



GLOBO Order Form

This is an Order Form for services by and between GLOBO Language Solutions, LLC, ("GLOBO") and Raytown C-2 School District ("Customer"), with its principal offices located at 6608 Raytown Rd, Raytown, MO 64133.

Scope of Services and Rates: GLOBO will provide such language services as described and per the terms and conditions set forth in this agreement and any attached Statements of Work and/or Scope of Work.

Term: This Agreement shall be valid for two (2) years from the Effective Date set forth below (the "Initial Term") and shall automatically renew for additional twelve (12) month terms (each, a "Renewal Term"), unless either party provides notice of non-renewal no less than thirty (30) days prior to the end of the Initial Term or a Renewal term. The Initial Term and all Renewal Terms shall be referred to herein as the "Term".

Invoice will be sent to:

Kajal Ramsunder, 10750 E 350 Hwy, Raytown, MO 64138 / kajal.ramsunder@ray

Payment of invoices should be sent to:

GLOBO Language Solutions LLC
PO Box 412439
Boston, MA 02241-2439

ACH PAYMENTS SHOULD BE SENT TO:
Bank of America, N.A.
ABA or Routing number: 031202084
Account number: 383011388360
For Credit to: Globo Language Solutions LLC

For WIRE TRANSFERS:
Routing/Transit (ABA) number: 0260-0959-3
SWIFT: BOFAUS3N

Invoicing and Payment Terms:

Invoices will be sent to the Customer electronically via e-mail as a PDF on a monthly basis. Payment of undisputed fees is due Net-30 days from the date of the invoice. Unless otherwise agreed by the parties in writing, all fees will be paid in United States dollars (USD). Except as otherwise provided in the Agreement (defined below), payment obligations are non-cancelable and fees paid are non-refundable.

If Customer fails to pay an invoice when due and fails to cure such non-payment within 10 days of written notice thereof, then GLOBO may assess and Customer will pay a late fee of the lesser of 1.5% per month or the maximum amount allowable by law and GLOBO may suspend services to Customer for failure to pay as outlined in the Agreement.

Termination: Customer may terminate this Agreement for convenience upon ninety (90) days prior written notice, but if Customer terminates this Agreement for convenience prior to the end of the Initial Term or any Renewal Term, Customer agrees to pay an Early Termination fee. This fee shall be the multiple of the 100 minimum number of monthly minutes required for TI at the TI rate set forth in the Scope of Services document for the total number of months remaining until the end of the Term or Renewal Term. GLOBO may terminate this Agreement at any time given ninety (90) day's notice.

Equipment Replacement: Customer will pay GLOBO the replacement cost for any equipment

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provided to Customer by GLOBO that is lost, stolen and/or damaged while at a Customer facility or in Customer's possession and/or control, regardless of how such loss or damage occurs. This Section shall apply to equipment including, but not limited to, telephones, laptops, tablets, cords, cell phones and/or any other equipment delivered in connection with the Services provided under this Agreement.

All equipment purchased by the Customer from GLOBO is the property of the Customer. GLOBO will not refund or replace, at its own cost, any equipment that is damaged, lost or stolen while at a Customer's facility or in Customer's possession and/or control, regardless of how such loss or damage occurs. If Customer orders any replacement equipment through GLOBO, Customer is responsible to pay GLOBO the cost of replacement of such equipment. This Section shall apply to equipment including, but not limited to, telephones, laptops, tablets, cords, cell phones and/or any other equipment delivered in connection with the Services provided under this Agreement. This Section shall not apply to equipment that is damaged upon arrival to

customer so long as customer notifies GLOBO of the damaged equipment within ten (10) days of arrival.

Agreement: This Order Form is hereby incorporated into and subject to the GLOBO Terms of Service as set forth at <https://www.helloглобо.com/terms-and-conditions> to which Customer has agreed and accepted (the "Agreement"). Capitalized terms used but not defined in this Order Form shall have the meanings provided to them in the Agreement. In the event of any direct conflict between the terms of this Order Form and the terms of the Agreement, then the terms of this Order Form/Scope of Services shall control. The person signing on behalf of Customer represents that it has the full authority to execute and bind Customer to this Order Form/Scope of Services. Provided that both parties execute this Order Form/Scope of Services, this Order Form/Scope of Services shall be effective on the date that it is executed by the Customer ("Order Form Effective Date")

Customer Raytown C-2/Lynn Tarvin

GLOBO Language Solutions, LLC

By: 

By: 

Name: Lynn David Tarvin

Name: Jenny Esno

Title: Director of Student Programs

Title: Senior VP of Commercial

Date: 2/21/2024

Date: 02/21/2024



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GLOBO Scope of Services

On-Demand Audio and Video Remote Interpreting

- 430+ languages
- 24/7/365 service
- Dedicated access number
- User instructional materials
- Dedicated Support
- GLOBO HQ™ Access
 - Real-time call detail reports
 - Actionable analytics
 - Quality Assurance
- Monthly electronic billing with detailed invoice

Rates

Service Category	Rate
Monthly Minimum	100 minutes
Set Up Fee	\$99.00
Telephone Interpreting (Audio): All Languages	\$ 1.00 per minute
Video Remote Interpretation: All Languages	\$1.50 per minute
Video Remote Interpretation: American Sign Language (ASL)	\$3.00 per minute

- Customer agrees to provide a credit card to have on file. The Set Up Fee defined above will be charged to the credit card provided. All future invoices will be charged to the credit card on file unless Customer and GLOBO agree to a different method of payment.
- Minimum usage of 100 minutes required per month for Audio Interpreting and Video Remote Interpretation services. If the Customer uses less than 100 minutes of Audio Interpretation Services and 100 Minutes of Video Remote Interpretation Services in a given month, the difference will be charged at the respective per minute rate. The Monthly Minimum usage rate will not be charged for the first month of services. The Monthly Minimum will only be charged if Customer chooses to enable Audio Interpretation and/or Video Remote Interpretation Services.



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Scheduled Calls (audio & video)

- GLOBO provides for a scheduled call service. This means that Customer may schedule an audio or video call for either the same day or a future date. Scheduled calls are recommended for special circumstances, including, but not limited to, calls expected to last for more than 1 hour in duration, calls involving languages of lesser diffusion, and calls requesting interpreter preference (i.e. specific interpreter, gender, etc.).
- Special rates and terms apply for scheduled audio and video interpretation calls as follows:
 - The minimum charge to the client is 30 minutes at their normal telephone interpreting per minute rate/video remote interpretation per minute rate. All time after 30 minutes will be billed at their normal respective service rate.
 - Calls scheduled more than 24 hours in advance of the call will be billed at the normal respective service rate set forth above.
 - Rush rates will apply for any same date scheduled calls: the Rush Rate is a 25% charge.
 - Cancellation fees will apply in the following manner:
 - Same-day cancellation - full scheduled cost will be billed
 - 24 hour or more notice - no charge
 - Calls requiring international dial outs will be charged at one and a half times the client's normal telephone interpreting per minute rate.

Additional Pricing for Audio and Video Remote Interpretation

Service	Cost
Toll Free Number	+\$0.03 per minute
Call Recording	+\$0.03 per minute
Call Recording Retention	+\$0.01 per minute/month
Third Party Dial-out	+\$0.05 per minute
International Calls	+\$0.05 per minute

Document Translation

Language	Rate (per word)
Spanish (US/Latin)	\$0.19
Group 1	\$0.22



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Group 2	\$0.24
Group 3	\$0.29
Set Up Fee	\$99.00

The languages contained in each group are set forth in the attached language list.

Translation Memory Discounts

Translation Memory Match %	Discount
100% Match	85% discount
95% Match	85% discount
85% Match	60% discount
75% Match	40% discount
50% Match	40% discount

Additional Document Translation Terms

Service	Charge
Project Minimum	\$85.00 per project
Project Management	\$85.00 per hour
Formatting/ Desktop Publishing	\$85.00 per hour
Rush Rates	Rush rates are calculated at 25%-100% additional charge to the original rate and will be determined per project.



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Translation Turnaround

Page Count	Est. Word Count	Standard TAT	Rush TAT
Up to 5	1,250	3 Business days	24-48 Hours
Up to 10	2,500	3 Business days	2 Business days
Up to 20	5,000	4 Business days	3 Business days
20+	5,000+	Per Project	Per Project

Additional Translation Services

Quotes will be provided on an individual project basis for the following services:

- Transcreation
- Subtitling and Transcription
- Voiceover Recording
- Multimedia Services
- Braille, Section 508 Remediation, and other Accessibility Services

On-Site Interpreting

Language	Consecutive Interpreting	Simultaneous Interpreting
Spanish (US/Latin)	\$90 per hour	\$113 per hour
American Sign Language	\$125 per hour	N/A
Group 1	\$100 per hour	\$125 per hour
Group 2	\$125 per hour	\$156 per hour
Group 3	\$150 per hour	\$188 per hour

- The language contained in each group are set forth in the attached language list
- Every hour past 8 hours will be charged at 1.5 times the hourly fee
- All on-site appointments require a 2-hour minimum



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- 1 Hour of Travel time will be charged for all ASL appointments in addition to the 2 hour minimum referenced above*

Additional On-Site Terms

Scenario	Charge	Note
48-hour notice rush	50% surcharge	Multi-day events require a minimum 1 week' notice to avoid rush charges
Same day notice rush	100% surcharge	
24-hour cancellation	Two hour minimum	Multi-day events may incur additional charges
Same-day cancellation	100% of all pre-determined fees	
ASL Cancellation	If cancelled less than 2 business days prior to scheduled appointment, billed at 100% of predetermined rates.	
Travel distance < 50 miles	Current Internal Revenue Service (IRS) business standard mileage rates.	
Travel distance > 50 miles	\$25/hour plus current IRS business standard mileage rates	
Travel distance > 100 miles	Per project	
Equipment for simultaneous interpretation	Per project	

The prices reflected in this Scope of Work are based upon the discussions and negotiations by and between the Parties upon entering into this Agreement. GLOBO shall have the right to negotiate a change in these rates in the event that the language mix of Spanish and other languages used is significantly different than proposed, GLOBO's cost to provide the services increases significantly, and/or to reflect consumer price index fluctuations.



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Language List

Group	Languages
Spanish	Spanish - US and Latin American
1	Albanian, Bosnian, Bulgarian, Croatian, Czech, Dutch, Flemish, French, German, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish (Spain), Swedish, Turkish, Ukrainian
2	Arabic, Bengali, Cantonese, Chinese (Traditional and Simplified), Danish, Dari, Farsi, Finnish, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Indonesian, Korean, Malay, Malayalam, Mandarin, Norwegian, Panjabi, Pashto, Sindhi, Sinhalese, Swedish, Tamil, Thai, Urdu, Vietnamese
3	Afrikaans, Amharic, Armenian, Azeri, Belorussian, Cape Verdean Creole, Estonian, Faroese, Fulani, Georgian, Hausa, Icelandic, Japanese, Karen, Khmer (Cambodian), Lao, Latin, Latvian, Lithuanian, Macedonian, Mixteco Bajo, Somali, Sotho, Tagalog, Tigrinya, Tswana, Uzbek, Xhosa, Yiddish, Zulu and all other languages



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Service Activation Form

Service	Activated Input date of when service is activated and initial
Telephone (Audio) Interpretation	
Call Recording	
Call Retention (_____ months)	
Toll Free Number	
Schedule multi-participant Calls	
Video Remote Interpretation	
Call Recording	
Call Retention	
Toll Free Number	
Document Translation	
Transcreation	
Subtitle and Transcription	
Voiceovers	
Video Production	
On-Site Interpretation	

* If additional Services are added after execution of the initial contract, this Service Activation Form will be updated and the Agreement amended to include all activated services.



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Raytown Schools & GLOBO Agreement

Final Audit Report

2024-02-26

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