, culturally appropriate, and technically consistent with the original documents and ensure that a single translator is used to complete each document to ensure continuity and consistency in terminology, syntax, and style.
- Knowledgeable about U.S. domestic culture. Translators utilized from a foreign country are not acceptable unless the potential translator was raised within the U.S. or has spent significant recent time in this country and is directly knowledgeable regarding U.S. domestic culture. Any potential issue regarding this requirement/prohibition for a particular translation request must be brought to the County or Participating Public Agency for resolution.
- Interpreters who can act as a bridge, providing the County or Participating Public Agencies with feedback not only on grammatical and linguistic accuracy, but also on cultural appropriateness.
- Knowledgeable of and compliance with HIPAA related privacy guidelines.
- Aware of affidavits and statements of truth in reference to the validity of the translation.
- Simultaneous Interpretation – should have at minimum two years of experience with simultaneous interpreting and should have at minimum five years of experience with conference based interpreting.

### **Medical Interpreters**

- Annual proof of HIPAA-compliance training
- Proof of Medical Terminology (including Behavioral Health and medications) training in addition to the 40-hour basic medical interpreter training
- 3+ years of experience in medical interpreting
- Medically specialized interpreters must also be familiar with and adhere to the appropriate code of ethics and standards of practice for the geographic region where the interpreting session takes place.

### **Legal Interpreters**

- Proof of Legal Terminology Training
- 3+ years of experience in legal interpretation
- For legal encounters, legally specialized interpreters must also be familiar with and adhere to the legal code of ethics and standards of practice for the United States.

### **Telephone Services**

- Provide telephone equipment with a single, toll-free, nationwide 800-number to access all services and have conference-calling services and capabilities.
- **Emergency Interpretation Services:** Provide interpretation services in an emergency such as a natural disaster, during or after regular hours. Emergency situations including but are not limited to the capacity to support an increased volume of calls and provide accurate information to callers from the general public that may call the County or Participating Public Agencies for information. The Offeror must be willing and able to participate in briefing activities related to emergency operations when/if it becomes activated.

### **Onsite Services**

- Provide interpreters in person, on site or otherwise, when required. The requirement for in-person interpreters will be scheduled in advance and the Offeror shall provide services within forty-eight (48) hours unless otherwise scheduled later.
- If it is anticipated that interpreter services will be needed more than eight (8) hours for a single session, the County and the Offeror will mutually determine if more than one interpreter shall be required.
- Be proficient in consecutive interpretation in which the interpreter listens to spoken statements of varying length in one language, and at the conclusion of the statement, translates it orally into another language. The interpreter must be proficient in absorbing the information, mentally retaining it, and accurately transferring it into another language from which it is spoken.
- When more than one interpreter is available for an assignment, the Offeror shall assign the interpreter closest to the site where services are needed, unless a specific interpreter is requested by the County.
- Expedited onsite interpreter services shall be provided by the Offeror for requests received with less than forty-eight (48) hours' notice.
- An interpreter shall be physically present at the location specified by the County including locations with security or other special requirements and shall abide by all such security or special requirements.
- The County shall have the ability to request a specific interpreter for a specific language interpretation for onsite service if the request is placed in advance of the actual time it is needed.

### **Written Services**

- Provide written document translation services for the languages it offers and provide a listing of any additional languages it offers. The Offeror should provide document translation services from English to source language and/or source language translation to English.
- Provide review, editing, and proofreading services for previously translated documents.
- Manage document translations electronically.
- Be capable of receiving source language documents by e-mail, facsimile, or other electronic

means (i.e. PDF or flat files, standard word processing languages, etc.), U.S. postal service or courier delivery. The typical delivery is expected to be by e-mail, facsimile, or other electronic means.

- Completed orders should be returned electronically, preferably by email, to the address specified in the request. If the resulting document is too large to be transmitted via email or in a compressed format, documents will be accepted on a flash drive. Rarely, a printed copy may be requested by mail or overnight courier. Overnight courier charges will be reimbursed by the County or Participating Public Agency only when pre-approved and a result of the request.
- Translators must translate the written word accurately and in the same spirit and style as it appears in the original text. Translators must ensure accuracy of nuances, subject-matter detail and retain fluency. The Offeror should also provide translated materials that meet the following requirements:
  - accurate content
  - correct spelling
  - correct grammar
  - correct language structure (while remaining faithful to English content)
  - appropriate manner for the target audience, taking into consideration:
    - a. reading level
    - b. culturally appropriate terminology & content
    - c. clarity of message (easy-to-read)
    - d. regional dialect and idiomatic differences
- The translated document(s) should be checked by proficient translators before delivery for quality assurance. Acceptable methods include:
  - review by a proofreader or editor
  - peer review of the draft
  - field-testing of drafts (as appropriate)
  - testing in a sampling of the potential target audience of material in both language and imagery
- The time frame for completion of routine written translations of source documents requiring twenty (20) or fewer pages of target language translation, the translation should be completed within five (5) business days from the day the County or Participating Public Agency sends the source language electronically to the Offeror or seven (7) business days from the date Region 4 or Participating Public Agency sends the source language via overnight delivery such as priority U.S. Mail, UPS, FedEx, etc. The time frame for more than 20 pages of target language translation should be one (1) week, plus one (1) additional day for each additional ten (10) pages, or portion thereof, of target language translation.
- Expedited Translation Services: Provide expedited written translation services when requested by the County or Participating Public Agency. Expedited written document translation shall be continuously available for languages. Expedited written translation documents shall be completed within one (1) day from the day the Participating Public Agency sends the source language electronically or two (2) days from the day the County or Participating Public Agency sends the source language via overnight delivery such as U.S. Mail, UPS, FedEx, etc. to the Offeror for up to ten (10) pages of target language translation. One additional day shall be permitted for each additional 10 pages, or portion thereof, of target language translation. In the event of an emergency “event” (e.g., natural disaster, bioterrorism, or other public safety related emergencies) the Contractor should provide expedited written translation services for press releases within the following timeframes:
  - Translate up to ten (10) press releases (each up to 1 page in length) per month in Spanish with under three (3) hours of turnaround time; and



- Translate up to ten (10) press releases (each up to 1 page in length) per month in other core and non-core languages with under five (5) hours of turnaround time.

### **Video Remote Services**

- Provide video remote interpreting Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. Local Time, upon request by the County or Participating Public Agency for languages within 45 minutes of the time services are requested.

### **SPECIAL TERMS AND CONDITIONS**

**Access to County Property:** Access to the County's property shall be coordinated with the County staff requesting services.

**Contact with Students:** As required by *Code of Virginia*, Section 22.1-296.1, as amended, Bidders who will provide services that will place Contractor or Contractor's employees in direct contact with students on school property during regular school hours or during school-sponsored activities, shall certify, by signing and submitting their bid or proposal, that none of the individuals who will perform the work under the contract have been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child. Any person making a materially false statement regarding any such offense shall be guilty of a Class 1 misdemeanor and, upon conviction, the fact of such conviction shall be grounds for the revocation of the contract to provide such services and, when relevant, the revocation of any license required to provide such services.

### **RENEWAL OF CONTRACT**

#### **Contract Term**

The initial term of this contract shall be effective from date of contract execution for a period of one (1) year.

#### **Contract Renewal**

This contract may be renewed by the County for one year/five (5) successive one-year periods under the terms and conditions of the original contract. If the County elects to exercise the option to renew the contract for an additional term, the contract price(s) for the additional term shall not exceed the contract price(s) of the original contract increased by more than the percentage increase of the Education and Communications Services (CUSR0000SAES) category of the All Urban Consumers section of the Consumer Price Index (CPI-U) of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available. The source for this index shall be the following: <http://www.bls.gov/cpi>

#### **Contract Extension**

The County has the right to extend this contract for up to one hundred eighty (180) days following any term on the contract.