

THIRD AMENDMENT TO AGREEMENT

This Amendment to Service Agreement ("Third Amendment"), is made and entered into November 18, 2025 by and between the COUNTY OF FRESNO, a political subdivision of the State of California, hereinafter referred to as "COUNTY," the Fresno County In-Home Supportive Services Public Authority, a corporate public body ("IHSS PA") and United Language Group, LLC, a Minnesota based for-profit corporation, who is hereinafter referred to as "CONTRACTOR."

Recitals

A. On July 1, 2020, the County Departments of Social Services, Public Health, Behavioral Health, County Clerk/Registrar of Voters, Probation, Public Works and Planning, Agriculture and IHSS PA, collectively referred to as "COUNTY", entered into that certain Agreement, identified as COUNTY Agreement No. A-20-240, COUNTY's First Amendment, effective September 10, 2024, hereinafter referred to collectively as COUNTY's Agreement No. A-24-504, whereby the CONTRACTOR agreed to provide written translation services and telephonic interpretation services for employees and clients who seek services from the COUNTY and IHSS PA.

B. On September 10, 2024, the parties identified the need to amend the Agreement, currently referred to as A-24-504, to update the CONTRACTOR'S address and add a minimum fee of Fifty-Four Dollars (\$54) for written translation services with a word count of 250 words or less.

C. On June 24, 2025, a retroactive second amendment was executed, currently referred to as A-25-316, to revise the name from United Language Group, Inc. to United Language Group, LLC, extend the term of the contract by six months from July 1, 2025, through December 31, 2025, and increase the maximum compensation by \$263,700 to a total of \$4,003,545.

D. On July 30, 2025 RFP 25-098 for Written Translation and Telephonic Interpretation closed and a high volume of bids were received. This has resulted in a need to extend the term of the existing contract to allow time for the RFP process to finalize. The parties therefore agree to amend the Agreement as follows:

1. Extend the current term by six (6) months to ensure that translation and interpretation services remain uninterrupted and increase the maximum compensation.

1 2. That the existing COUNTY Agreement No. A-25-316, Page Two (2), beginning with Line Ten
2 (10), and ending on Line Eighteen (18), shall be deleted in its entirety and replaced with the following:

3 **"2. TERM** The term of this Agreement shall commence on July 1, 2020, through and
4 including June 30, 2026."

5 3. That the existing COUNTY Agreement No. A-25-316, Page Three (3), Section Four (4)
6 beginning with Line Twenty-Three (23), through Page Four (4) Line Five (5) shall be deleted in its
7 entirety and replaced with the following:

8 **"4. COMPENSATION** For actual services provided as identified in the terms and
9 conditions of this Agreement, COUNTY and IHSS PA agree to pay CONTRACTOR and
10 CONTRACTOR agrees to receive compensation in accordance with Updated Revised Exhibit B,
11 and in no event shall compensation for services performed under this Agreement be in excess of
12 Four Million Two Hundred Sixty Thousand Six Hundred Forty-Five Dollars (\$4,260,645).

13 In no event shall compensation for services performed under this Agreement be in
14 excess of Seven Hundred Forty-Seven Thousand Nine Hundred Sixty-Nine Dollars (\$747,969) for
15 each twelve (12) month period (July 1, 2020 to June 30, 2021, July 1, 2021 to June 30, 2022, and
16 July 1, 2022 to June 30, 2023). Should the term of this Agreement be extended for one (1) or two
17 (2) additional years, in no event shall compensation for services performed under this Agreement
18 be in excess of Seven Hundred Forty-Seven Thousand Nine Hundred Sixty-Nine Dollars
19 (\$747,969) for each twelve (12) month period (July 1, 2023 to June 30, 2024 or July 1, 2024 to
20 June 30, 2025). Should the term of the Agreement be extended by twelve (12) months, in no
21 event shall compensation for services performed be in excess of Five Hundred Twenty Thousand
22 Eight Hundred Dollars (\$520,800). The cumulative total of the Agreement shall not be in excess of
23 Four Million Two Hundred Sixty Thousand Six Hundred Forty-Five Dollars (\$4,260,645).

24 In the event the maximum compensation amount in any individual fiscal year as noted
25 above, is not fully expended, said remaining unspent funding amounts shall rollover to each
26 subsequent fiscal year's established compensation."

27 4. That all references in existing COUNTY Agreement No. A-25-316 to "Revised Exhibit B"
28 shall be changed to read "Updated Revised Exhibit B," where appropriate, which is attached

1 hereto and incorporated herein by this reference.

2 5. COUNTY and CONTRACTOR agree that this Third Amendment is sufficient to amend
3 Agreement No. A-25-316 and, that upon execution of this Third Amendment, the original Agreement,
4 First Amendment and the Second Amendment, shall together be considered the Agreement.

5 6. The CONTRACTOR represents and warrants to the COUNTY that:

6 a) The CONTRACTOR is duly authorized and empowered to sign and perform its
7 obligations under this Amendment.

8 b). The individual signing the Amendment on behalf of the CONTRACTOR is duly
9 authorized to do so and his or her signature on the Amendment legally binds the
10 CONTRACTOR to the terms of this Amendment.

11 7. The Agreement, as hereby amended, is ratified and continued. All provisions, terms,
12 covenants, conditions and promises contained in this Agreement not amended herein shall remain in
13 full force and effect. This Second Amendment shall become effective upon execution on the day first
14 written hereinabove.

15 (SIGNATURE PAGE FOLLOWS)

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1 The parties are signing this Third Amendment on the date stated in the introductory clause.

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4 **CONTRACTOR:**
5 **UNITED LANGUAGE GROUP, LLC**

COUNTY OF FRESNO

6 By: Christopher Price
7 Chairman of the Board, or President, or any
8 Vice President

Ernest Buddy Mendes
Ernest Buddy Mendes, Chairman of the
Board of Supervisors of the County of Fresno

9
10 1550 Utica Avenue South
11 Minneapolis, MN 55416

ATTEST:
Bernice E. Seidel
Clerk of the Board of Supervisors
County of Fresno, State of California

12 By: Hana M
13 Deputy

14 For accounting use only:

15 Organization: 56107001
16 Account: 7870
17 Fund: 0001
18 Subclass: 10000

19 Organization: 5611
20 Account: 7295
21 Fund: 0001
22 Subclass: 10000
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ULG Rate Sheet

Translation Services¹

USD Price Per Word	TRANSLATION			
ENGLISH: INTO LANGUAGE	RATE PER WORD OR ASIAN CHARACTER	4-8 HOUR RUSH CHARGE	24 HOUR RUSH CHARGE	INVERSE TRANSLATION RATE
Armenian	0.17	0.26	0.21	0.21
Cambodian	0.14	0.21	0.18	0.18
Hmong	0.25	0.38	0.31	0.29
Lao	0.22	0.33	0.28	0.26
Punjabi	0.16	0.24	0.20	0.20
Spanish	0.12	0.18	0.15	0.16
Vietnamese	0.13	0.20	0.16	0.17
Cantonese	0.13	0.20	0.16	0.17
Mandarin	0.13	0.20	0.16	0.17
Russian	0.12	0.18	0.15	0.16
Tagalog	0.16	0.24	0.20	0.20
Albanian	0.16	0.24	0.20	0.20
Amharic	0.23	0.35	0.29	0.27
Arabic	0.13	0.20	0.16	0.17
Bengali	0.23	0.35	0.29	0.27
Burmese	0.19	0.29	0.24	0.23
Creole	0.23	0.35	0.29	0.27
Dari	0.19	0.29	0.24	0.23
Falam	0.22	0.33	0.28	0.26
Farsi	0.18	0.27	0.23	0.22
French	0.17	0.26	0.21	0.21
Fulani	0.23	0.35	0.29	0.27
Georgian	0.18	0.27	0.23	0.22
Haitian	0.19	0.29	0.24	0.23
Indonesian	0.15	0.23	0.19	0.19
K'iche	0.19	0.29	0.24	0.23
Kabyle	0.23	0.35	0.29	0.27
Kaqchikel	0.18	0.27	0.23	0.22
Karen (both dialects)	0.25	0.38	0.31	0.29
Khmer	0.14	0.21	0.18	0.18
Malayalam	0.13	0.20	0.16	0.17
Mam	0.18	0.27	0.23	0.22
Mandingo	0.23	0.35	0.29	0.27
Nepali	0.15	0.23	0.19	0.19
Pashto	0.23	0.35	0.29	0.27
Portuguese	0.13	0.20	0.16	0.17
Q'eqchi'	0.18	0.27	0.23	0.22
Soninke	0.24	0.36	0.30	0.28
Swahili	0.20	0.30	0.25	0.24
Tajik	0.23	0.35	0.29	0.27

¹ ULG Supports 125 Languages for Translation, additional pricing available upon request



USD Price Per Word	TRANSLATION			
ENGLISH: INTO LANGUAGE	RATE PER WORD OR ASIAN CHARACTER	4-8 HOUR RUSH CHARGE	24 HOUR RUSH CHARGE	INVERSE TRANSLATION RATE
Tedim	0.23	0.35	0.29	0.27
Tigrinya	0.19	0.29	0.24	0.23
Ukrainian	0.13	0.20	0.16	0.17
Urdu	0.19	0.29	0.24	0.23
Uzbek	0.21	0.32	0.26	0.25

USD Price Per Hour	PROOFREADING/EDITING			
LANGUAGES	RATE PER HOUR	4-8 HOUR RUSH CHARGE	24 HOUR RUSH CHARGE	INVERSE TRANSLATION RATE
All Languages	50.00	75.00	65.00	50.00

USD Price Per Hour	OTHER SERVICES				
LANGUAGES	SERVICE	RATE PER HOUR	4-8 HOUR RUSH CHARGE	24 HOUR RUSH CHARGE	INVERSE TRANSLATION RATE
All Languages	Desktop Publishing	50.00	75.00	65.00	50.00
	Quality Control	50.00	75.00	65.00	50.00
	Project Management ²	5%			

Interpretation Services³

OVER-THE -PHONE-INTERPRETATION (OPI)	USD Price Per Minute
LANGUAGE: ENGLISH INTO	MINUTE
Spanish	0.57
AOL ⁴	0.67
Flat Rate (All Languages)	0.62
Flat Rate (All Languages) ⁵	0.60

VIDEO-REMOTE-INTERPRETATION (VRI)	USD Price Per Minute
LANGUAGE: ENGLISH INTO	MINUTE
Spanish	1.29
AOL ⁴	1.57
ASL	1.99

² Applied to projects as a percentage of the overall project cost

³ ULG Supports over 200 Languages for Interpretation, additional pricing and languages available upon request

⁴ AOL = All Other Languages.

⁵ If the County of Fresno can guarantee a Spanish volume of 65% or above, the rate would drop to \$0.60.

COUNTY AND IHSS PA BUDGET AMOUNTS-

Written Translation and Telephonic/Video Remote Interpretation Services

Contract Term July 1, 2020 through June 30, 2025

Total Maximum Not To Exceed Amount Per 12-Month Term: \$747,969

Department of Social Services

Organization Number	Total
56107001	\$ 644,269.00

IHSS Public Authority

Organization Number	Total
5611	\$ 3,300.00

Department of Behavioral Health

Organization Number	Total
56300010	
56302010	
56302011	
56302080	
56302081	
56302100	
56302110	
56302111	
56302156	
56302200	
56302230	
56302246	
56302666	
56302820	
56302830	
56302920	
56302999	
56304311	
56304312	
56304315	
56304316	
56304622	
56302240	
56304710	
56304761	
56304792	
	\$ 35,000.00

Department of Public Health

Organization Number	Total
5620	\$ 47,000.00

Department of Public Works & Planning

Organization Number	Total
9140	
9015	\$ 3,000.00
7205	

Probation Department

Organization Number	Total
3430	\$ 400.00

County Clerk/Registrar of Voters Department

Organization Number	Total
28500100	\$ 10,000.00

Department of Agriculture

Organization Number	Total
40101014	\$ 5,000.00

COUNTY and IHSS PA BUDGET AMOUNTS-

Written Translation and Telephonic/Video Remote Interpretation Services

Contract Term July 1, 2025 through December 31, 2025

Total Maximum Not To Exceed \$263,700

Department of Social Services

Organization Number	Total
56107001	\$ 218,879.00

IHSS Public Authority

Organization Number	Total
5611	\$ 1,121.00

Department of Behavioral Health

Organization Number	Total
56300010	
56302010	
56302011	
56302080	
56302081	
56302100	
56302110	
56302111	
56302156	
56302200	
56302230	
56302246	
56302666	
56302820	
56302830	
56302920	
56302999	
56304311	
56304312	
56304315	
56304316	
56304622	
56302240	
56304710	
56304761	
56304792	
	\$ 20,000.00

Department of Public Health

Organization Number	Total
5620	\$ 16,500.00

Department of Public Works & Planning

Organization Number	Total
9140	
9015	\$ 1,000.00
7205	

Probation Department

Organization Number	Total
3430	\$ 200.00

County Clerk/Registrar of Voters Department

Organization Number	Total
28500100	\$ 5,000.00

Department of Agriculture

Organization Number	Total
40101014	\$ 1,000.00

COUNTY and IHSS PA BUDGET AMOUNTS-

Written Translation and Telephonic/Video Remote Services

Contract Term January 1, 2026 through June 30, 2026

Total Maximum Not to Exceed \$257,100

Department of Social Services

Organization Number	Total
56107001	\$ 218,879.00

IHSS Public Authority

Organization Number	Total
5611	\$ 1,121.00

Department of Behavioral Health

Organization Number	Total
56300010	
56302010	
56302011	
56302080	
56302081	
56302100	
56302110	
56302111	
56302156	
56302200	
56302230	
56302246	
56302666	
56302820	
56302830	
56302920	
56302999	
56304311	
56304312	
56304315	
56304316	
56304622	
56302240	
56304710	
56304761	
56304792	
	\$ 20,000.00

Department of Public Health

Organization Number	Total
5620	\$ 16,500.00

Department of Public Works & Planning

Organization Number	Total
9140	
9015	\$ -
7205	

Probation Department

Organization Number	Total
3430	\$ 600.00

County Clerk/Registrar of Voters Department

Organization Number	Total
28500100	\$ -

Department of Agriculture

Organization Number	Total
40101014	\$ -