



Iowa Department of Administrative Services
Interpretation and Translation Services
RFP #RFP1419005108



making connections nationwide

Technical
Proposal



Interpreters Unlimited, Inc.

10650 Trenea Street, Suite 308 San Diego, CA 92131

p. 800.726.9891 | f: 800.726.9822

www.interpretersunlimited.com



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**Attachment #4
Response Check List**

RFP REFERENCE SECTION	RESPONSE INCLUDED	
	Yes	No
One (1) original and One (1) electronic copy on digital media.	X	
One (1) Public Copy with Confidential Information Excised (optional)		X
Technical Proposal		
Exhibit 1 – Transmittal Letter	X	
Exhibit 2 – Executive Summary	X	
Exhibit 3 – Firm Proposal Terms	X	
Exhibit 4 – Respondent Background Information	X	
Exhibit 5 – Experience	X	
Exhibit 6 – Termination, Litigation, and Debarment	X	
Exhibit 7 – Criminal History and Background Investigation	X	
Exhibit 8 – Acceptance of Terms and Conditions	X	
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Exhibit 11 – Mandatory Technical Specifications	X	
Exhibit 12 – Interpretation and Translation Services	X	
Exhibit 13 – Languages	X	
Exhibit 14 – Interpreters and Translators	X	
Exhibit 15 – Medical and Legal Specifications	X	
Exhibit 16 – Implementation Plan	X	
Exhibit 17 – Optional Features	N/A	
Exhibit 18 – Performance-Based Criteria	X	
Exhibit 19 – Addendums	X	
Exhibit 20 – Request for Confidentiality	X	
Cost Proposal	X	



making connections nationwide

Kelli Sizenbach
Iowa Department of Administrative Services
1305 East Walnut Street
Des Moines, IA 50319-0105

August 14, 2019

Dear Ms. Sizenbach,

Thank you for the opportunity to submit a response to your solicitation regarding Interpretation and Translation Services for the Iowa Department of Administrative Services. As a **business focused on ensuring that all individuals, including children and families in limited English proficiency communities, as well as those in the Deaf and Hard of Hearing community, have equal access to state services and programs**, IU Group brings experience and reliability to all our language services. Our mission is to provide quality interpretation services for situations in which language creates a barrier to communication. At IU, it's not enough to earn your business; **we want to earn your trust**. And with 49 years in business and as the fastest growing language company for the last three years running, Interpreters Unlimited is dedicated to providing the State of Iowa with reliable and exemplary language services.

As the second-largest on-site language provider in the industry, we believe that our wide range of clientele has chosen to work with Interpreters Unlimited because of what separates us from our competitors:

- A **live person to speak with** when calling our offices or tech support, along with a dedicated management staff accessible 24 hours a day, seven days a week.
- A national network of **9,000+ skilled interpreters and translators**
- A **49-year track record** of providing exceptional customer service, fulfilling language services, and conforming to contract specifications
- An easy to use **Portal to Portal interface**
- **Performance Guarantees** for all of our services

If you have any questions or concerns, please do not hesitate to contact me. We look forward to the chance to provide language interpretation and translation services for the State of Iowa.

Respectfully,

Amanda Caraker, Proposal Writer
(515) 725-2275
Kelli.sizenbach@iowa.gov





Company Information

In 1970, **Interpreters Unlimited (IU)** was established with the mission to provide solutions when language creates a barrier in communication. **Our goal is to deliver superior interpretation and translation services nationwide, especially to members of underserved limited English proficiency populations who need access to government, medical and legal services.** After 49 years in business, IU has worked to fulfill this mission; our database, which currently contains a large pool of over **9,000 interpreters across the nation**, offers on-site, telephone, and video remote interpretation in 200 languages, as well as document translation. IU has managed hundreds of simple to complex contracts for agencies and organizations across the nation; we currently service over 1600 contracts and continue to experience year over year growth. **Our expansive network of language experts and accurate, on-time service have propelled IU to the forefront of a growing industry.** Furthermore, with our mergers and expansions, **IU now has over 70 years of combined experience.**

IU is privately held and registered as a small, disadvantaged and minority owned enterprise. Interpreters Unlimited is **headquartered in San Diego, California** with regional offices located in **Little Rock, AR, Charlotte, NC, Colorado Springs, CO** as well as in **both the Fort Lauderdale and Orlando, FL areas**, making **us a nationwide presence.**

Our Philosophy

- Build productive working relationships with clients
- Provide **best in class linguists**
- Offer top tier customer service—**with a 99% Fill Rate for all referrals**
- Provide **personalized attention** to each individual file
- **Consistent monitoring** of management and linguist/driver performance
- Close management of each file and referral
- Internal **bench-marking system** to optimize performance

Our History

- Providing complete **language solutions in over 200 languages since 1970**
- 40+ years of **proven track record**, 30+ years of success in the State of Florida, as well as 20+ years with the State of Arkansas
- **15th largest** language services company





What Makes Us Different

Technologically Driven

- Proven launch of a **robust, new, open ERP platform system** that automates all scheduling, with both a client access portal as well as the ability for schedulers to assign, track, and monitor all interpreter appointments. Using **IU MATCH CONNECT**, our own proprietary software system, **IU has been fully automated for 15 years**
- **Advanced EDI capabilities** increase our productivity and allow us to easily integrate trading partners into our system to promote a smooth and error-free referral and billing systems
- **On-time payments** to our subcontractors
- A smartphone mobile application, **IU Connect Pro**, that allows requestors to **request and track interpreter routes in real-time** as the interpreter heads to the appointment.

Corporate Infrastructure

- **Management accessible** 24 hours a day, 7 days a week, 365 days a year
- Online client and linguist/transporter **portal for scheduling and appointment submissions**
- **Software system** streamlining scheduling, performance reporting, and accounting histories
- **Live telephone support** available 24 hours a day, 7 days a week, 365 days a year
- Case managers can log in to review all file details
- Fully developed **recovery plan** in place to counteract and nullify any disruption to service
- Off-site **data security back-up** enabled

Staff Experience

- **80% of employees are bilingual** and domestically located
- Offering **over 9,000+ professionally skilled linguists** nationwide
- 12 Full-Time **Senior Language Experts** on staff
- Work with Sign Language interpreters certified by the **Registry of Interpreters for the Deaf (RID)**
- On-going training, testing, and professional development opportunities

Community Commitment

- Interpreters Unlimited donates 2% of its profits to charities local to the contracting entity
- Charity donation focuses on underserved communities



interpretation



translation



transportation



sign language



Our Mission

Our Objectives

- **Provide** professional and specialized interpreters for every situation
- **Support** our client in providing their own services to limited English proficiency or Deaf consumers with accuracy and ease
- **Maintain** high value services for cost efficient pricing
- **Build** productive working relationships with clients
- **Offer** top tier customer service
- **Direct** personalized attention to each individual contract
- **Deliver** flexible solutions that are time sensitive- no hassle, no complications
- **Monitor** management and interpreter/translator performance on a consistent basis

Strategies to Meet our Mission and Objectives

- **Employing** our easily accessible and efficient proprietary software system, IU MATCH CONNECT, which streamlines scheduling, performance reporting, and accounting histories
- **Maintaining** a large pool of over 9,000 professionally skilled translators/interpreters across the nation
- **Offering** on-site, telephone, and video remote interpretation as well as document translation
- **Providing** complete language solutions in over 200 languages since 1970
- **Participating** as an active member of California Healthcare Interpreting Association (CHIA) and remaining well-versed on the standards and policies thereby set forth
- **Building** experience interpreting for legal, academics, government, and commercial clients
- **Accessing** management 24 hours a day, 7 days a week, 365 days a year is always possible
- **Supporting** live telephone availability 24 hours a day, 7 days a week, 365 days a year
- **Hiring** employees who are bilingual and domestically located
- **Maintaining** 12 Full-Time Senior Language Experts on staff
- **Working** with Sign Language interpreters certified by the Registry of Interpreters for the Deaf (RID)
- **On-going** training, testing, and professional development opportunities

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Financial Stability

As a multimillion-dollar company, Interpreters Unlimited has the financial stability and depth of resources to fully support the contract. IU employs Generally Accepted Accounting Principles (GAAP) for its record keeping and carefully monitors operating cash flow and corporate liquidity. By maintaining a sound pricing structure and providing excellent customer service, Interpreters Unlimited has continued to grow and expand its services and staff. Our commitment to our clients has allowed us to secure our future financial success:

- Favorable Current Ratio
- Favorable Debt to Income Ratio
- Year-over-Year of profitability / year after year growth
- One of the largest grossing language services companies
- Letters of Reference from financial institutions available upon request
- Ability to obtain Performance Bond

Our Diversity

Furthermore, Interpreters Unlimited believes in working to build and maintain a corporate culture of inclusion, and we are proud of our success. We employ key diversity strategies and policies that expand and embrace the variety of backgrounds, talents, and experiences our employees contribute to the language service industry. Ultimately, these practices reaffirm the corporate mission articulated by Interpreters Unlimited's slogan: making connections nationwide.

Our Performance Guarantees

Interpreters Unlimited assures prompt and accurate service delivery to all customers. As a promise to hold fast to our commitment to customer service, IU offers the **following guarantees for all of services provided:**

- A **live representative** to answer EVERY call – 24 hours a day, 7 days a week.
- Should any linguist be 30 minutes or more late, or if they do not show up at all, **then the first two hours of the next appointment are free.**
- All **Over-the-Phone connections** to an interpreter will be made **within 60 seconds**, or the next 15 minutes is free.

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Firm Proposal Terms

Interpreters Unlimited guarantees that the services offered in this proposal are currently available and that all terms, including price, will remain firm for 120 days following the proposal deadline.

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Background Information

Interpreters Unlimited is incorporated in the State of California, which does not have any preference towards instate contractors.

Employees

Interpreters Unlimited has 48 full-time employees located in our California, Florida, Arkansas, Georgia, and Colorado offices.

Contract Point of Contact

Shamus Sayed, Chief Operations Officer
(858) 866-1130
10650 Treena Street, Suite 308
San Diego, CA 92131

Accounting Firm

See following page regarding our internal team's professional qualifications.

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Professional Qualifications

Company Personnel and Staffing Plan

All the staff noted are CURRENT FULL-TIME EMPLOYEES.*

Name	Position
Sayed Ali	President, Owner
Shamus Sayed	Vice-President, Chief Operations Officer Contract Manager
Laura Harolde	Client Relations Director
Angela Casarrubias	Client Relations Supervisor
Edith Elizondo	Controller, Accounting Manager
Rosa Casarrubias	Client Relations Advocate, Scheduler
Dierdre Gibson	Translation Specialist

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Sayed Ali, President

Mr. Ali is an innovative thinker and entrepreneur with a broad-based expertise in operations, finance and business development. He has a proven ability to quickly analyze key business drivers and develop strategies to grow the bottom line. With high integrity and energetic leadership, he is known for his ability to envision and create successful outcomes in complex situations. Mr. Ali combines industry and functional expertise with tenacious commitment to driving sales, profit and market share growth. Mr. Ali has started two other companies from ground zero and was able to manage and strategize the growth of each, culminating into a \$185M business with 3,000 employees.

Primary Responsibilities

- Develop a strategic plan to advance the company's mission and objectives and to promote revenue, profitability and growth as an organization.
- Oversee company operations to insure production efficiency, quality, service, and cost-effective management of resources.
- Plan, develop and implement strategies for generating resources and/or revenues for the company.
- Identify acquisition and merger opportunities and direct implementation activities.
- Approve company operation procedures, policies, and standards.
- Review activity reports and financial statements to determine progress and status in attaining objectives and revise those objectives and plans in accordance with current conditions.
- Evaluate performance of executives for compliance with established policies and objectives of the company and contributions in attaining objectives.
- Promote the company through written articles and personal appearances at conferences and on various media.
- Represent the company to local, regional, national, and international constituencies.
- Promote the company at legislative sessions, committee meetings, and at formal functions.
- Build a fundraising network using personal contacts, direct mail, special events, and foundation support.
- Direct company planning and policy-making committees.
- Oversee foreign operations to include evaluating operational and financial performance.

Core Competencies

- | | |
|---------------------------------------|---------------------------------------|
| ▪ Raising Capital-Public/Private Debt | ▪ Starting New Companies |
| ▪ Positioning Companies | ▪ Managing Budgets & P/L |
| ▪ Negotiating & Closing Deals | ▪ Building Share Holder Value |
| ▪ Leading Change | ▪ Creating & Wining Business Plans |
| ▪ Growing Revenue & Profit | ▪ Shareholder Relations |
| ▪ Leading & Developed Teams | ▪ Merger/Acquisitions |
| ▪ Developing New Businesses | ▪ Strategy, Mission & Vision Planning |



interpretation



translation



transportation



sign language



Shamus Sayed, Chief Operations Officer

Mr. Sayed is a proven sales professional with expertise in managing sales, developing revenue-maximizing strategies and developing client relationships. He is skilled in negotiating, problem solving, and closing with a strong technical background. Mr. Sayed also bring a diverse experience with small and large biotechnology corporations, hospitals, academic and industrial institutions. **As Project Manager, Mr. Sayed will be available for both day to day oversight of project and implementation schedule, and also will support emergency after-hours requests and concerns with Iowa DAS departments and agencies.**

Primary Responsibilities & Job Description

- Oversee the hiring and development of a global sales organization, appropriate for the company's maturity/size.
- Be a role model for the company culture.
- Establish compensation, training, and sales incentive programs.
- Drive the development of national, and, if appropriate, international sales strategies.
- Develop, establish, and direct channel and distribution strategies and programs.
- Maintain key customer relationships an develop and implement strategies for expanding the company's customer base.
- Develop and execute lead programs.
- Manage overall sales process, set appropriate metrics for sales funnel management.
- Develop pricing policies, including volume discounts and terms and conditions, for high-profile customers and channel partners.

Professional Experience

Interpreters Unlimited

January 2007- Present

Language service provider offering document translation, in-person and telephone interpretation since 1970.

Chief Operations Officer

Provide language solutions via interpretation and translation. Services include document translation, in-person and telephone interpretation. Oversee global sales groups and offices. Contract officer for contracts \$750K or greater.

- Tripled sales in 5 years
- Expanded to half dozen offices globally

Fisher Scientific International

October 2003-December 2006

Biotechnology company that manufactures and distributes equipment, supplies, chemicals and biological reagents.

Senior Sales Manager

Sold products including capital equipment, new technologies (quantitative PCR, high throughput screening, microarray), consumables, biological kits and reagents to academic research labs. Responsible for nearly \$8M in revenue. Jointly oversaw sales for University of California, Los Angeles and currently selling to University of California, Irvine.



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Laura Harolde, Director of Client Relations

Supervise, Guide, and Direct all Staff, Quality Assurance Program, all Client Operations, and Contract Management. Promote Quality Achievement and Performance Improvement throughout the Organization.

Qualifications

- Experienced manager with 11 years of customer service background.
- Proven track record of accurately completing research, information gathering, and reporting within challenging time constraints.
- Hired, trained, and coached a successful team of 20 employees between CA and MA.
- Computer savvy with knowledge of common computer applications.
- Excellent communication skills including: spoken, written and electronic forms of communication.
- Excels at setting and achieving both immediate and long-term goals.
- Works efficiently and with confidence in high pressure situations.
- Approaches situations openly, thinks creatively and outside the box.
- Empathetic and able to see beyond a single perspective.

Professional Experience

Interpreters Unlimited, Inc.

January 2012 to present

Client Relations Manager

- Develop, implement, communicate and maintain a quality plan to bring the Company's Quality Systems and Policies into compliance with quality plan.
- Ensuring compliance with interpretation/translation standards and legislation.
- Ensuring procedures are properly understood, carried out and evaluated and that modifications are investigated if necessary.
- Writing management systems report
- Bringing together staff or different disciplines and driving the group to plan, to formulate and agree comprehensive quality procedures
- Manage and maintain the Company's quality monitoring system
- Formulate and manage the development and implementations of goals objectives, policies, procedures and systems pertaining to the Q.A. Plan
- Setting Q.A. compliance objectives and ensuring that targets are achieved
- Defining quality procedures in conjunction with operating staff
- Setting up and maintaining controls and documentation procedures
- Liaising with costumers' auditors and ensuring the execution of corrective action and compliance with costumers' specifications
- Established standards of service for customers or clients
- Preparing clear explanatory documents such as costumers' characters
- Collating and analyzing performance data and charts against defined



Angela Casarrubias, Client Relations Supervisor

Supervise, Guide, and Direct Human Resources Department. Oversee all employee related and independent contractor related documentation and compliance requirements. Oversee all client requests as well as ensuring all referrals are filled by schedulers.

Primary Responsibilities

- Responsible for implementing HR Policy/Procedures/Guidelines
- Recruit/Evaluate/Testing Interpreters
- Ensure interpreters are certified and maintain certification records
- Pro-Active in Recruiting /Maintaining qualified interpreters base
- Implement employee and interpreter retention
- Conduct new interpreter orientation process
- Oversee training of new interpreters and ongoing training process
- Maintain interpreter qualification matrix
- Maintain a list of qualified interpreters
- Responsible for first assignment evaluation
- Interpreter and administrative staff evaluation
- Conducting backgrounds checks

Skills & Credentials

- Development of call center capacity requirements via needs assessment studies and time standards
- Monitoring strategies for call center operations to ascertain cost-effective operations
- Development of financial analysis to help develop strategic objectives
- Knowledge of property management operations, inspecting of properties HUD standards, maintaining required documentation and supervision of maintenance and repair activities
- Working knowledge of Microsoft software
- Fluent in English and Spanish
- Complaint and conflict resolution skills
- Knowledgeable of OSHA requirements

Professional Experience

Interpreters Unlimited, Inc.

November 2012-Current

- *Client Relations Supervisor*
 - Answer high volume of calls, schedule appointments, provide details and directions to interpreters.
 - Coordinate appointment for interpreters, and dispatch interpreters to site.
 - Help train new employees.
 - Communication via email correspondence
 - Conducted one-on-one Spanish interpretations



Edith Elizondo, Controller and Accounting Manager

Runs the accounting operations of the company, includes periodic financial reports, maintenance of an adequate system of accounting records and comprehensive set of contracts and budget.

Primary Responsibilities

- Maintain a documented system of accounting policies and procedures
- Oversee the operations of Accounting Department
- Accountable to generate financial statements
- Ensure financial reporting comply with Generally Accepted Accounting Principles (GAAP)
- Oversee Account Payables/Account Receivables/Payroll
- Ensure bank reconciliations are completed
- Maintain a system of controls over accounting preservations
- Coordinate the provision of information to external auditors
- Comply with local, state, and federal government reporting and tax filing

Skills and Qualifications:

- Microsoft, CHMS 200
- 50 wpm
- Customer Service
- Bilingual – English/Spanish
- 10 key
- Dependable
- Multi-tasking
- Excellent Communication

Professional Experience:

Interpreters Unlimited, Inc.

March 2014 – Present

Accounting Manager

- Oversee the accounting Dept.
- AP & AR (QuickBooks)
- Billing (IUX)
- Adjustments
- Check run
- Payroll

Interpreters Unlimited, Inc.

April 2005 – February 2014

Accounting Administrator

- Customer Service
- AP & AR
- Billing (IUX)
- Adjustments/check run
- Payroll
- Entering and filing Purchase Orders (PO)
- Responding to objection letters
- Maintaining separate records for Rainham Finance operating expenses and leasehold cost (QuickBooks/Excel)
- IU collections
- Processing cash receipts

Interpreters Unlimited, Inc.

December 1999 – April 2005

Administrator/Assistant Manager



Rosa Casarrubias, Client Relations Advocate/ Scheduler

Objective:

- To obtain a Customer Service Representative position with a company where I can grow professionally and personally.

Skills & Abilities:

- Communication skills with public, fellow employees, supervisors, and customers.
- Self-motivated and dedication to the job.
- Flexibility & Punctuality
- Bilingual: English and Spanish

Work Experience:

Interpreters Unlimited, Inc.

San Diego, CA

February 2015-Current

Client Relations Advocate/Scheduler

- Coordinator of Linguist and Clients to fulfill needs.
- In charge of interpreter records and filing for two of the biggest clients of the company which are San Diego County and our sister company Arkansas Spanish Interpreters & Translators (ASIT).
- Compliance with California and State Laws including HIPAA.
- Specializes in Healthcare related clientele. Able to determine which linguist to assign depending on the type of medical request.
- Monitors client intake information using two different Enterprise Resource Planning (ERP) System.
- Great relationships with requesters to make sure everything runs smoothly.
- Experience in training new schedulers and client relations advocates.

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interpretation



translation



transportation



sign language



Deirdre Gibson, Translation Specialist

Professional Experience

Arkansas Spanish Interpreters and Translators (Interpreters Unlimited)
Operations Manager, Translation Specialist

July 2007 - Present

- The management of multiple translation projects in a fast-paced environment
- Monitoring and controlling projects status
- Negotiating with vendors
- Managing project finances, including budgeting
- Establishing and maintaining excellent relationships with contract translators and proofreaders globally
- Compliance with relevant and applicable procedures
- Review the jobs assigned and assess the needs for additional information, e.g. compilation of glossaries, previously translated similar documents, list of acronyms, technical terminology and translation memories.
- Manage translation teams and linguist assets to ensure compliance with the company's productions workflow, and that quality and turn-around standards are met.

1st Metropolitan Mortgage

Office Manager/Processor

August 2005 – April 2007

- Handle all incoming calls, scheduling for loan officers, coordination of advertising and marketing.
- Conduct business within guidelines of 1st Metropolitan Mortgage Co. policies and procedures as well as follow Federal and State Regulations.
- Maintaining and build relationships with various vendors.
- Payroll Assisting and Human Resources duties for local branch.

Diversified Consulting

Coordinator

2000 – 2003

- Handle all incoming calls, scheduling for staff members.
- Handle accounts receivable.
- Involved in community activities for increase sales and presence in the mortgage industry.

Excelsior Hotel (Now Peabody Hotel)

Personnel Assistant

1998 – 1999

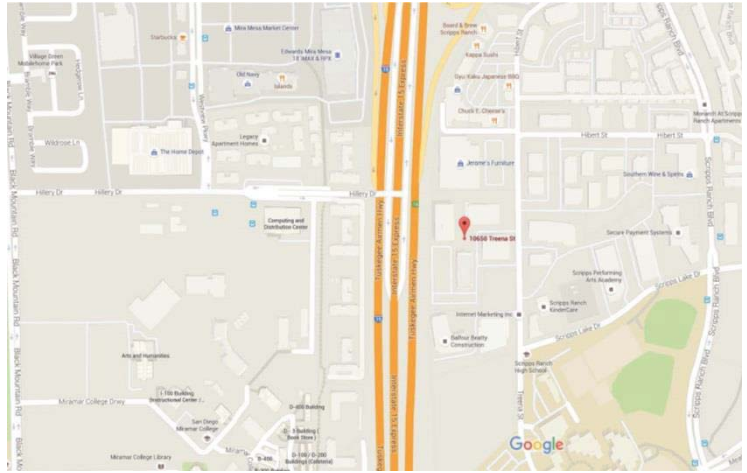
- Responsible for setting up new hire packets
- Handled all incoming calls for personnel departments
- Assisted with payroll, daily audit, and other human resources duties.
- Managed database for time logs and met weekly deadline for reports.



Office Locations and Maps

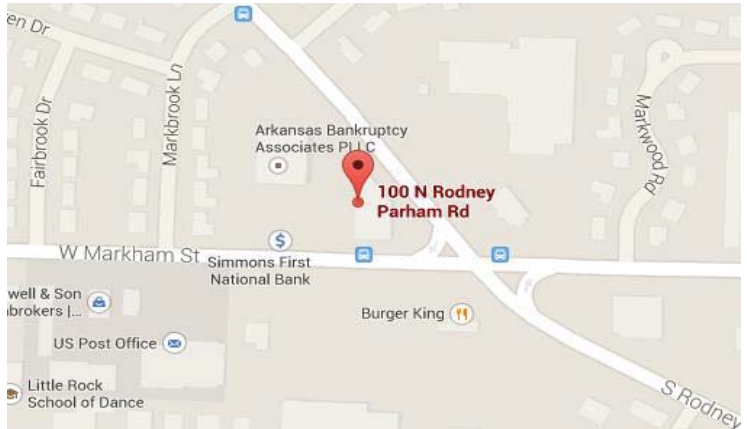
West Coast Corporate Office

Sayed Ali, President
Interpreters Unlimited, Inc.
10650 Treena Street, Suite 308
San Diego, CA 92131
Tel (800) 726-9891
Fax (800) 726-9822



Central Regional Office

Deirdre Gibson, Operations Manager
Interpreters Unlimited, Inc.
d/b/a Arkansas Spanish Interpreters
& Translators (ASIT)
100 N. Rodney Parham Road, Suite 4A
Little Rock, AR 72205
Tel (877) 312-1300
Fax (501) 312-0077



Atlanta Regional Office

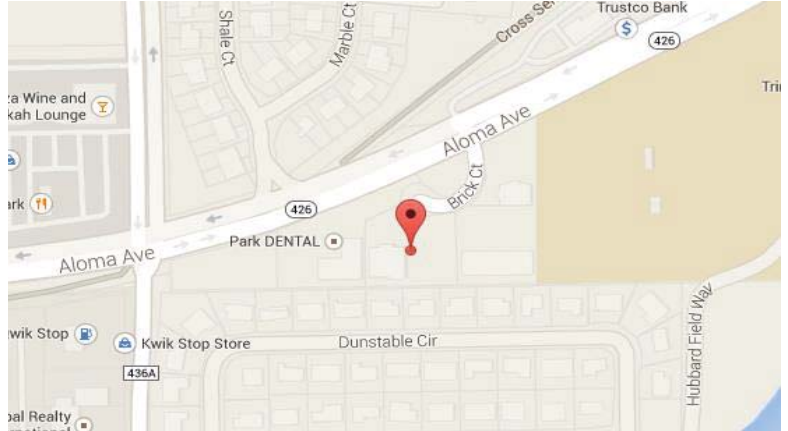
Caroline Rivera, Account Executive
1501 Brays Mill Trace
Lawrenceville, GA 30044
Tel (404) 987-3408





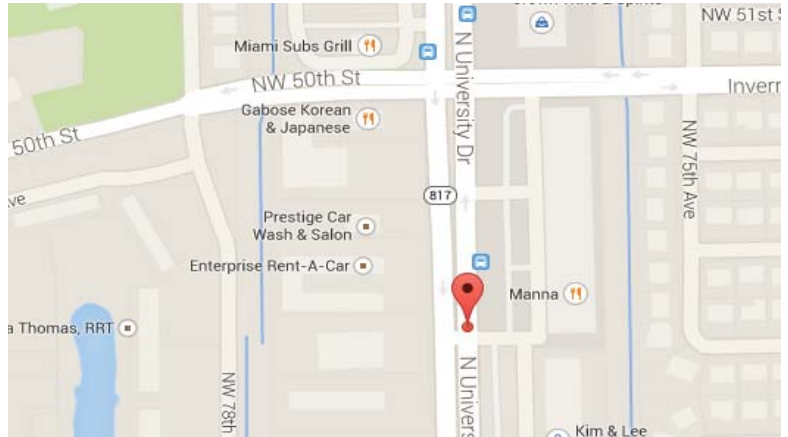
Orlando Regional Offices

Kim Glassco, Client Relations Manager
Albors & Associates, LLC
2789 Wrights Road, Suite 1033
Oviedo, FL 32765
Tel (407) 678-8634
Fax (407) 657-7004



Fort Lauderdale Regional Offices

IU, LLC dba ACD
4846 N. University Dr., Suite 354
Lauderhill, FL 33351
Tel (954) 347-5749
Fax (954) 241-5033



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Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	<p>1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Interpreters Unlimited, Inc.</p> <p>2 Business name/disregarded entity name, if different from above</p> <p>3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate</p> <p><input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____</p> <p>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</p> <p><input type="checkbox"/> Other (see instructions) ▶ _____</p> <p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from FATCA reporting code (if any) _____</p> <p style="text-align: right;"><small>(Applies to accounts maintained outside the U.S.)</small></p> <p>5 Address (number, street, and apt. or suite no.) See instructions. 10650 Treena Street, Suite 308</p> <p>6 City, state, and ZIP code San Diego, CA 92131</p> <p>7 List account number(s) here (optional)</p> <p style="text-align: right;">Requester's name and address (optional)</p>
--	---

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
or									
Employer identification number									
2	0	-	5	9	0	5	6	4	1

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶ _____	Date ▶ 8/14/2019
------------------	----------------------------------	------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.



JOHN MUIR BEHAVIORAL HEALTH CENTER-

CONCORD CAMPUS

Randi Hackbarth
2740 Grant St.
Concord, CA 94507

January 10, 2016

Dear To Whom It May Concern:

I am writing a letter of reference for Interpreters Unlimited, Inc. I have been working with this organization since around 2001. Shamroze (Shamus) Sayed is the Vice President of Sales and Marketing and has been consistently responsive to special needs, and any concerns that have arisen. He has created a very user friendly billing system which allows us to confirm use by Dept. and obtain Manager approvals. We are currently requesting about 170 interpreters a month amongst 2 acute care medical centers, behavioral health and several clinics. I would be available to respond to any additional questions which you might have.

Sincerely,

Randi Hackbarth
Dir. of Nursing & Patient Care Services
CUAC Contract Coordinator
925-674-4154



Medical Director
Jared Beavers, M.D.
501-526-8715

Program Director
Carmen Irby, R.N.
501-526-8732

FOLLOWING BABY BACK HOME
UAMS/KIDS FIRST
#1 Children's Way, Slot 512-39
Little Rock, AR 72205
501-526-8715

January 30, 2018

Re: Reference for Interpreters Unlimited, Inc.

To Whom It May Concern:

I am writing to recommend the services of Interpreters Unlimited, Inc. Our program has utilized its interpretation and translation services since 2009 and I have no complaints.

We utilize Spanish speaking interpreters greater than 10 times per month for the Spanish speaking families enrolled in our program. We've never had an issue scheduling an interpreter, even for last-minute and special accommodation requests. Their web portal system is convenient and easy-to-use, which is a tremendous benefit to our program.

I am happy to recommend Interpreters Unlimited. If you have any questions, please don't hesitate to contact me.

Sincerely,

Carmen Irby

Carmen Irby, MSN, RNP, CNS-BC
Program Director
University of Arkansas for Medical Sciences
Department of Pediatrics - KIDS FIRST
Following Baby Back Home Section
Office Location: 333 Executive Court, Little Rock, AR 72205
Mailing Address: 1 Children's Way, Slot #512-39, Little Rock, AR 72202
Office Phone: 501-526-8732
Office Cellphone: 501-258-2036
Office email: cirby@uams.edu

FOLLOWING BABY BACK HOME

UAMS/Kids First
#1 Children's Way, Slot 512-39
Little Rock, AR 72205
501-526-8715



Leticia Aguilar
Supervisor, Interpreter/Coordinator
UC San Diego Health
200 West Arbor Dr.
San Diego, Ca. 92103-8920

1/25/2018

Re: Reference for Interpreters Unlimited, Inc.

To Whom It May Concern:

I am writing to recommend the services of Interpreters Unlimited, Inc. Our four medical centers and numerous specialties/clinics utilize the On- Site interpretation services they offer. UC San Diego has been a client since 2008. We are very satisfied with the services.

We utilize approximately 60 interpreters per month. They are able to provide language services for approximately 100 foreign languages. They are great at providing last-minute and special accommodation requests. Their web portal system is convenient and easy-to-use, which is a tremendous benefit to our facility.

I am happy to recommend Interpreters Unlimited. If you have any questions, please don't hesitate to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Leticia Aguilar". The signature is fluid and cursive, extending across the width of the signature block.

Leticia Aguilar
Office: 619-543-5205
Email- lacuna@ucsd.edu



Termination, Litigation, and Debarment

Interpreters Unlimited has not been involved in any litigation, nor has it been terminated or debarred from any business activity within the past 5 years.

(Remainder of this page intentionally left blank.)



Criminal History and Background Investigation

Interpreters Unlimited authorizes the Agency to conduct criminal history and/or other background investigation(s) of Interpreters Unlimited, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract.

(Remainder of this page intentionally left blank.)



Acceptance of Terms and Conditions

Interpreters Unlimited acknowledges its acceptance of the terms and conditions of the RFP and the General Terms and Conditions without change.

(Remainder of this page intentionally left blank.)

**Attachment #1
Certification Letter**

(Date) 8/14/2019

Kelli Sizenbach, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFP1419005108 - PROPOSAL CERTIFICATIONS

Dear Kelli:

I certify that the contents of the Proposal submitted on behalf of **Interpreters Unlimited** in response to **Iowa Department of Administrative Services** for RFP1419005108 for Interpretation and Translation Services are true and accurate. I also certify that Respondent has not knowingly made any false statements in its Proposal.

Certification of Independence

I certify that I am a representative of Respondent expressly authorized to make the following certifications on behalf of Respondent. By submitting a Proposal in response to the RFP, I certify on behalf of the Respondent the following:

1. The Proposal has been developed independently, without consultation, communication or agreement with any employee or consultant to the Agency or with any person serving as a member of the evaluation committee.
2. The Proposal has been developed independently, without consultation, communication or agreement with any other Respondent or parties for the purpose of restricting competition.
3. Unless otherwise required by law, the information found in the Proposal has not been and will not be knowingly disclosed, directly or indirectly prior to Agency's issuance of the Notice of Intent to Award the contract.
4. No attempt has been made or will be made by Respondent to induce any other Respondent to submit or not to submit a Proposal for the purpose of restricting competition.
5. No relationship exists or will exist during the contract period between Respondent and the Agency or any other State agency that interferes with fair competition or constitutes a conflict of interest.

Certification Regarding Debarment

I certify that, to the best of my knowledge, neither Respondent nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have within a five year period preceding this Proposal been convicted of, or had a civil judgment rendered against them for commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes; commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b) of this certification; and (d) have not within a three year period preceding this Proposal had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which the Agency has relied upon when this transaction was entered into. If it is later determined that Respondent knowingly rendered an erroneous certification, in addition to other remedies available, the Agency may pursue available remedies including suspension, debarment, or termination of the contract.

Certification Regarding Registration, Collection, and Remission of Sales and Use Tax

Pursuant to *Iowa Code sections 423.2(10) and 423.5(8) (2016)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible personal property and enumerated services. The Act also requires Respondents to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

By submitting a Proposal in response to the (RFP), the Respondent certifies the following: (check the applicable box)

- Respondent is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code chapter 423*; or
- Respondent is not a “retailer” or a “retailer maintaining a place of business in this state” as those terms are defined in *Iowa Code subsections 423.1(47) and (48)(2016)*.

Respondent also acknowledges that the Agency may declare the Respondent’s Proposal or resulting contract void if the above certification is false. The Respondent also understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract in addition to other remedies available to Agency.

Sincerely,

Signature

Amanda Caraker, Proposal Writer

8/14/2019

Name and Title of Authorized Representative

Date

Attachment #2
Authorization to Release Information Letter

(Date) 8/14/2019

Kelli Sizenbach, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFP1419005108- AUTHORIZATION TO RELEASE INFORMATION

Dear Kelli:

Interpreters Unlimited hereby authorizes the **Iowa Department of Administrative Services** ("Agency") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Respondent in response to RFP1419005108.

The Respondent acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Respondent acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. The Respondent is willing to take that risk.

The Respondent hereby releases, acquits and forever discharges the State of Iowa, the Agency, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to the RFP.

The Respondent authorizes representatives of the Agency or the Evaluation Committee to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Respondent's Proposal submitted in response to RFP.

The Respondent further authorizes any and all persons, and entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Respondent's Proposal. The Respondent hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Respondent that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to RFP.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,

Signature

Amanda Caraker, Proposal Writer
Name and Title of Authorized Representative

8/14/2019
Date



Mandatory Specifications

4.1.1 Ability to provide face-to-face, conference call, video remote interpretation or written translation services.

Interpreters Unlimited has the ability to provide these services as detailed in Exhibits 12 and 13.

4.1.2 Ability to provide services, at a minimum, during normal business hours, Monday through Friday – 8:00 AM to 5:00 PM Central Time.

Interpreters Unlimited will surpass these minimum requirements as we offer language services 24/7/365.

4.1.3 Ability to provide interpretations or translations to ensure State of Iowa is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives federal financial assistance.

Yes, we will comply with this requirement.

4.2 Implementation

Upon award of a Contract for services the Agency shall negotiate an implementation schedule with the successful Respondent.

This will be done, as detailed in Exhibit 16.

4.3 Training

Respondent will provide general user training and administrator training.

We will provide general user training and administrator training as necessary.

(Remainder of this page intentionally left blank.)



Interpreter Qualifications

IU Group's Department of Human Resources is responsible for recruiting and contracting with qualified interpreters and translators. This step is crucial to ensure the quality of our interpretation and translation services. The HR Department has established the requirements necessary for qualification. Thus, IU Group, at a minimum, will provide interpreters with the following qualifications for the proposed contract:

- Completion of IU Group's 5 Step Process for Qualifying Interpreters.
- Minimum 8 years of experience interpreting.
- Mental Health Interpreter Training (2-3 times per year).
- 4-year college degree or equivalent experience.
- Criminal background cleared.

All IU Group interpreters have engaged in formal training for language conversion. Most have, at minimum, received college level or vocational education in interpretation. This includes theory and practice in education, legal, medical, and administrative interpretation. **Interpreters certified with the Registry of Interpreters for the Deaf (RID), Certification Commission for Healthcare Interpreters (CCHI) or other state and national certification bodies represent the greater percentage of our independently contracted professionals.**

All interpreters are equipped with the technical knowledge and ability to interpret effectively, accurately, and impartially, both receptively and expressively, using specialized vocabulary (and signage) in both English and the target language. This expertise means that every encounter will have the following characteristics:

- **Consistency of style** of both parties is matched, concisely and with precision.
- **Objective and culturally sensitive** transfer of information.
- **Professional rapport and continuity** established by using same linguist for long term assignments.

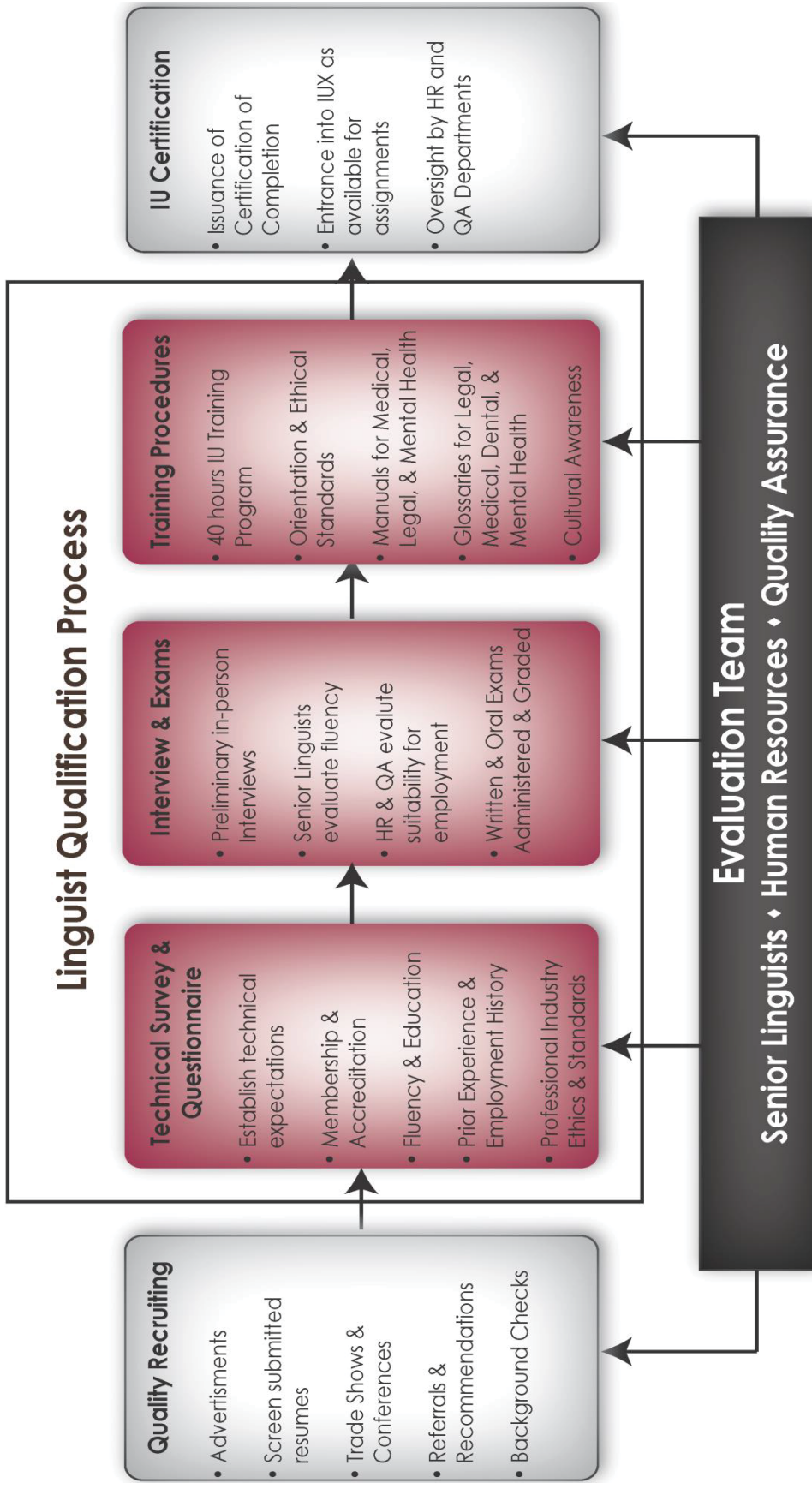
IU Group firmly believes that quality language service doesn't begin merely with training, but rather with stringent recruiting and proficiency qualifications. In order to provide the highest level of service, IU Group has developed the elaborate qualification process described below:

IU Group's 5 Step Process for Recruiting Quality Interpreters

- 1) Quality Recruiting
- 2) Technical Qualification Survey and Questionnaire
- 3) Initial Interview & Exams
- 4) Training
- 5) Certificate of Completion



Linguist Qualification Work Flow





Step One: Quality Recruiting

The Department of Human Resources is responsible for recruiting qualified interpreters and translators. This step is crucial to ensure the quality of our interpretation and translation services, and looks to multiple approved sources for hiring. IU Group's recruiting methodology may include, but is not limited to, the following sources:

- Posting on industry related association sites such as ATA, CHIA, etc.
- Advertise in ethnicity language newspaper
- Contact existing interpreters & translators for referrals
- Preliminary screening of independently submitted resumes from linguists
- Web-based translation/localization providers' databases
- Vendors soliciting their services through Contextual Communications websites, or via e-mail
- Specialized publications
- Universities
- Trade shows/Conferences
- Customer Referrals
- Recommendation from other translation and localization companies

Background Checks

All current and prospective interpreters are subject to a complete credit and criminal background check. This screening is executed in full compliance with the Fair Credit Reporting Act and is performed on an annual basis. ***IU Group is committed to employing top quality workers and does not contract with persons subjected to current or past convictions of child neglect, child abuse, drug, weapons, or violent offenses. IU Group is committed to employing top quality workers and maintains a zero tolerance policy for unlawful behavior or misconduct.***

Upon hiring a new independent contractor or employee, Human Resources must be notified using the New Contractor/Employee Notification Form (on the HR website) when a department/employing unit has made a decision to hire an employee or contract a new interpreter, so that a criminal background check can be completed prior to the begin date of contract. The Human Resources Office will provide the potential contractor/employee with written notification of the background check requirement and have them complete the appropriate consent form. The Human Resources Office will use this information to determine the scope of the background check. The employing department will be notified by Human Resources when the background check has been completed.

(Remainder of this page intentionally left blank)



Step Two: Technical Qualifications Survey and Questionnaire

Technical Expectations

We accept only highly specialized, professional language vendors (interpreters, translators, editors, proofreaders) who can meet our stringent quality standards. The following criteria are fundamental:


- Native-level mastery of both, source and target languages (English and the foreign language)
- An extensive vocabulary ranging from formal language to colloquialism and slang
- Extensive industry-specific terminology including medical and legal, etc.
- Understanding of the role interpreter (conduit, not a problem solver)
- Adherence to professional industry ethic/standards
- Membership in and/or accreditation by a professional association:
 - **ATA** (American Translators Association)
 - **AAIC** (*Association Internationale des Interprètes de Conférence*)
 - **NAJIT** (National Association of Judiciary Interpreters and Translators)
 - **CHIA** (California Healthcare Interpreting Association)
- Prior experience in applicable industries or market sectors

Technical Survey and Questionnaire

All prospective interpreters are required to fill out IU's Technical Qualifications Survey and Questionnaire. The document requests additional information beyond the scope of the interpreters' respective resumes and serves as a method of obtaining comprehensive documentation of their interpretation experience. Excerpts from this document have been provided below:

(Remainder of this page intentionally left blank)



Introduction	
	
<p>We ask you to fill out this form as completely as possible. We use this information to maintain our quality standards, to evaluate new interpreters, and to help us determine the correct level of assignment for interpreters. If you wish to supply different or additional information at any point, please use additional paper or space. Not all questions will apply – if they don't please just mark them "n/a" or strike them. Please attach any other information you feel may help us understand and appreciate your capabilities.</p> <p><i>Important note: we believe strongly in the importance of privacy. We will <u>never</u> trade or sell any information you give us. We will use information supplied only for internal purposes. You will note that we do not ask any questions about your standard compensation. If you are a new interpreter and have a fee schedule or a standard compensation rate, please attach or send that separately.</i></p>	
❖ Language Information: English ❖	
Name/Dialect	English
Degree of fluency (1 - 10; 10 = fluent)	
Manner of Acquisition (growing up in the country, speaking it at home in a different country; through adult acquisition, etc.)	
Is this a native language for you?	
❖ Language Information: Primary, Secondary, Tertiary Languages ❖	
Name/Dialect	
Degree of fluency (1 - 10; 10 = fluent)	
Manner of Acquisition (growing up in the country, speaking it at home in a different country; through adult acquisition, etc.)	
Countries where language/dialect spoken	
Are you stronger in this language or in English?	
Last time in country of language	
Number of visits to that country	
How do you maintain fluency?	
Interpret simultaneously in this language?	
Certified/registered interpreter in this language?	
Certified by whom? (e.g. ATA, SCATIA, RID, CHIA, CCIA, etc.)	
Certification level (Fed, Admin, Medical, Registered)	
Certification number	
Certification expiration	
❖ <i>IF CERTIFIED PLEASE ATTACH/SEND PHOTOCOPY OF DOCUMENTATION</i> ❖	



interpretation



translation



transportation



sign language



❖ Educational Background: Non-Interpreting ❖	
Country of secondary education (high school)	
Years of secondary education	
Years of college/university	
First degree attained	
First degree subjects	
First degree college attended and country	
Second degree attained, if any	
Second degree subject	
Second degree college and country	
Professional education	
Other educational training/accomplishments/background	
❖ Educational Background: Interpreting ❖	
1: Course name	
2: Time and Place	
3: Course length	
4: Course name	
1: Course name Time and Place	
2: Time and Place	
3: Course length	
4: Course name	
Professional organizations	
Have you received any training in cultural competence? If so, when and where.	
❖ Relevant Experience ❖	
Please use this section to mention any other interpreting experience you have – e.g. charitable, family, educational, etc.	
❖ Restrictions ❖	
Geographical area in which you work	
Times when you cannot work	
Kinds of appointments you do not feel comfortable doing	



Step 3: Initial Interview & Exams

The Director of Human Resources and the Quality Assurance Department are responsible for conducting preliminary in-person interviews. After this initial screening process, the interpreter is required to complete a written test for proficiency and undergo a verbal exam with one of IU's language specialists (in the case of American Sign Language, the interpreter takes a specialized proficiency exam). Selected candidates enter into an Interpreter Agreement with IU Group and begin the IU training program.

Step 4: Training Procedures

In addition to our stringent screening and qualification processes, IU Group has an extensive training program to ensure that all newly-hired interpreters are aptly prepared before taking on interpretation assignments. This 40 hour training program is a mandatory requirement that all interpreters must complete before becoming eligible for interpretation assignments.

1) Interpreter Manuals

IU Group has four manuals provided to interpreters upon contracting. These manuals, as described below, illustrate the procedural steps and code of conduct to be followed on **every** assignment. These manuals, along with topics covered, are:

- [IU Group's New Interpreter Orientation Guide](#)
- [IU Group's Standards for Healthcare Interpreters Manual](#)
- [IU Group's Mental Health Interpreting Manual](#)
- [IU Group's Interpreters Standards of Practice Manual](#)

2) Terminology Glossaries

Medical and legal interpreters and translators are required to complete additional training to ensure a thorough understanding of agency-specific terminology and requirements. Interpreters Unlimited has developed a collection of training manuals for this specific purpose. Our Terminology Glossary series covers the following fields:

- Dental
- Medical
- Legal
- Mental Health

IU provides appropriate glossaries to interpreters and translators in the languages in which we have them available. In addition to our Glossary Series, if an agency has specific terminologies or material that would aid the linguist, this information can be included in the training, as well.



3) Cultural Awareness Program

The National Standards for Culturally & Linguistically Appropriate Services in Health Care articulates its goal as an ability to “understand and respond effectively to the cultural and linguistic needs brought by the patient to the health care encounter.” Undergoing this training encourages interpreters to:

- Respond to demographic changes
- Eliminate disparities in the health status of people of diverse racial ethnic & cultural background
- Improve the quality of services & outcomes
- Meet legislative, regulatory, & accreditation mandates

IU Group trains all new employees and interpreters on cultural competency in accordance with these principles. The details of IU’s Cultural Awareness Program are as follows:

Objectives

- To learn about culturally and linguistically appropriate services
- To identify cultural issues impacting the mental health care encounter
- To promote the business case for qualified interpreters services
- To identify methods that respond to **CLAS** (Culturally and Linguistically Appropriate Services) standards as articulated by the United States Office of Minority Health
- To identify additional resources for future learning
- To identify modes of interpretation
- To list principles of the Interpreting Code of Ethics
- To recognized core interpreting skills
- To identify additional resources for future learning

Cultural Awareness Training Promotes:

- Awareness of one’s own assumption and values system in addition to those of the U.S. medical system;
- Understanding of and respect for patients values beliefs and expectations;
- One’s ability to adapt care to be congruent with the patient expectations and preferences.

(Remainder of this page intentionally left blank)



4) Interpreter Code of Ethics

In addition to adhering to the code of professional conduct set forth by the Registry of the Deaf (RID), described below are the principles IU Group requires interpreters to understand and agree upon before becoming eligible for assignments:

Ethics

- Respect the privacy, confidentiality, and sensitivity of information that may arise during an interpretation
- Remind client to not say anything that they do not want to be interpreted

Objectivity

- Be completely objective when performing an interpretation
- Report any potential conflict of interest that could affect the fairness and accuracy of an interpretation
- Never offer advice to any parties; focus only on interpreting what is being said
- Do not do any verbal or non-verbal body language that may affect the interpretation and/or show bias toward any one party

Respect

- Treat all participants equally regardless of gender, race, ethnicity, nationality, age, color, sexual orientation, religion, political affiliation, socioeconomic status

Professionalism

- Dress professionally
- Respect the boundaries between you and any other participants in the interpretation session; do not get personally involved and remain objective throughout
- Set clear expectations of your role as an interpreter; being clear that you are there only to interpret and will not be involved in making any decisions on behalf of either parties
- Never agree to an interpretation you do not feel comfortable or qualified to perform

Accuracy

- Include verbal and non-verbal cues and tone when performing an interpretation
- Explain any non-verbal gestures that may be specific to the cultural background of the client
- Remember to always interpret with the same tone and attitude of a client even if rude or obscene
- If you have made a mistake in interpretation, correct it immediately
- Explain to all parties when there is no direct interpretation of any signage

Cultural Awareness

- Recognize when the biases of any participants is affecting the communication between parties
- Notify participants if personal values or cultural practices are becoming a conflict



Step Five: Certificate of Completion

Only upon completion of the certification and training processes describe above are interpreters made eligible for assignments and issued the following Certificate of Completion:



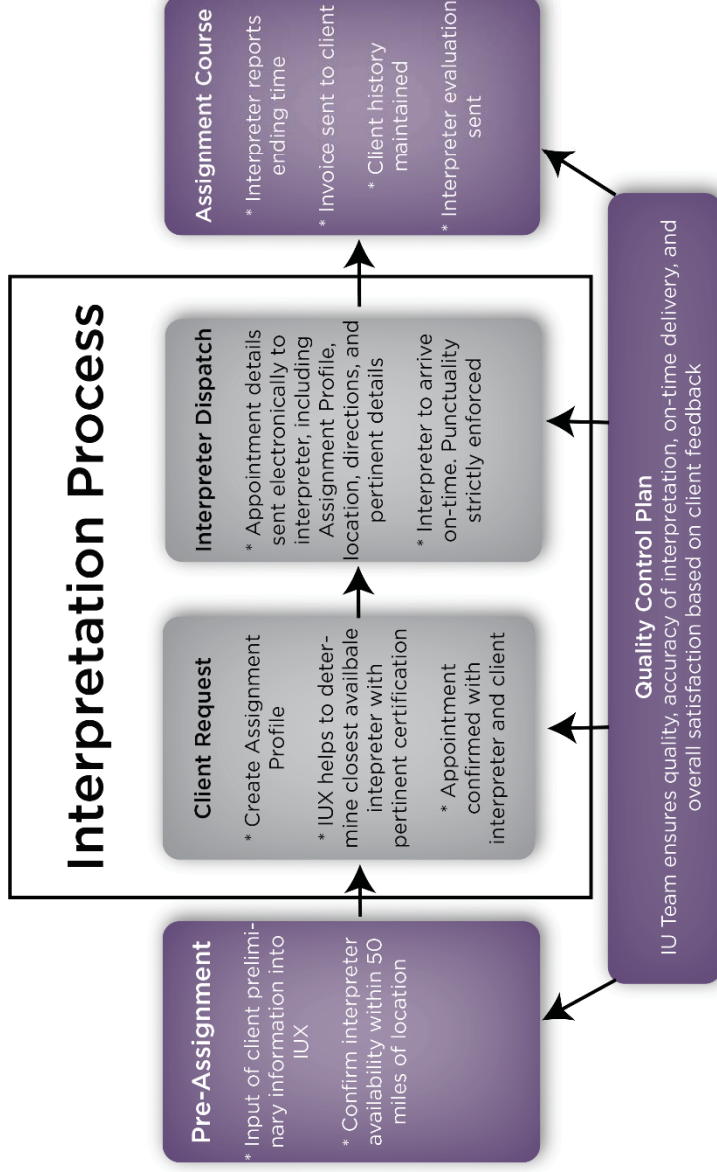
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Scheduling an Interpreter

Using IU Match Connect

Let us show you how Interpreters Unlimited is able to provide direct services to customers by personally assessing assignments, obtaining necessary information, drawing conclusions and recommending and/or implementing courses of action in accordance with normal practices and procedures. We currently have a workflow process in place to assure the needs of the clients are met:





How Does IU Group's Matching Software Work?

The **prime core functionality of IU Group** is our proprietary software system, **IU Match Connect**, fully **designed and owned by IU**. The system's design allows for a **full scan and analysis of the data points** of the appointment request and sorts through the interpreter database in order to match the requested skills, language, location, and certifications needed by the client. The totally automated process is **untouched by human hands**.

The Process of Matching

1. Each appointment is offered to multiple contracted interpreters.
2. The varying schedules and calendars of interpreter availability are taken into account via the algorithm of IU Match Connect.
3. Further calculations are done to specify what specialized certification/qualifications may be needed for the particular appointment, thus further honing the list of possible qualified contracted interpreters.
4. The final list of matched contracted interpreters, based on availability, skills, certifications is produced by IU Match Connect.



interpretation



translation



transportation



sign language



IU Match Connect: Interpreters Unlimited's Client Portal

To manage and organize all these functions we utilize a proprietary program that was specifically designed to meet the needs of Interpreters Unlimited. IU MATCH CONNECT, Interpreters Unlimited's proprietary software system, allows us to manage every aspect of our business:

- All aspects of interpreters and translators, from scheduling and payment to annual 1099 tax form generation
- 72/48/24 Hour Interpreter Status Notifications – minimizing no-shows and ensuring on-time arrival
- Multiple assignments throughout the country
- Customer Relations Management
- Quality Assurance and Monitoring
- Accounting
- Client Reports
- Human Resources

In 2017, Interpreters Unlimited did a major upgrade to all systems, including our web access for clients. The result is the client portal we call IU Match Connect. After having examined how IU MATCH CONNECT functions on our side, we can look at how IU Match Connect is designed to enable our clients to consolidate basic, everyday tasks that would normally be completed over the phone—a process that perpetuates a 'greener' and more efficient work flow. This client portal, **IU Match Connect**, allows clients to:

- Enter appointments at convenience, saving time spent calling in.
- View appointment history, regardless if method of entry (phone, fax or web), allowing you to gather valuable patient trends to maximize your services.
- See LEP/client history, sorted by LEP/client, which will assist in interpreter scheduling and assignment grouping, saving money.
- Ability to authorize appointments, saving the time needed to call.
- Visibility of all assignments, by all users, allowing management reporting needs.

Our goal is to create complete transparency in the request process. Requesting an interpreter should be easy and trackable, every step of the way. This keeps you, your stakeholders and most importantly, the limited-English speaking client whom we mutually serve, informed.



interpretation



translation



transportation

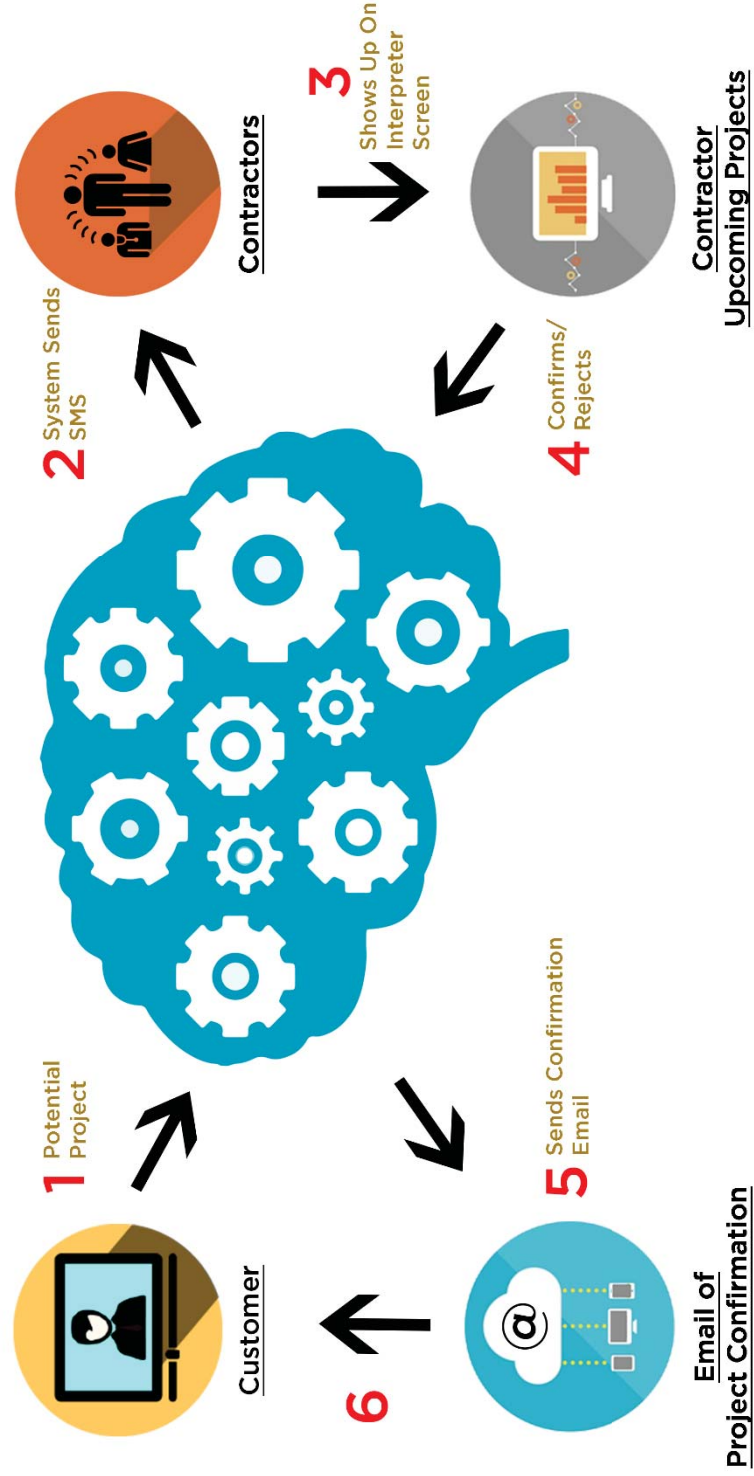


sign language



IU Match Connect Software Product

15 years of development process - IU owns the codes





Secure Login Portal: The login screen can be accessed by any web browser (IE 9 and higher, Google Chrome and FireFox). Connection is via 128-SSL encrypted connection. From this moment forward, all access is HIPAA/HITECH compliant. Login information is provided by our Customer Relations Team.



Username:

Password:

[Reset password](#)





Home: Upon login, this is the first screen to appear and it will be the dashboard to access all tasks. From here, one can request a new appointment, view appointments scheduled in the past, today and future.

Event Id	Language	Event Start Time	Doctor	Status
E803252	German	05/14/2015 10:00:00 AM		Scheduled
E803259	Chinese	05/14/2015 8:00:00 AM		Confirmed

From this screen, you can also export this view/list into an MS Excel and PDF format for reporting purposes.





Create: This screen allows you to request a new interpretation appointment. It provides a clear and concise organization of all the information required to enact an appointment. After completing the form and clicking the “Save” button, a notification of confirmation will appear with the appointment’s reference number.

Onsite Interpretation

est. 1970

Events

Language Events

Create
or Import

	Event Id	Language
<input type="checkbox"/>	E803262	German
<input type="checkbox"/>	E803259	Chinese

Event Type
Language

Billing Info

Ordering Customer
Interpreters Unlimited
United States

Ordering Contact Id
Shamus Sayed, Interpreters Unlimited

Patient/Client

If no Patient or Client name, please fill description of Project

Project

Language

Created By
Shamus

Phone

Fax

Order Info

Event Date

Start Time 00 : 00 PM

End Time 00 : 00 PM

Location of Appointment

Customer Note
Put a note...



Today: This screen shows a listing of appointments taking place today that you have requested. Consolidating these appointments allows you to help manage your daily tasks, reference interpreters names booked to each appointment, review precise appointment locations and—should your presence be required in an appointment—help decipher your day’s schedule.

Event Id	Language	Event Start Time	Doctor	Status
E8003262	German	05/14/2015 10:00:00 AM		Scheduled
E8003259	Chinese	05/14/2015 8:00:00 AM		Confirmed

You can sort by language requested, event start time and view status of your appointment, **answering the question , “Do I have an interpreter today?”**

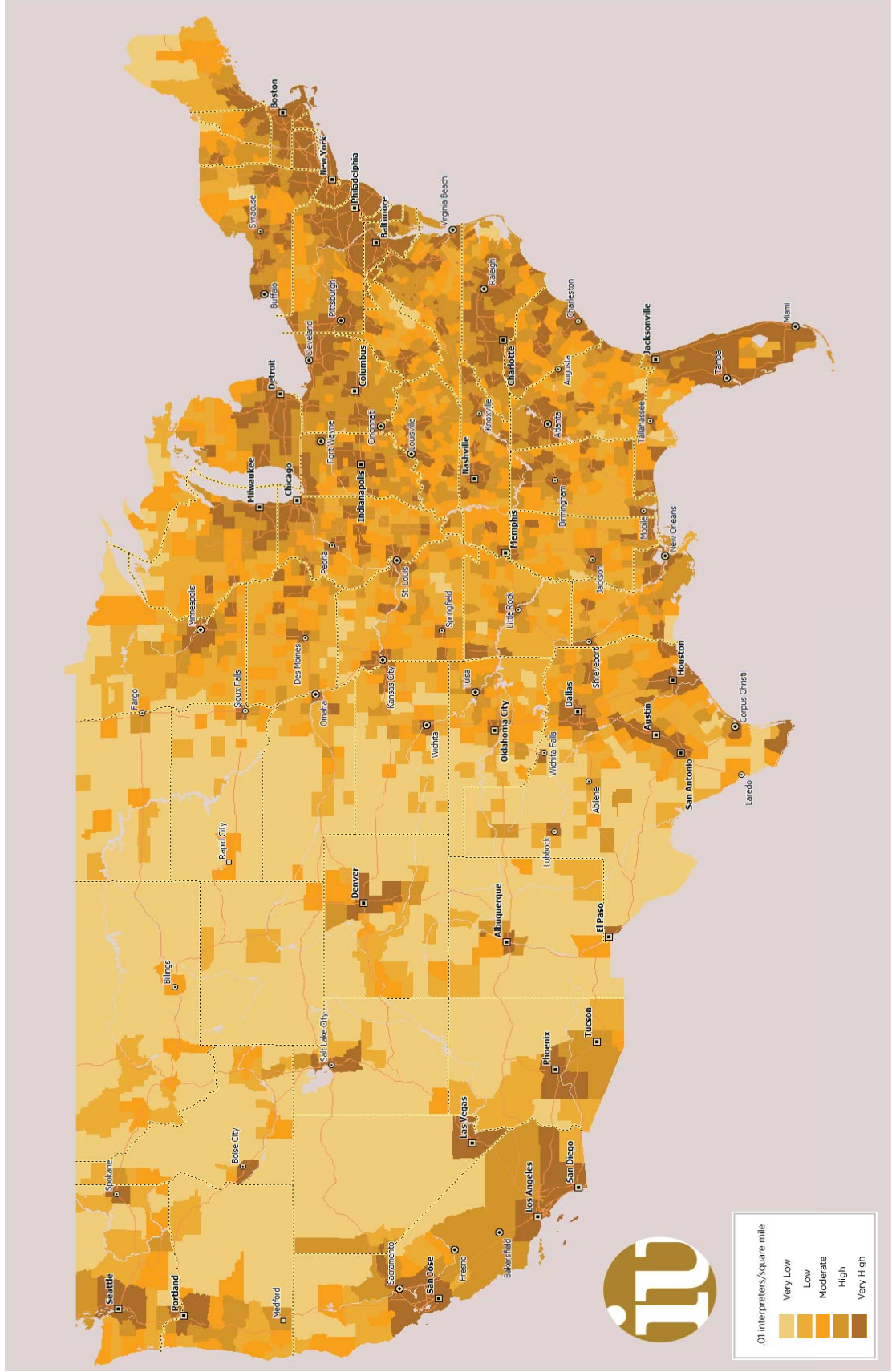
Language	Event Start Time	Status
German	05/14/2015 10:00:00 AM	Scheduled
Chinese	05/14/2015 8:00:00 AM	Confirmed





Future / Past: These buttons, placed at the far bottom left of the Home screen, allow you to review every appointment that has been requested. This functionality includes appointments requested over phone, email and over IU Match Connect. You have full visibility of *every* appointment you've requested.







Telephone Interpretation

The Interpreters Unlimited advanced telephone interpretation system is designed to streamline all facets of an incoming interpretation call. It is available **24 hours a day, 7 days a week, 365 days a year**. Interpreters Unlimited's on-demand telephonic interpretation service includes additional features intended to boost the efficiencies between requesting parties and our professional staff.

Call Management

Live dispatchers stand ready to field and facilitate calls from requestors and those individuals in need of language interpretation. Dispatchers, with the assistance of a **Voice Recognition Tool**, are able to identify the language or dialect of callers and appropriately relay the party to the proper language professional. If the language desired is already known, callers are able to bypass correspondence with operators and can select from a customizable touch tone menu of selected languages. This standard feature assists in the response to sudden or unanticipated surges in call volume or spike in the influx of calls for a single language. In addition, the computer integrated telephone system is wired to perform **three-way calls, conference calls**, and other similar type **group sessions**. Each service agent is able to answer and conduct calls in succession allowing for the minimization of hold times and idle periods between calls.

Requestor Authorization

Interpreters Unlimited only approves requests for interpretation from persons authorized by the customer. These individuals, or agencies, are assigned **individual identification numbers** to track calls and requests made by a given entity. IU works with all clients to assign points of contact to in order streamline the request of services, provide accurate reporting, and create a consistent rapport with such designators in the case of question, concern, or modification that may arise during the life of a contract.

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Telephone Interpretation Workflow

The process detailed below is an outline of one common workflow used to ensure the interpretation needs and the customer care needs of our clients are met:

Step 1: All clients will access the IU telephone interpretation system (accessible 24/7/365) using the *toll-free number*.

Step 2/3: Users are greeted and requested to input their *Customer Identification Number*. Authorized personnel will be assigned a *Customer Identification Number* before services can be scheduled in order to ensure proper requestor, interpreter, language, and other information for call recordkeeping. All data is stored in IUX 3.0, our proprietary software management system.

Step 4: After verification of the Customer Identification Number, the system will ask for the *Personal Identification Number*. This number will identify the specific user within each *customer* record. This authentication protocol allows IU to maintain an accurate account of all calls placed by a given user within the organization.

Step 5: Once user authentication has been completed, the user will be asked to select the interpretation language and/or dialect desired.

Step 6: Once the language has been selected, the system will automatically dial and make its attempt to connect with the qualified language professional.

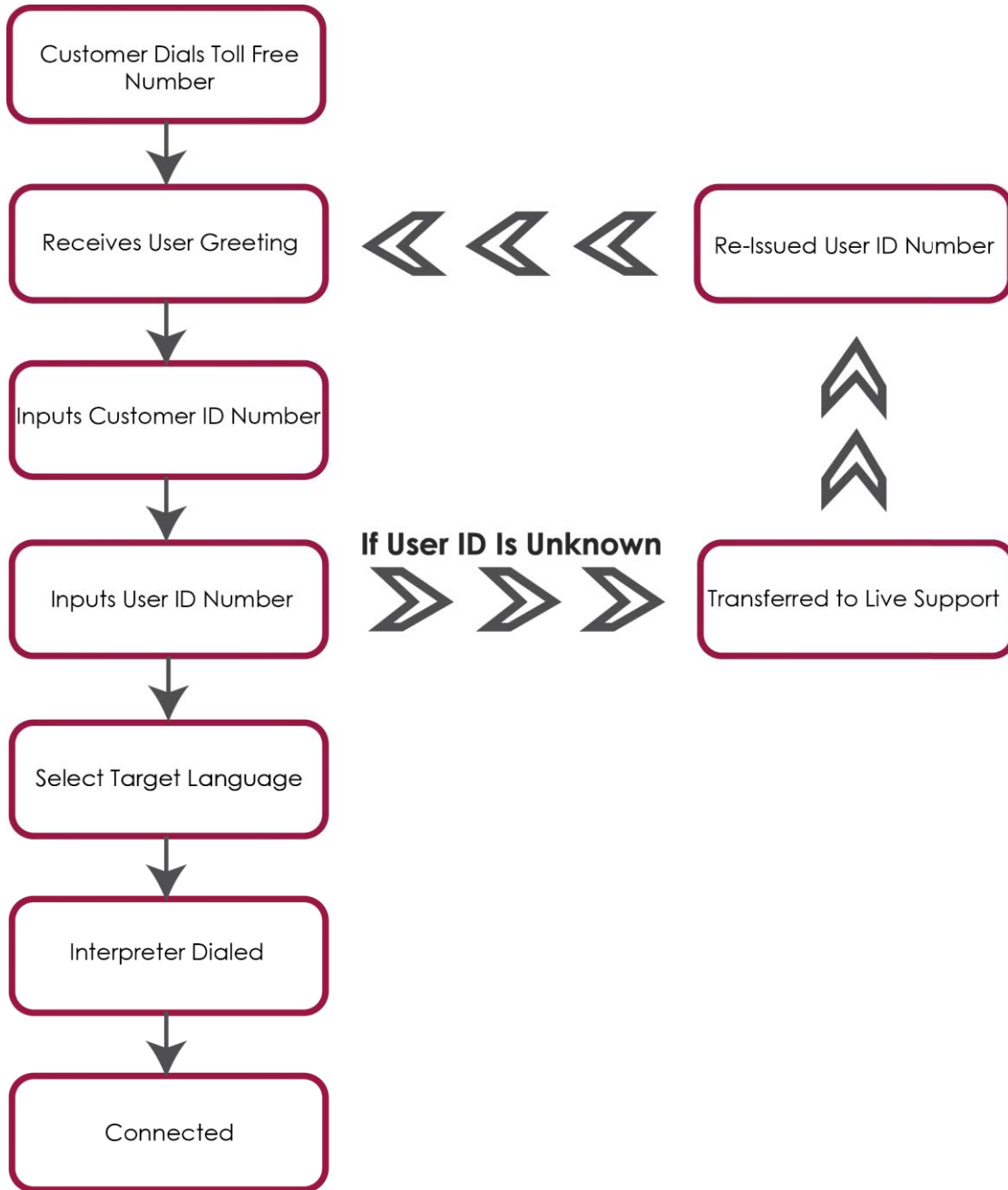
Step 7: After the connection to the interpreter has been established, the session shall begin between parties. Upon completion, each side simply hangs up to disconnect the call. Should the client be interested in another session, he or she would just repeat the steps.

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Telephone Interpretation Workflow Chart

The flowchart below illustrates the processes by which clients are able to utilize the IU telephonic interpretation service:





Sample Telephone Card



Access Over-the-Phone Interpretation

Step 1: Dial 877-6-LANGUAGE (877-652-6482)

Step 2: When prompted, provide:

Customer ID: XXX

User ID: XXX

For technical difficulties or questions,
contact:

Sharik Sayed
IT Manager
(800) 726.9891 ext. 114
sharik.sayed@iugroup.com

Step 3: Select language

You will now be connected to an interpreter!

Languages available: Afrikaans, Akan, Albanian, Amharic, Arabic, Armenian, Ashkarik, Assyrian, Azerbaijani, Basque, Bengali, Bosnian, Bulgarian, Burmese, Cambodian, Cantonese, Catalan, Cebuano, Chamorro, Chiu Chow, Choktaw, Chuukese, Creole, Croatian, Czech, Danish, Dari, Dutch, Estonian, Farsi, Fijian, Fijian-Hindi, Finnish, Flemish, French, Fukien Chinese, Georgian, German, Greek, Gujarati, Haitian Creole, Hakka, Hebrew, Hindi, Hmong, Hoiping Chinese, Hungarian, Ibo, Ilocano, Ilongo, Indonesian, Italian, Japanese, Kamasaja, Kanarese, Kannada, Kapangpongan, Karen, Kinyarwanda, Kirundi, Konkani, Korean, Kurdish, Laotian, Latvian, Lithuanian, Macedonian, Malay, Malayalam, Malaysian, Mandarin, Marathi, Mesquito, Mestaco, Mien, Minh, Mixteco, Moldavian, Mongolian, Nagamese, Nepali, Norwegian, Nuer, Oaxaca, Oromo, Pangasinan, Papiamento, Pashto, Persian, Polish, Pompango, Portuguese, Brazilian, Portuguese, European, Punjabi, Romanian, Russian, Samoan, Sephardic, Konkan, Serbian, Sibvano, Sicilian, Sindhi, Sinhalese, Slovakian, Slovenian, Somali, Spanish, Swahili, Swedish, Tagalog, Taiwanese, Tagrinyan, Tamil, Telugu, Thai, Toisan, Tongon, Tulu, Turkish, Ukrainian, Urdu, Urghur, Vietnamese, Visayan, Yemeni

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Video Remote Interpretation

In addition to offering on-site sign language interpretation, Interpreters Unlimited provides **Video Remote Interpretation** – an innovative, new approach to interpreting. With this on-demand system, connecting to an interpreter is as simple as pushing a button. Clients can access a Sign Language interpreter **in less than 30 seconds** - 24 hours a day, 7 days a week, 365 days a year. This cloud-based video service eliminates costs associated with new equipment, infrastructure, and specialized IT staff, and because it's simple to use, there is no special training required. **As the costs decrease, so the functionality and flexibility of interpretive services increases with the use of the VRI software.**

Clients receiving VRI services are equipped with a software package that securely connects their machine and Local Area Network (LAN), by way of secure ports, to the video and data center located offsite.

Upon launch of the application, requestors login to the VRI portal using a personalized identification number. Here, the language needed and other pertinent information regarding the interpretation is inputted and relayed through the system to the appropriate agent (language professional).

Once an agent has received the information, a session identification number is assigned. Once assigned, the agent becomes available for interpretation. After a successful call is made to the agent and all video/audio connectivity has been established, the interpretation session begins for the duration required. Upon completion of the interpretation session, users simply disconnect from their respective ends.

The following pages represent a basic visual outline of the processes described above. Detailed VRI training shall become available upon award.

Timeline

Because of the flexibility of our software system, Interpreters Unlimited can deliver immediate access to ASL interpretation services as soon as the program is downloaded to your computer or tablet.

Vendor Responsibilities

As a cloud based service, the ODI system doesn't require additional infrastructure, equipment or staff to assist clients in need of immediate language solutions.

ODI – On-Demand Interpreter – eliminates idle time for staff and constituents, expedites access to qualified personnel, and lowers operational costs. It is an ideal service for responding to urgent interpreter appointments and after-hour requests.

With ODI, connecting to an interpreter is **a single step process**. The user-friendly interface is **available for a variety of platforms including tablets, laptop computers, and desktop computers and operates**





via **WiFi connection** (not mobile 3G and/or 4G). Clients are able to download the software to their device and access a Sign Language interpreter in less than 30 seconds – 24 hours a day, 7 days a week, 365 days a year.



Requirements for Video Equipment

The network can be accessed by all kinds of video equipment over the internet with a minimum of 384 kbps of bandwidth for the video call to provide a high-quality connection. Cisco E20 can connect over Ethernet with customized settings. Polycom, Tandberg and other legacy video phones connect via an IP address.

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Interpreter Training and Qualifications

Interpreters Unlimited ensures the highest quality service and support available for on-demand video interpreting. All Interpreters Unlimited video interpreters are U.S. citizens and work in call centers hosted by our network provider, Stratus. Our interpreters hold one of the following certifications:

- NIC, NIC Advanced, or NIC Master, RID CI, CT, IC/TC, CSC, SCC:L or MCSC
- NAD Level IV
- ACCI Level IV or V
- Texas BEI-3 or higher

All Interpreters Unlimited video interpreters have the additional qualifications:

- Adhere to professional Code of Conduct – Code of Ethics
- Focused on Meeting the Register of the Student



All ASL interpreters are medically qualified after accomplishing an extensive certification process that includes:

1. Have completed medically accredited training and workshops.
2. Hold national or state equivalent certification
3. Attend course on best practices for interpreters engaging in academic settings
4. Take and pass exam on interpreting and college-level terminology (must score 90% or better)
5. Attend course on HIPAA requirements and compliance
6. Pass the exam on HIPAA
7. Awarding of the certificate – Generalist Terminology

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Security & Confidentiality of VOYCE Platform

All communications are encrypted and secure when using the VOYCE Platform. Voyce uses end-to-end data encryption between peers ensuring safe, private, and secure real-time communications. For audio and video streams the data is first encrypted using the DTLS (Datagram Transport Layer Security) method. On a DTLS encrypted connection, eavesdropping and information tampering cannot take place. The system also encrypts video and audio data via the SRTP (Secure Real-Time Protocol) method ensuring that IP communications – the voice and video traffic – cannot be heard or seen by unauthorized parties. Any information captured or recorded is saved in encrypted files that reside behind a firewall on a secure server in a hardened facility.

Voyce also uses HTTPS (also called HTTP over TLS, HTTP over SSL and HTTP Secure) as a layer of protection for secure communication over computer networks. HTTPS is mainly used for authentication of Voyce websites and protection of the privacy and integrity of the exchanged data. HTTPS provides authentication of the website and associated web server with which we are communicating. Additionally, it provides bidirectional encryption of communications between a client and server, which protects against eavesdropping and tampering with or forging the contents of the communication. This provides a guarantee that clients are communicating with precisely the website intended to communicate with (as opposed to an impostor), as well as ensuring that the contents of communications between the user and site cannot be read or forged by any third party.

The VOYCE Platform data security protocols and VOYCE company policies and procedures are designed to protect the confidentiality of private information and assure HIPAA compliance. VOYCE routinely executes business associate agreements with covered entities and limits access to individual identifying information and private health information in the process of serving clients.

To protect the confidentiality and security of client/ user information no private health care information resides on the end devices (smartphones, tablets, or computers) of either the client or the interpreter. Any information captured or recorded is saved in encrypted files that reside behind a firewall on a remote, secure server in a hardened facility.

Policies and procedures are in place to protect clients' privacy that include limiting the company's employee access to data, regular data security review protocols, and potential breach reviews.

Private user information is only used by the company in the act of serving the user, and exposure to private information is minimized to the data necessary to serve the user for a particular instance. The company minimizes the risk of exposing private user information by collecting as little private user information as possible in the course of serving the user. In order to create an account for online access or access to interpreters through a mobile application, users may choose to provide their name, email, and phone number to assist in password recovery. User information is never sold.



Interpreters are put through a vetting process that includes criminal background checks. They sign a statement of confidentiality and receive training on complying with the National Code of Ethics for Interpreters, the Health Insurance Portability and Accountability Act (HIPAA), and the company's internal code of ethics. They are required to work in a private, secure, and quiet office space and securely shred any notes that they may have taken during an interpretation session.

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Translation Process

IU houses a division that specializes in providing **timely, accurate and reliable document translation** services. Material for translation can be submitted using ClayTablet, email, or regular mail. Document translations are returned within a **2-3 business day turn around for critical and high-use threshold languages**, on average. Please see the below chart for turnaround time approximations.

Document Length	Turnaround Time
1-2 pages	24 hours
3-5 pages	48 to 72 hours
6+ pages	Turnaround time will be advised upon project submission

IU works with a large pool of translators with various subject matter and language expertise including but not limited to the languages indicated. Translators are **independently contracted linguists located nationwide** whose experience ranges from legal documents to medical research. No matter the project, Interpreters Unlimited will produce a quality translation within the advised time frame.

Interpreters Unlimited guarantees project delivery dates. Should any translation request be late, a 30% discount to the overall cost will be applied.

IU's dedication to this
Performance Guarantee
 means that your organization will always
 receive *projects when promised, by
 the committed deadline and within
 budget.*

All document translation is done word-by-word, meaning-for-meaning, and follows the process outlined below. However, part of the proofing and editing process is to make sure any “word for word” translation still captures the relevant content and is culturally and topically appropriate. *Please note that IU verifies the qualifications of any translators working on a given project based on the needs of the assignment.*

Document Submission

Source material for translation can be provided via ClayTablet, email, postal mail, or by fax. Interpreters Unlimited preserves original source document layout, graphics, and visuals, for all file formats (i.e. .doc, .pdf, etc.) and utilizes software systems to guarantee that translated versions meet all deliverable



interpretation



translation



transportation



sign language



specification. Translation assignments are confirmed upon receipt and completed in within the estimated timeframe communicated to the client.

Editing & Proofreading

Translators are responsible for converting, revising, editing, and proofreading all materials prior to their submission. All drafts and submitted work are susceptible to third party review, whether it by a representative of the client, an IU project/contract manager, or a member of IU's team of Senior Language Experts.

Edits and amendments shall be made at
NO COST
to your organization, **up to a year from the date**
of original translation.

Document Formats/Layout

Interpreters Unlimited translators are trained and experienced in industry standard computer assisted translation software suites, such as **SDL TRADOS**, and proficient in other desktop publication software—namely, Adobe InDesign, Adobe Photoshop, Microsoft Office Publisher, and Microsoft Office Suite (for Mac and Windows).

Translation Memory

Interpreters Unlimited will build a **translation memory bank** for Your organization using SDL Trados to ensure that all Your organization requests are cost-saving and reliable. Translation memory works by capturing segments of text and storing its accompanying translation. If any further text contains identical or similar source segments, the system will show the previous translation, which can be used as it is, or corrected accordingly. These segments that have a match in the memory bank are also rated by percentage of match: 101% matches or ICE matches are matches of the segment + the context (same segments before and after), 100% matches are full matches without context, Fuzzy Matches are 99% or less match, and No Match are those that either do not have nothing similar in the TM. There are also Repetitions, which are segments that are not yet in the memory bank but that repeat themselves throughout the text. Consistency among translations and translators is vital, and Interpreters Unlimited has placed this concern first and foremost so that the dissemination of health education materials, including medical records and analyses, maintain a similar tone, style, and clarity.

(Reminder of this page intentionally left blank)



Project Management Structure

Translations are received by Interpreters Unlimited staff members who, in turn, assign the translations to qualified language professionals. The assigned translator(s) is/are responsible for converting source documents, proofreading, desktop publishing, and return delivery to clients.

Project Planning

- Source material is sent to Project Manager through secure FTP (provided by IU) or through preferred methods (ClayTablet, email, etc.). Confirmation of receipt sent on same business day.
- Finalize project requirements. Assign translation team.
- Collect and verify source material, reference material, existing glossaries.
- Cost (based on proposed rate) and delivery estimate for the specific assignment will be provided within 24 hours. Email or fax acceptance is requested.

Translation

- Upon document acceptance, translation begins.
- Create/update glossaries and translation memories.
- Translate into target language(s).
- Client feedback.
- Typesetting and formatting are part of this process.
- Communication of status will be provided throughout assignment by Project Manager.

Proofreading and Editing

- Translation is completed by translator and sent to secondary, equally qualified proofreader/editor.
- Proofread by subject matter expert.
- Quality control, accuracy, format checks are all performed by proofreader.

Systems and Tools

- Implement a secure FTP server to **ensure protected transmission of files and PHI.**
- SDL Trados Studio software which supports a wide range of languages and dialects, while simultaneously supporting the largest set of filetypes for translations **allowing fast turn-around times.**
- **SDL supports over 70 different file types** including Adobe PDF and InDesign, XML, Java, HTML, Microsoft Word and PowerPoint.



Security Measures

- SFTP/ FTP sites used for transmission of files will be restricted solely to Your organization IP addresses to ensure tighter security.
- Encryption of main ERP system where IU client data- including PHI- will be stored.
- Code review in place to assess security considerations prior to deploying new code into internal systems.
- Annual independent code audits and penetration testing.
- Software specifically designed to prevent SQL injections and XSS intrusions.
- Multiple redundant firewalls in place to detect and prevent various types of remote intrusion.

Project Delivery & Completion

- Assignment is now completed and sent via email or preferred delivery method by Project Manager.
- Client feedback.
- Invoice sent to client.

Quality Control Plan

- All steps above will be overseen and checked by S. Sayed.
- All information stored on secure electronic storage, protected by VPN and redundant firewalls.

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interpretation



translation



transportation

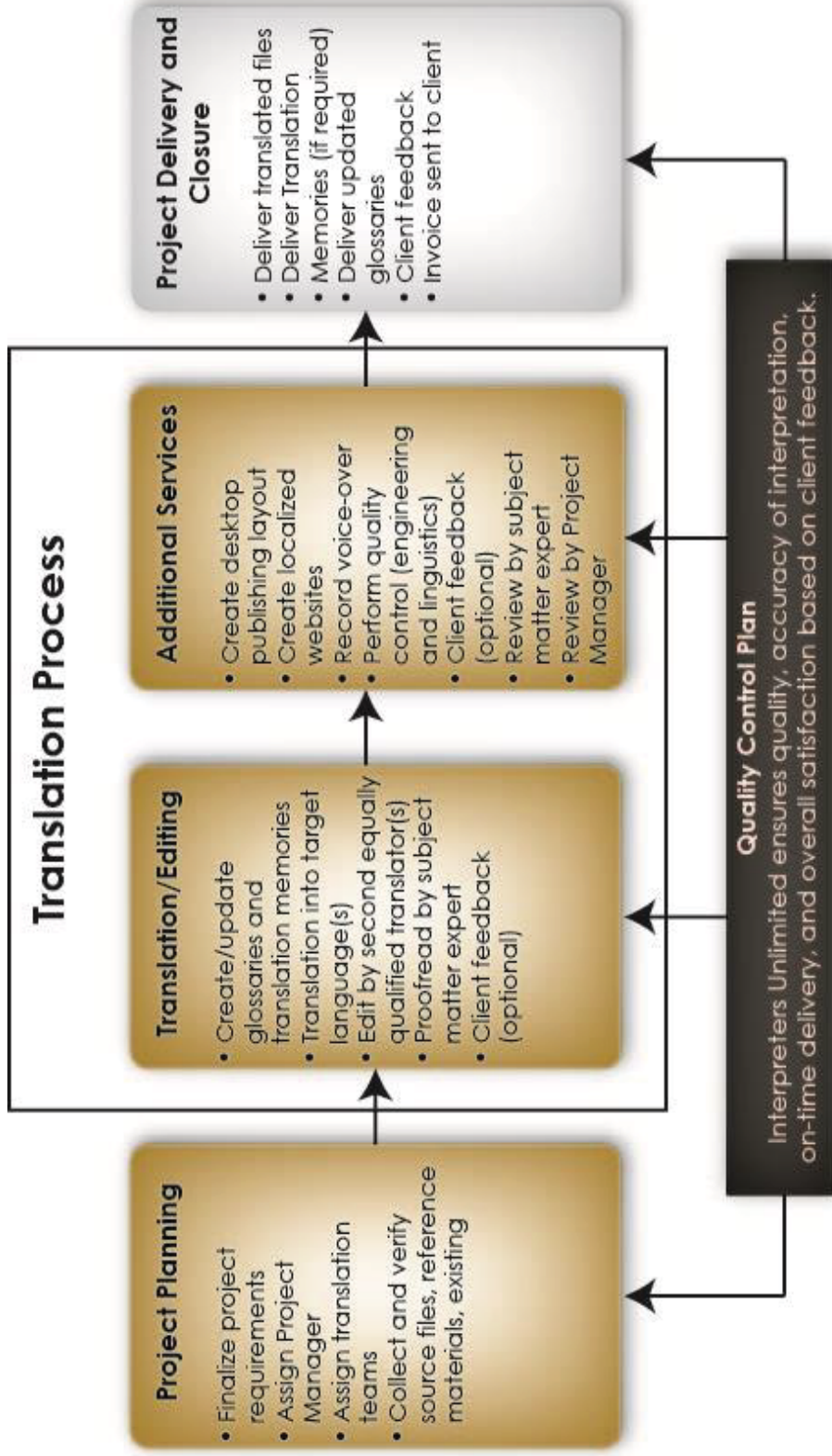


sign language



Translation Workflow Chart

The flowchart below illustrates the processes involved in our translation management:





Translator: 3-Step Assessment Program

In addition to agreeing to **IU Translation Principles**, each translator has to complete our in-house *3-Step Assessment Program* (at a minimum) as described below. Our translators must have a level of proficiency in all languages they intend on offering services in including English. Our assessment program verifies this competency level we require.

Step 1: Technical Qualification Survey

Step 2: Exam and Interview

Step 3: Translator Agreement

Step 1: Technical Qualification Survey

All applicants complete an Employee Profile sheet (including background check if applicable). They are then required to complete a Technical Qualification Survey.

Translators requesting legal/court hearing or medical assignments are required to complete an additional Qualification Survey. This survey tests terminology and concept knowledge of legal or medical terms, procedures, case law, mediation terms, court hearing dialogue, procedures, diagnosis, medical, and other appropriate legal or medical terminology. Translators are asked to translate a list of legal or medical terms to verify knowledge of dialect and cultural competency which both can affect the meaning of a translation.

The results of this survey are reviewed by our management team including senior language experts before the candidate is asked to move to the next step.

Step 2: Exam and Interview

Step 2 requires a senior member of our staff or interpreter to conduct an exam and interview to verify proficiency and competency. The exam takes the form of an assignment to be completed in the translator's usual working environment over a four day period, using the dictionaries, reference materials and equipment that the translator would normally use. Candidates are required to translate an exam text of approximately 1000 words. (We have included here abbreviated Spanish <> English examples of the kinds of legal or medical texts a translator may be assigned). The candidate is required to sign a declaration that the translation and commentary submitted are his/her own work. The candidate may use translation memory that they have built up for themselves, but not one which has been contributed to by anyone else. Candidates are required to translate the text to a professional standard of accuracy, and should view the exam as a professional commission from Interpreters Unlimited. The translation is marked by 2



interpretation



translation



transportation



sign language



examiners who are experienced in the language combination and subject of the candidate's exam. The examiners mark the text under the following criteria:

- | | |
|--------------------------------|--------------------------|
| ➤ Accurate transfer of content | ➤ Consistency |
| ➤ Omissions/additions | ➤ Grammar |
| ➤ Appropriate terminology | ➤ Syntax |
| ➤ Appropriate register | ➤ Tense Usage |
| ➤ Collocation | ➤ Spelling & Punctuation |
| ➤ Tautology | ➤ Layout & Presentation |

After verifying the candidate would be a good fit for our company based on their technical knowledge, proficiency, experience, certifications, and professionalism, she or he will move to step three, which includes being trained on IU processes, expectations and industry standards.

Step 3: Translator Agreement

Our final step is for an agreement to be made whereby the interpreter agrees to uphold the standards set forth by IU as well as comply with our policies and ethics such as adhering to HIPAA standards.

The translator is then added to our language expert proprietary repository. Our robust web-based management system, namely IU MATCH CONNECT 3.0, which includes details of each translator *i.e.* skill set, certifications, experience, etc. ensures our project director is able to assign a translator that matches a given translation assignment.

Additional IU Guidelines

Outlined below are the guidelines all IU translators are required to follow for all assignments. These guidelines outline our expectations as well as our philosophy on working with our clients. IU values expertise & experience in the field, professionalism, and accountability. All IU contractors and employees understand this and gladly embrace these values as well.

Technical Expectations

- | | |
|--|---|
| ➤ Understand your role is to facilitate understanding in communication between people who are speaking different languages | ➤ Be impartial, objective, and unbiased |
| ➤ Be accurate at translating | ➤ Do not leave anything out or add anything |
| ➤ Know your vocabulary terms | ➤ Translate everything, even if it does not related to the main topic |
| ➤ Strictly follow translation protocol | ➤ Do not give your opinion, even when directly asked |



interpretation



translation



transportation



sign language



Translator Code of Ethics

Described below are the principles IU requires translators to understand and agree upon before becoming eligible for an IU Translation Certification:

Ethics/Objectivity

- Respect the privacy, confidentiality, and sensitivity of information in a translation
- Be completely objective when completing a translation
- Report any potential conflict of interest that could affect the fairness and accuracy of a translation
- Never give advice to any party; focus only on the translation document(s)
- Do not insert any extraneous material that may show bias toward any one party

Respect

- Treat all participants equally regardless of gender, race, ethnicity, nationality, age, color, sexual orientation, religion, political affiliation, socioeconomic status, or health beliefs
- Remember that you are solely responsible for translating, and are not to give any advice, opinion, insight, or consultation

Professionalism

- Do not get personally involved in a translation and remain objective throughout
- Set clear expectations of your role as a translator
- Never agree to a translation you do not feel comfortable or qualified to perform
- Never accept bribes, gratuity, or favors from any participants

Accuracy

- Translate the meaning of the document by making careful choices about sentence structure and word order
- Explain any sayings that may be specific to the cultural background of the participant and may need clarification; explain to all parties when there is no direct translation of any verbiage
- Remember to always translate with the same tone and attitude of a document even if rude or obscene
- Mimic the formality or casual tone of the document

Cultural Awareness

- Recognize when the biases of any participants is affecting a translation
- Notify participants if personal values or cultural practices are becoming a conflict
- Avoid showing any personal reactions or feelings that may jeopardize the accuracy of a translation



Provision of Quality Assurance

Translation Quality

We use only certified translators carefully selected to match the subject matter and content of your project. **Upon request, we will provide your organization with a Certificate of Attestation which certifies, under a notary seal, the accuracy of our translations.**

100% Translation Quality Guarantee

Further, we provide a 100% accuracy guarantee for all of our translations. We stand by all of the translations performed by our translators. If you are not completely satisfied with a completed translation, we will fix it, free of charge, until it meets your full satisfaction. If there are any issues or questions with one of our translations, we will work with you until you are completely satisfied with the quality and accuracy of your translations.

Interpreters Unlimited, Inc.'s Quality Assurance Program

Interpreters Unlimited's Quality Assurance Program for translation projects consists of a three-step translation process ("TEP": Translation – Edition – Proofreading/content management) and a final quality assessment ("QA") performed by the project manager. Each of the three steps in the TEP process is completed by a different certified translator team with native speakers of the target language.

Our first step for large projects is generally the development of a comprehensive glossary of terms specific to the client's project. This process is overseen by a terminology/content manager whose sole function is to receive, interpret, convert and implement terms via a dynamic glossary that is distributed and integrated across our teams of linguists. We combine tools and processes to ensure that the correct terms are implemented at all times, fusing accuracy with time-efficiency. This process provides consistency, while allowing each linguist to submit adaptations and modifications where he/she deems appropriate.

For technical content and other translations that require a strong knowledge of industry-specific information, we rely on subject-matter experts to ensure the correct usage of industry terminology. These professional resources have access to translation glossaries, authoritative and up-to-date dictionaries and industry-specific terminology tools. We believe strongly in the necessity to employ industry-expert translators as each industry relies on specific terminology and nomenclature that is ever-changing and critical to conducting its everyday activities.

We are constantly monitoring the performance of our resources. Translators' performances are evaluated after each project and rated in our internal system.

Because our translations go through a triple verification process, *Interpreters Unlimited* is able to certify the accuracy of our work.



Commonwealth of Virginia

Department of Social Services

County/City:

Phone:

Date:

Case Number:

Correspondence

#:

Case #:

Page

of

Correspondence #:

Request for Verification

In order for us to see if you are eligible for assistance, you must provide the information below. If you cannot provide the information, or if you need help, we will help you to obtain this information. If you do not provide this information or contact the agency by the due date, your case or application may be denied.

Program(s):		
Due Date		
Who?	What information is needed?	What is accepted as proof?

Comments:

Federal Health Insurance Marketplace Referral Notice

You applied for Medical Assistance and the following people were determined not eligible for full coverage Medicaid and FAMIS.

We have referred your application to the Federal Health Insurance Marketplace to find out if you qualify for a free or low-cost private health insurance plan, or a new kind of tax credit that lowers your monthly premium. The Marketplace is designed to help you find and compare health insurance options based on price, benefits, quality, and other features that may be important to you.

If you have questions about your application or need additional information, you may go online at www.healthcare.gov or contact the Federal Health Insurance Marketplace at the following toll-free number, 1-800-318-2596.

MCO Notice

You recently contacted the Cover Virginia Call Center and requested a change to your managed care enrollment. The following members will have access to benefits through the managed care organization(s) as listed below:

You will receive a benefit card for each member from the MCO plan. For information on participating providers under this plan, please contact the MCO directly. You must always present your MCO card and your Commonwealth of Virginia (blue and white) card together for all doctor/medical services.

You have 90 days from the effective date to make a change to your managed care plan. After this 90 day period, you will not be able to make a change until your next renewal period (some exceptions apply).

If the information above is incorrect, or you have further questions, please contact the Cover Virginia Call Center at

Notice of Action on Benefits

This letter tells you about your benefits. If you have a question, please contact your agency listed above.

Which benefit?	Status of the benefit?
Medical Assistance	You applied for Medical Assistance on _____, your application was approved. For more information about your benefits, please read this entire notice.

Which benefit?	Status of the benefit?
Medical Assistance	You applied for Medical Assistance on _____, your application was denied. For more information about your benefits, please read this entire notice.

Which benefit?	Status of the benefit?
Medical Assistance	Advance Notice of Proposed Action Based on <Case Action> your Medical Assistance case, coverage is ending as of <MA End Date>. For more information about your benefits, please read this entire notice.

Which benefit?	Status of the benefit?
Medical Assistance	Advance Notice of Proposed Action There was a reported change on your Medical Assistance case and there was a change in your coverage. For more information about your benefits, please read this entire notice.

Which benefit?	Status of the benefit?
Medical Assistance	Advance Notice of Proposed Action There was a renewal of your Medical Assistance case and there was no change in your coverage. For more information about your benefits, please read this entire notice.

Your Medical Assistance Benefits

Approved:

Ongoing coverage was approved for the following people. Your next renewal is due

Who is included?	Benefit Period Begins on	Coverage	Enrollee ID	Co-payment Status
Who is included?	Benefit Period Begins on	Coverage	Enrollee ID	Co-payment Status

Retroactive:

Retroactive coverage was approved for the following people.

Who is included?	Benefit Period to	Coverage	Enrollee ID	Co-payment Status
Who is included?	Benefit Period to	Coverage	Enrollee ID	Co-payment Status

Denied:

Coverage was denied for the following people.

Who is Denied	Benefit Period to	Why Denied?	Manual Reference
Who is Denied	Benefit Period to	Why Denied?	Manual Reference

Your Medical Assistance Benefits

Coverage was denied for the following people.

Who is Denied	Benefit Period As of	Why Denied?	Manual Reference
Who is Denied	Benefit Period As of	Why Denied?	Manual Reference

Your Medical Assistance Benefits

Coverage will be ending as of <MA End Date> for the following people. The reason why your coverage is ending is below:

Whose Benefits are ending?	Benefit Period As of	Why Benefits are ending?	Manual Reference

Your Medical Assistance Benefits

Approved:

Based on a review of your case, coverage continues for the following people. Your next renewal is due <Renewal Date>.

Who is included? <Eligible Individual>	Benefit Period <MA Begin Date> to <MA End Date>	Coverage <Coverage Type>	Enrollee ID <MMIS ID>	Co-payment Status <Co-payment Status>

Cancelled:

Based on a review of your case, coverage is ending for the following people.

Whose Benefits are ending? <Ineligible Individual>	Benefit Period As of <MA End Date>	Why Benefits are ending? < Individual Reason>	Manual Reference <Manual Reference>

Here is what you will receive:

- Member Card(s):** During the first month of coverage you will receive a permanent Commonwealth of Virginia Medical Assistance card for each person covered.
 - Show this card to a participating Medicaid or FAMIS provider when you receive services. To locate participating providers in your area, please contact customer service [at 1-855-242-8282](tel:1-855-242-8282) or go to <http://coverva.org>
 - If the person has had Medical Assistance in the past, you may continue to use the card you have for this coverage.
- Medical Assistance Handbook:** Enclosed is a Medical Assistance handbook.

Here is what you need to do:

- **Changes:** Report all changes within 10 days of the day you know about it, for example:
 - Address Changes: Let us know if your address changes as soon as you move.
 - Income Changes: Read the handbook for income changes that you must report.
 - Change in household individuals (including newborns)
- **Renewal:** Remember your benefits need to be renewed at least every 12 months.

Here is your copay status information

- **FAMIS Co-payments:** Some doctor visits and services require a fee called a co-payment. Please refer to the FAMIS handbook which explains the co-pay status and amounts you will pay. Native Americans and Alaskan Natives do not have any co-payments.
 - Copay status 1: Range from \$2 to \$15 based on type of service. The annual maximum copayment per family is \$180.
 - Copay status 2: Range from \$5 to \$25 based on type of service. The annual maximum copayment per family is \$350.
- **Save Receipts:** Keep receipts for co-payments you pay. If you think you have met your annual maximum, fill out a Co-pay Tracking Form found in your FAMIS handbook and send it with a copy of your receipts to

Medical Assistance Appeals and Fair Hearings

If you do not agree with your worker's decision, you may ask someone else to look at your request for help. This is called an appeal. You must send a letter within 30 days of getting this notice saying you want someone else to let you know if you can get the help you requested. A friend, relative or other person can send the letter for you. If the letter is sent in less than 10 days, and you were already getting help, you will continue getting help while the appeal is going on, but you might have to pay the Medicaid program back if you lose your appeal.

You may write a letter or complete a form. Forms for appeals are available on the Internet at www.dmas.virginia.gov, at your local department of social services, or by calling (804) 371-8488.

Please send a copy of this notice with the appeal request and mail them to the:

Appeals Division
Department of Medical Assistance Services
600 E. Broad Street, 11th Floor
Richmond, Virginia 23219

Appeal requests may also be faxed to:

(804) 786-5778

Here is your Managed Care Organization (MCO) Information

If you chose an MCO plan, the plan is listed below. If you did not make a choice, you will be enrolled in a plan. You have 90 days from enrollment into a plan to change to another plan. After 90 days, you must remain with the assigned plan until your annual renewal date:

Who is enrolled?	Effective Date	MCO
------------------	----------------	-----

Please contact the Cover Virginia Call Center at 1-855-242-8282 for any questions about your Health Insurance or this letter. Please contact your MCO plan for questions about your coverage.

Commonwealth de Virginia

Departamento de Servicios Sociales

Condado / Ciudad:

Fecha:

Teléfono:

Número de caso:

Correspondencia:

De caso:

Página

de

Correspondencia:

Solicitud de Verificación

Para que podamos para ver si usted es elegible para la ayuda, debe proporcionar la siguiente información. Si usted no puede proporcionar la información o si necesita ayuda, le ayudaremos a obtener esta información. Si no proporciona esta información o se pone en contacto con la agencia de la fecha de vencimiento, su caso o la aplicación pueden ser denegados.

Programa (s):		
Fecha de vencimiento		
¿Quién?	¿Qué información se necesita?	¿Qué se acepta como prueba?

Comentarios:

Aviso de referencia al Mercado de Seguros de Salud Federal

Usted solicitó asistencia médica y se decidió que las siguientes personas no califican para la cobertura completa de Medicaid y FAMIS.

Hemos referido su aplicación al Mercado de Seguros de Salud Federal para averiguar si usted califica para un plan gratuito o de bajo costo de seguro de salud privado, o un nuevo tipo de crédito fiscal que reduzca su prima mensual. El mercado está diseñado para ayudarle a encontrar y comparar precios de seguros de salud en función del precio, beneficios, calidad y otras características que pueden ser importantes para usted.

Si usted tiene preguntas sobre su solicitud o necesita información adicional, usted puede acudir en línea a www.healthcare.gov o comunicarse con el mercado de Seguros de Salud Federal en el siguiente número de teléfono gratuito, 1-800-318-2596.

Aviso MCO

Usted contactó recientemente con el Cover Virginia Call Center y pidió un cambio en su inscripción de atención médica administrada. Los siguientes miembros tendrán acceso a los beneficios a través de las organizaciones de atención administrada que se enumeran a continuación:

Usted recibirá una tarjeta de beneficios para cada miembro del plan MCO. Para obtener información sobre los proveedores participantes en este plan, por favor comuníquese con el MCO directamente. Usted siempre debe presentar conjuntamente su tarjeta de MCO y su tarjeta de la Commonwealth de Virginia (azul y blanca) para todos los servicios médicos / de consulta a doctores.

Usted tiene 90 días a partir de la fecha efectiva de hacer un cambio en su plan de atención médica administrada. Después de este período de 90 días, usted no será capaz de hacer ningún cambio hasta su próximo período de renovación (aplican algunas excepciones).

Si la información anterior es incorrecta, o si tiene alguna pregunta, póngase en contacto con el Cover Virginia Call Center en el

Aviso de Acción sobre Beneficios

Esta carta le informa sobre sus beneficios. Si tiene alguna pregunta, por favor póngase en contacto con su agencia en la lista anterior.

¿Qué beneficio?	¿Estado del beneficio?
Asistencia Médica	Usted solicitó Asistencia Médica el _____, su solicitud fue aprobada. Para obtener más información acerca de sus beneficios, por favor lea este aviso.

¿Qué beneficio?	¿Estado del beneficio?
Asistencia Médica	Usted solicitó Asistencia Médica el _____, se le negó su solicitud. Para obtener más información acerca de sus beneficios, por favor lea este aviso.

¿Qué beneficio?	¿Estado del beneficio?
Asistencia Médica	Aviso previo a una acción propuesta En base a <Acción del Caso> su caso de cobertura de Asistencia Médica finalizará a partir de <Fecha de finalización de la AM>. Para obtener más información acerca de sus beneficios, por favor lea este aviso.

¿Qué beneficio?	¿Estado del beneficio?
Asistencia Médica	Aviso previo a una acción propuesta Hubo un cambio reportado en su caso de Asistencia Médica y se produjo un cambio en su cobertura. Para obtener más información acerca de sus beneficios, por favor lea este aviso.

¿Qué beneficio?	¿Estado del beneficio?
Asistencia Médica	Aviso previo a una acción propuesta Hubo una renovación de su caso de Asistencia Médica y no hubo ningún cambio en su cobertura. Para obtener más información acerca de sus beneficios, por favor lea este aviso.

Sus beneficios de Asistencia Médica

Aprobado:

La cobertura continuada fue aprobada por las siguientes personas. Su próxima renovación vence el

¿Quién está incluido?	Período de beneficios	Cobertura	Núm. de identificación del Afiliado	Estado del pago compartido
	Comienza el			
¿Quién está incluido?	Período de beneficios	Cobertura	Núm. de identificación del Afiliado	Estado del pago compartido
	Comienza el			

Retroactivo:

La cobertura retroactiva fue aprobada por las siguientes personas.

¿Quién está incluido?	Período de beneficios	Cobertura	Núm. de identificación del Afiliado	Estado del pago compartido
	a			
¿Quién está incluido?	Período de beneficios	Cobertura	Núm. de identificación del Afiliado	Estado del pago compartido
	a			

Denegado:

La cobertura fue denegada por las siguientes personas.

A quién se niega	Período de beneficios	¿Por qué se deniega?	Referencia manual
	a		

Sus beneficios de Asistencia Médica

La cobertura fue denegada por las siguientes personas.

A quién se niega	Período de beneficios	¿Por qué se deniega?	Referencia manual
	A partir de		

Sus beneficios de Asistencia Médica

La cobertura se termina al final <Fecha de finalización de AM> para las siguientes personas. La razón por la que su cobertura está terminando es la siguiente:

¿De quién son los beneficios que están terminando?	Período de beneficios	¿Por qué están terminando los beneficios?	Referencia manual
	A partir de		

Sus beneficios de Asistencia Médica

Aprobado:

En base a una revisión de su caso, la cobertura continúa por las siguientes personas. Su próxima renovación vence el <Fecha de renovación>.

¿Quién está incluido?	Período de beneficios	Cobertura	Núm. de identificación del Afiliado	Estado del pago compartido
<Individuo que califica>	<Fecha de inicio de AM> a <Fecha de finalización de AM>	<Tipo de cobertura>	<Identificación MMIS>	<Estado del pago compartido>
¿Quién está incluido?	Período de beneficios	Cobertura	Núm. de identificación del Afiliado	Estado del pago compartido
<Individuo que califica>	<Fecha de inicio de AM> a <Fecha de finalización de AM>	<Tipo de cobertura>	<Identificación MMIS>	<Estado del pago compartido>

Cancelado:

En base a una revisión de su caso, la cobertura está terminando para las siguientes personas.

¿De quién son los beneficios que están terminando?	Período de beneficios	¿Por qué están terminando los beneficios?	Referencia manual
<Individuo que no califica>	A partir de <Fecha de finalización de AM>	<Razón individual>	<Referencia manual>

Aquí figura lo que usted recibirá:

- **Tarjeta(s) de miembro:** Durante el primer mes de cobertura, cada persona cubierta recibirá una tarjeta permanente de Asistencia Médica de la Commonwealth de Virginia.
 - Muestre esta tarjeta a un participante de Medicaid o proveedor de FAMIS cuando reciba servicios. Para localizar a los proveedores participantes en su área, póngase en contacto con servicio al cliente al [1-855-242-8282](tel:1-855-242-8282) o acuda a <http://coverva.org>
 - Si la persona ha tenido asistencia médica en el pasado, puede seguir utilizando la tarjeta que tiene para esta cobertura.
- **Manual de Asistencia Médica:** Se adjunta un manual de Asistencia Médica.

Esto es lo que hay que hacer:

- **Cambios:** Informar acerca de todos los cambios dentro de los 10 días siguientes al día en que usted tenga conocimiento de ello, por ejemplo:
 - Cambios de dirección: háganos saber si su dirección cambia antes de mudarse.
 - Cambios en los ingresos: Lea el manual de cambios en los ingresos que debe reportar.
 - Cambio en las personas del hogar (incluidos los recién nacidos)
- **Renovación:** Recuerde que sus beneficios necesitan ser renovados por lo menos cada 12 meses.

Aquí tiene la información del estado de pagos compartidos

- **Pagos compartidos de FAMIS:** algunas visitas al médico y los servicios requieren una cuota llamada pago compartido. Por favor, consulte el manual de FAMIS que explica el estado de los pagos compartidos y las cantidades que usted pagará. Los nativos americanos y nativos de Alaska no tienen pagos compartidos.
 - Estado de pago compartido 1: oscila entre \$2 y \$15 según el tipo de servicio. El pago compartido máximo anual por familia es de \$180.
 - Estado de pago compartido 2: oscila entre \$5 y \$25 según el tipo de servicio. El pago compartido máximo anual por familia es de \$350.
- **Guardar Recibos:** Guarde los recibos de los pagos compartidos que usted pague. Si usted cree que ha alcanzado su máximo anual, rellene uno de los formularios de seguimiento de pago compartido que se encuentran en su manual FAMIS y envíelo con una copia de sus recibos a

Apelaciones de asistencia médica y audiencias imparciales

Si usted no está de acuerdo con la decisión de su trabajador, puede pedirle ayuda a alguien para que revise su solicitud. Esto se conoce como apelación. Usted debe enviar una carta dentro de los 30 días de haber recibido esta notificación diciendo que quiere que alguien más opine para saber si usted puede conseguir la ayuda solicitada. Un amigo, un familiar u otra persona pueden enviar la carta por usted. Si la carta es enviada en menos de 10 días, y ya estaba recibiendo ayuda, usted seguirá recibiendo ayuda mientras la apelación esté en proceso, pero es posible que tenga que reembolsar al programa de Medicaid si pierde su apelación.

Usted puede escribir una carta o rellenar un formulario. Los formularios para apelaciones están disponibles en Internet, en www.dmas.virginia.gov, en su departamento local de servicios sociales, o llamando al (804) 371-8488.

Por favor envíe una copia de este aviso con la solicitud de apelación y envíelos por correo a:

**Appeals Division
Department of Medical Assistance Services
600 E. Broad Street, 11th Floor
Richmond, Virginia 23219**

Las apelaciones también pueden ser enviadas por fax a:

(804) 786-5778

Aquí figura la información de la organización de atención administrada (MCO)

Si elige un plan MCO, el plan se enumera a continuación. Si no hace una elección, se le inscribirá en un plan. Usted tiene 90 días a partir de su inscripción en un plan para cambiar a otro plan. Después de 90 días, deberá permanecer con el plan asignado hasta la fecha de renovación anual:

¿Quién está inscrito?	Fecha de vigencia	MCO
------------------------------	--------------------------	------------

Por favor, póngase en contacto con el Cover Virginia Call Center en el 1-855-242-8282 si tiene alguna pregunta acerca de su seguro médico o de esta carta. Por favor, póngase en contacto con su plan MCO si tiene preguntas sobre su cobertura.



Language List

IU provides interpretation and translation services including, but not limited to, the following languages:

Afrikaans	Hmong	Polish
Akan	Hoiping Chinese	Pompango
Albanian	Hungarian	Portuguese, Brazilian
Amharic	Ibo	Portuguese, European
Apakapa	Ilocano	Punjabi
Arabic (six dialects)	Ilongo	Romanian
Armenian	Indonesian	Russian
Ashkarik	Italian	Samoan
Assyrian	Japanese	Sephardic Konkani
Azerbaijani	Kamasaja	Serbian
Basque	Kanarese	Shanghai Chinese
Bengali	Kannada	Sibuano
Bosnian	Kapangpangan	Sicilian
Bulgarian	Karen	Sign Language (ASL)
Burmese	Kinyarwanda	Sindhi
Cambodian	Kirundi	Sinhalese
Cantonese	Konkani	Slovakian
Catalan	Korean	Slovenian
Cebuano	Kurdish	Somali
Chamorro	Laotian	Spanish
Chiu Chow	Latvian	Swahili
Choktaw	Lithuanian	Swedish
Chuukese	Macedonian	Tagalog
Creole	Malay	Taiwanese
Croatian	Malayalam	Tagrinyan
Czech	Malaysian	Tamil
Danish	Mandarin	Telugu
Dari	Marathi	Thai
Dutch	Mesquito	Toisan
Estonian	Mestaco	Tongon
Farsi	Mien	Tulu
Fijian	Minh	Turkish
Fijian-Hindi	Mixteco	Ukrainian
Finnish	Moldavian	Urdu
Flemish	Mongolian	Urghur
French	Nagamese	Vietnamese
Fukien Chinese	Nepali	Visayan
Georgian	Norwegian	Yemeni
German	Nuer	
Greek	Oaxaca	
Gujarati	Oromo	
Haitian Creole	Pangasinan	
Hakka	Papiamento	
Hebrew	Pashto	
Hindi	Persian	



interpretation



translation



transportation



sign language



Linguist Resumes

Due to the vast number of interpreters and translators within our network, we have included a sample of resumes from linguists that may service this contract. Further documentation can be provided upon award as necessary. Please refer to our Interpreter Qualifications document within Exhibit 12 for a detailed outline of our linguist qualification and certification process.

(Remainder of this page intentionally left blank.)

Raja Yousef

Arabic Linguist

Objective

To obtain a position in a professional setting where I can utilize all of my professional skills.

Professional Skills

- Excellent customer service
- Bilingual in Arabic
- Proficient in reading and writing Arabic
- Proficient in Microsoft Office
- Multitasking
- Dedicated & Responsible
- Proficient in Quick Books

Employment History

Fluent Language Solution April 2017- Current /Acutrans July 2017- current

- **Certificate of completion for 40 hours of professional medical interpreter training with The Cross Cultural Health Care Program.**
- **Onsite Arabic interpreter**

October 2014 –December 2016

Halawa & Associates CAP Firm/ Payroll Specialist/administrative assistant

- Process weekly and bi-weekly payroll for 550 to 600 employees
- manage and process weekly invoices.
- managed day to day bookkeeping.
- Process 150 quarterly payroll reports for IRS and corresponding state agencies
- Prepare and process paper work to form and renew corporations
- Prepare paper work for business licenses (renewals and new applications)
- Prepare monthly sales & use tax reports for 50 to 100 business clients
- Prepared W2's and W3's along with 1099's and 1096 for 150 business clients
- Answer a high volume phone calls
- Mail all necessary documents to IRS in a timely manner
- Scheduled clients' appointments and manage client relationships
- Analyzed and categorized two years of business transactions for an audit related project (two

week project)

08/2013- 10/2014 Aunt Nancy's Child Care Assistant/Early Child Hood Teacher

09/2008-08/2013 Tutor Time Learning Center Administrative Assistant/Early Child Hood Teacher

09/06-3/08 KinderCare Learning Centers Early Child Hood Teacher

Education

Advanced School of Dental Assisting January 7, 2008- March 4, 2008

SARAH A. HOPFER

ASL Linguist

OBJECTIVE

Providing better communication to Limited English Proficient consumers in collaboration with a company that strives for excellence and improving the lives of others.

SKILLS & ABILITIES

- 21 years of providing Interpreting Services (17yrs. in Medical settings)
 - NAD IV Certified
 - Able to Interpret/Transliterate using various modes of signed communication to meet the communication preference of each consumer.
 - Foundation in Medical Terminology/Concepts
 - Maintain Professionalism and adhere to RID's Code of Professional Conduct
 - Completed HIPPA and Medicare Fraud and Waste Training
 - Deep knowledge and understanding of Deaf Culture
 - Ability to work with technology in a fast-paced environment
 - Collaborating with colleagues to strengthen skills and abilities
 - Provide excellent customer service
-

EXPERIENCE

2003-present

NAD IV Interpreter, *Independent Contractor*

- Provides Interpreting services for community members of various cities through individually contracted assignments as well as through Agency contracted work.
- Assignments include: Medical, Business, Real Estate, Military, Government and Educational environments.

2011-2016

Paraeducator/Interpreter Sign Language, *Antelope Valley Union School District*

- Provided Services under the ADA Law to Deaf Faculty Member.
- Interpreted classroom lectures, staff meetings, parent conferences and trainings.

2004-2011

Video Relay Interpreter, *Sorenson Communications*

- Processed video relay calls.
- Mentor for new interpreters through the VIP mentoring Program.
- Interpreted outreach events in variety of settings.
- Assisted center manager with duties such as scheduling, point of contact for other interpreters, and headed celebration committee.

EDUCATION

1999-2004 A.A./Letters, Arts and Sciences, Lancaster, CA , *Antelope Valley Community College*

1999-2004 A.S./Business Medical Office, Lancaster, CA, *Antelope Valley Community College*

COMMUNICATION

Have presented and collaborated with colleagues at the National Sign Language Interpreters Conference as well as the California Educators of the Deaf/Hard of Hearing Seeds of Learning Conference.

Key Competencies Acquired

Native Fluency in Bosnian-Croatian-Serbian (reads and writes Serbian Cyrillic).

Professional proficiency in Spanish.

Experienced in interpreting and translating Bosnia-Croatian-Serbian during medical appointments, educational conferences, and interviews between state/federal agencies.

Accustomed to conducting in-person interviews with diverse and challenging population in English, Bosnian-Croatian-Serbian, and Spanish.

Worked in an international and dynamic environment alongside diplomats.

Critical thinker with strong analytical abilities.

Works well under pressure and in dynamic environments.

Professional Experience

Navanti Group, Washington D.C.

10/2013-Present

Bosnia and Herzegovina Analyst

- Read, listen, and watch media outlets in Bosnian-Croatian-Serbian pertaining to the socio-economic situation in the Balkans.
- Translate and analyze reports.
- Create presentations and brief customers on Balkan affairs.
- Conduct in-field research.
- Establish and maintain a network of subject matter experts on Bosnia and Herzegovina.

Department of Defense (DoD), Washington DC, USA

08/2012-06/2013

Trainee/Regional Desk Officer

- Translated documents.
- Provided professional support to command and field personnel, including operational guidance for ongoing cases.
- Acted as the primary point of contact for a number of ongoing cases overseas.
- Evaluated and integrated data from multiple sources to show its relevance and significance.
- Oversaw funding of various platforms.
- Published reports and ensures that they are properly classified.
- Reviews Freedom of Information Act (FOIA) requests and determined whether they can be granted.
- Drafted quarterly reviews encompassing the productivity of the Branch.

Organization for Security and Co-operation in Europe

02/2012-08/2012

Action against Terrorism Unit (ATU), Vienna, Austria

Intern

- Provided interpretation services and coordinated high-level meetings between the ATU and the Bosnian ministry level officials.
- Monitored terrorism related issues in the Balkans by watching, listening, reading and translating information from foreign media.
- Researched violent extremism and radicalization that lead to terrorism in the Balkans and in Southeast Asia.
- Wrote speeches regarding terrorism for senior leadership presenting at international conferences.

- Organized trainings, retreats, roundtables, and conferences by recruiting participants, drafting agendas, letters of invitations, and diplomatic correspondences.
- Assisted conference participants with visa issues and travel arrangements.
- Monitored budgets implementations of various project and ensured that all expenses were accounted for.
- Drafted reports summarizing outcomes of conferences and roundtables that were distributed to all 57 participating States of the Organization.
- Contributed to OSCE's bi-monthly newspaper; provided data on types of terrorist attacks carried out in OSCE areas of responsibility (AOR).
- Used Microsoft SharePoint, PowerPoint, and Excel to create presentations and draft reports.

James Martin Center for Nonproliferation Studies (CNS)

05/2011-02/2012

International Organizations and Nonproliferation Program, Monterey, CA, USA

Graduate Researcher

- Conducted open source research on trafficking of CBRN materials and trends in the field of WMD nonproliferation and arms control.
- Interviewed a leading expert in the field of nonproliferation and arms control and main editor of *The Nonproliferation Review* that was published on the *WMD Junction*, an online forum.
- Populated and updated CNS nuclear database with information related to activities of international organizations dealing with nonproliferation issues, such as the International Atomic Energy Agency (IAEA), North Atlantic Treaty Organization (NATO), and Organization of the Prohibition of Chemical Weapons (OPCW), used by diplomats, international civil servants, scholars, and journalists.
- Monitored states' adherence to international treaties and agreements dealing with nonproliferation and arms control of WMD.

Social Security Administration (SSA), Washington, USA

06/2007-07/2010

Service Representative

- Provided interpretation and translation services in Serbo-Croatian and Spanish.
- Interviewed individuals applying for retirement, disability, Medicare, and survivor benefits and assessed the truthfulness of their information used to determine their qualifications for SSA Programs.
- Maintained awareness of changes to SSA regulations and ensured their proper implementation.
- Conducted prescreening of potential fraud cases and closely collaborated with the Office of the Inspector General, state, and local entities by searching for discrepancies in the information obtained via in-person interviews and that acquired through documentation.
- Researched criminal backgrounds of claimants in close partnership with local law enforcement entities.
- Worked jointly with the Department of Social and Health Services (DSHS) and medical centers to assign Representative Payees to elderly and minors.
- Monitored spending activities of Representative Payees by conducting in-person interviews in order to prevent misuse of funds.
- Collaborated with the U.S. Citizenship and Immigration Services (USCIS) to verify legal status of immigrants seeking to obtain Social Security numbers and reviewed the authenticity of their documents.
- Updated work histories of individuals by entering their annual tax information into SSA systems and searched for gaps in their work histories, often leading to detection of misuse of Social Security numbers.

Telelanguage,

Bosnian-Croatian-Serbian Interpreter, Portland, OR

03/2006-06/2007

- Interpreted during medical appointments and parent-teacher conferences.
- Translated medical forms.
- Interpreted for Case Managers of Oregon Department of Human Services during site visits.

Education

Master of Arts in Nonproliferation and Terrorism Studies, Monterey Institute of International Studies, Monterey, CA, USA	08/2010-09/2012
Bachelor of Arts in International Affairs and Hispanic Studies, Lewis and Clark College, Portland, OR, USA	08/2003-05/2007
Spanish Language Intensive Program, Pontificia Universidad Catolica de Valparaiso Chile	02/2006-08/2006

Awards and Achievements

Monterey Institute of International Studies Recipient of institute's merit based scholarship-two years	08/2010-09/2012
Lewis & Clark College Recipient of merit based scholarship-four years	08/2003-05/2007
Social Security Administration (SSA) Received an award by Deputy Commissioner of SSA for training fellow employees on online services. Received three Service Awards by district manager of SSA for taking on extra projects and for ongoing bilingual assistance to the public.	07/2008-07/2010

Plato Van Rung Mang

Burmese Linguist

Objective:

Seeking a position of 'Interpreter-Over the Phone' which will allow me to utilize my skills and practical experience while providing quality services to clients.

Qualifications

- Able to follow directions and learn new tasks quickly
- Good communication skills
- Demonstrate skills in interpretation and translation
- Open-minded, non-judgemental, works well with others
- Experience working with various age groups and diverse backgrounds
- Hard working, compassionate, tolerant and caring nature
- Ability to work under pressure
- Strong assessment skills
- Organized and orderly
- Responsible, taking accountability when necessary and seeking feedback for professional improvement
- Able to access websites and perform data entry
- Demonstrate skills in project management and implementation
- Have leadership qualities to lead others with respect toward goals
- Typing speed: 50 words per minute

Experience

Interpreter

May –July 2005

United Nations High Commission for Refugees, New Delhi, India

- Working as an interpreter for 280 Burmese refugees who had been conducted an interview by Ms. Maria Lobo as a part of the UNHRC survey on the conditions of the Burmese refugees stationed in Delhi, India
- Interpreting the responses of the Burmese refugees participating in the survey, including their health, legal, and social problems from Hakha, Falam, Mizo, and Burmese to English
- Excellent in translating in Hakha, Falam, Mizo and Burmese to English, including medical, legal, political, and social terms

Interpreter

Language Services Associates, PA, USA

Starting from April - 2017

- Working as an interpreter for Chin languages including Hakha, Falam, Mizo
- Have excellent in interpreting skills in Hakha, Falam, and Mizo
- Competent in doing interpretation job in medical, legal, banking, and political terms

Project Manager

February 2007 - July 2010

Chin Human Rights Organization, New Delhi, India

- Documenting human rights violations occurring against the Chin refugees
- Advocating for better services and protection for the Chin refugees from the UNHCR and local authorities

- Providing human rights education and training to the Chin refugee population of about 8,000, who take refuge in Delhi, India
- Doing an interpreter work for the Chin refugees from Burmese, Hakha, Falam, and Mizo to English

Refugee Coordinator

June 2008 - July 2010

Burma Centre Delhi, New Delhi, India

- Helping the Burmese refugees to find jobs by building relationships with local employers and communities
- Solving the security problems of the Burmese refugees with the local people by working together with the local legal societal groups and the local authorities
- Working as an interpreter for the Burmese refugees in New Delhi, doing an interpretation job competently four languages, including Burmese, Hakha, Falam, and Mizo
- Can do translation competently in many professional terms, including medical, legal, political, social and economic

Part-Time Interpreter

Welcome Place, Winnipeg, Canada

Jan 2012- May 2017

- Doing a translation job in languages, including Hakha, Mizo, Falam and Burmese for newly arrival Burmese refugees in Canada
- Doing translation for the Burmese people related to issues such as health, job, education, and finance

Education

Criminal Justice Program- Graduate

January 2013 - December 2016

The University of Winnipeg, Winnipeg, MB

Project Management- Certificate (28 hours)

July 12 - July 16, 2011

Burma Centre Prague, Delhi, India

Political Science Program – Graduate

July 2002 - April 2005

Delhi University, Delhi, India

Beni D.Diampasi

French Linguist

Education

Heartland Community College English as a Second Language/
Graduated **July 2016**

Sainte Famille High School **September 2004 - July 2011**

Languages

French, English, Lingala

Other experience/Skills

- Hard working, Take initiative, Team player, Problem solver.
- Dependable, quick problem solver, can work under stress.
- Friendly, reliable flexible, customer service oriented, good communication skills.

Work Experience

Meijer Store **September 2015 – December 2016**

Call Center agent

- Making and receiving calls from customers.
- Operated with computers by using different method through Microsoft Word and Excel
- Receiving orders for customers and having them ready.
- Greeting Customers over the phone and giving a great customer service.
- Satisfying customers in French and English by providing them with a great customer service.

Evergreen Village **March 2014 - September 2015**

Server

- Greeting customers and making them comfortable by giving them a seat.
- Ensuring an enjoyable dining experience by providing quality customer service.
- Taking orders for customers and serving foods, drinks and removing dinnerware from the table in a timely manner.

Mitsubishi **July 2012 - March 2014**

Forklift Operator

- Loading and Unloading Trucks.
- Making cardboard bales and answering phones at the time to keep the company ahead for customers.
- Staying ahead of all transactions and loading trucks according to customer's orders.

References

- Mrs. Janet Blue, Teacher, Com 101, Normal IL (309)3104661
- Mrs Liliame Kiamana, Cook, Evergreen Village, Normal IL (309)6221220
- Anthonio, Friend, Normal, IL (309)9347989
- Syntyche Mayoyo, Friend, Buffalo NY (716)-256-9224

Name : Suzan Millan

Nationality: French

Address:

Mobile:

Telephone:

Email: _____

Updated CV 2016

Languages

- French Native Speaker
- English-French Translator , French-English Translator
- French Copywriter, Proofreader & Editor

Specialty fields

- Website localisation (internet, online retail, e-commerce, e-learning, web pages)
- Textiles (technical, clothing, footwear, fashion)
- Marketing (online marketing, text ads, newsletters, banners, brochures, leaflets)
- IT / Computing (software, manuals, user guides, platform release notes)
- Business (general, corporate literature, employee communications, contracts, invoices)
- Multidisciplinary, general to semi-technical: medical, sciences, social sciences, journalism.
- Literature (poetry, fiction, novels, short stories, biography, essays, literary criticism)
- Arts and humanities (philosophy, fine arts, history, social sciences, academic material)

Key Skills

- **Translation**
I pride myself in delivering well-written yet thorough translations, with accurate specialist terminology and impeccable spelling. My translations capture the style, tone, and language register of the original text, without any distortion or loss of information : they do not read like a translation, but like a skilled piece of writing.
- **Adaptation/Transcreation & Copywriting**
Extensive experience in copywriting product descriptions, promotional content, press release articles, and website content. Able to produce high quality content specifically tailored to each client and project, taking into account factors such as intended purpose of content, client's image, product or service benefits, targeted market and audience.

- **Website localisation**
- Translation of website content in a linguistically and culturally appropriate way. Translation of structural text strings, localisation of layout, navigation, symbols, measurement units, currency, graphics. Ensuring translation consistency across site. In-depth understanding of web platforms, web based formats and coding for smooth integration of localised content.
- **Multilingual SEO (search engine optimisation)**
- Keyword focused website localisation work. The process includes keyword research in target language for given content, and production of keyword optimised content (meta data and on-page content) in target language through translation, adaptation or transcreation.
- **Proofreading**
- Excellent French writing skills, with flawless spelling and punctuation. Thorough cross-checking of the translation against the original.

I am a well-qualified and experienced Translator with a sound knowledge of both written and spoken French. This knowledge was acquired while working in France and London and I have More than ten years' experience in translation from French to English, and English to French using the various tools listed below:

- Trados 2014 , 2015
- Trados Studio
- Word fast
- Transit XV, Passolo, TransStudio, WinCHM
- MS Word
- MS Excel
- MS Paint
- MS PowerPoint.
- I will strive to become your reliable collaborator and I will seek for your lasting satisfaction.

Skills

Translation English to French:

I have already translated numerous texts (more than 1 million words) such as documentation and technical specifications for nuclear and thermal power plants, gas turbines, CNC machines, robotics, microscopes, telescopes, applications for environmental permits, scientific papers and business management (organization structure, function descriptions, newsletters to employees, project management protocols).

Capacity

- Daily output: 3000 – 3500 Words Daily
- Rigorous and organised. Focused on delivering quality translations. Respectful of the deadlines.

Rates

- Translation: 0.07 Euro / Per Source Word .
- Proofreading: 0.035 Euro / Per source Word .
- No minimum charge

Translation Experience

Experience

- + 10 Years of Translation Experience .
- Total word count: over 700,000 words

Project History

- Marks&Spencer (ongoing): translation of product descriptions and product packaging for distribution to France
- Clarks Shoes (ongoing) : copywriting (footwear product descriptions), translation and adaptation of web content, website localisation (SEO content)
- Gust.com: website text strings localisation, translation of platform upgrade release notes
- Zak! Designs (ongoing) : translation of product descriptions
- Textile composition and care labels : regular translation (various clients incl. Kit for Kids, Mothercare, Berghaus)
- Cloggs.eu (footwear e-tailer): localisation of entire website, i.e. translation of text strings, translation of structural and navigational elements (buttons, menus, commands, online forms, checkout pages, graphics), measurement units and currency conversions, cultural adaptation to target market, including transcreation work
- Translation of over 4,000 product descriptions and product technical specifications (textile, footwear, fashion accessories, Cloggs, Ebay and Amazon product listings)
- Multilingual SEO (Cloggs): website keywords and metadata localisation, keyword-optimised translation / transcreation of on-page content, metatags, anchor text links, etc...
- Translation of over 5000 web pages: customer info pages, terms & conditions, email templates, buyers' guides, brands' microsites, blog posts
- Translation of press release articles (multi-disciplinary, general to semi-technical)
- Translation of business documents (business proposals, correspondence between companies and suppliers / affiliates / business partners)
- Translation of marketing material : newsletters, graphic banners, online text ads (PPC)
- Translation of British novel Tales of Innocence and Experience: An Exploration by Eva Figs (Master's Degree thesis)

Education

September 2002 **Master's Degree in Translation Studies (Grade A)**

Université de Toulouse-Le-Mirail, France

- Translation Studies (fiction, non-fiction, journalism)
- Study of traductology (the study of the theory and practice of translating and interpreting)
- Study of linguistics, stylistics and literary theory
- Writing of a 180 page thesis consisting in the translation and analysis of contemporary British novel Tales of Innocence and Experience by Eva Figs

June 1999 **Third Year Degree in English Literature and Linguistics (Grade A)**

Université de Toulouse-Le-Mirail, France

- Translation Studies (fiction, non-fiction, journalism)
- Study of British and American Literature
- Study of linguistics, stylistics and literary theory

June 1998 **Second Year Degree in English Literature and Linguistics (Grade A)**

École préparatoire Saint-Sernin, Toulouse, France

- Accepted in highly selective school of Saint-Sernin
- Intensive study of 6 subjects up to university graduate level during two years
- Achieved university degree level in the following subjects : English (Literature, Civilisation and Linguistics), French Literature, Philosophy, History, Geography, German

June 1997 **Baccalauréat (=A levels)**

Lycée D'Arsonval, Brive, France

- Grade A in : English, French, German, Latin, History, Geography
- Grade B in : Philosophy, Maths, Biology, Physics & Chemistry

Translation Projects 2014 – 2016

- Rosemount 5300 Series Reference manual (Emerson Process Management) ~ 46000 words
- Training materials for Reinforcing Ironwork course (NCCER) - translation and editing 62000
- Some documentation for Heavy Residue Conversion Complex Project ~95000 words
- Some documentation for Badra Oilfield Project (GasPromNeft B.V.) ~ 400 000 words
- Flowmeter Reference Manual 00809-0100-4686, Rev J (Rosemount Inc.) ~ 12000 words
- Russell 7 Mill Relining Machine Manual, P/N 23R1277 (RME Pty Ltd) ~ 11000 words
- Some documentation for Flight Simulator Tecnam P2002 Sierra (SofttekSim) ~ 13000 words
- Manuals for some CNC machining centers –HS5000M, L2600 (Hyundai WIA) ~ 264000 words
- Attachments for construction equipment - some reference manuals (Doosan) ~ 24000 –
- Some documentation for Yamal LNG Project (different contractors) ~ 210000 words
- Forklifts Operation & Maintenance Manual, P/N SB2391E00 (Doosan) ~ 27000 words
- Some technical documentation for 400 ton progressive press (Hyundai WIA) ~ 50000 words
- Some technical documentation for PSVs (Technical s.r.l.) ~ 17000 words
- 590 DC Digital Converter, Product Manual (SSD Drives Ltd) ~ 54000 words
- Manuals for drilling rig equipment (different manufacturers) ~ 34000 words
- ATC770 Pressure/Process Controller - IOM (Dynisco Instruments) ~ 25000 words
- Some documentation for different blowers (Howden and Prosernat) ~ 71000 words
- LEM20-S Load Energy Monitor User Manual (Synctek Pty Ltd) ~ 11000 words
- Welding map, WPSs, PQRs for Nizhnekamsk Refinery HRCC project (Bilfinger) ~25000 words
- Technical and Commercial Quotations for Shaker for Heavy Loads (IMA GmbH) ~ 14000
- Roots RAS and RAS-J Whispair Blower 10"-20" Splash Lubricated – IOM (Howden) ~ 12000
- RAS Whispair™ and RGS Whispair™ 10"-20" Pressure Lubricated – IOM (Howden) ~ 15000
- Some technical documentation for Jib Crane VS (Eilbeck Cranes) ~ 19000 words
- Consolidated Report G1542-CFES-KPO-SA-RE-0008 (Cofely Fabricom) ~ 15000 words
- Some documentation for Cockpit Simulator (E2M Technologies B.V.)~ 16000 words
- Some documentation for Optical 3D Measuring Systems (GOM mbH) ~ 19000 words
- Some certificates, BOMs, and drawings for transmitter equipment (Rosemount) ~ 88000
- 3144P Temperature Transmitter Reference Manual (Rosemount) ~ 67000 words
- Unidrive M100, M300, M400 User Guide (Control Techniques Ltd.) ~ 170000 words
- Unidrive M400-M300-M100 Quick Start Guides (Control Techniques Ltd.) ~ 60000 words
- OneWeb and Global Capabilities sites (Control Techniques Ltd.) ~ 48000 words
- Unidrive M600 User Guide Issue 3 (Control Techniques Ltd.) ~ 120000 words
- Unidrive M700/M701/M702 Getting Started Guide (Control Techniques Ltd.) ~ 24000 words
- Unidrive M Modular Installation Guide (Control Techniques Ltd.) ~ 31000 words
- Powerdrive F300 Getting Started Guide (Control Techniques Ltd.) ~ 35000 words
- ExoMars 2016 Launch site operations and logistics plan (Thales Alenia Space) ~ 16000 words
- Part 2 of Health and Safety Management Plan for Construction of combined Oil Refining - Unit (Alarko Contracting Group) ~ 13000 words
- DICE website translation (Doosan Corporation) ~47000 words
- Training materials for Instrumentation and Concrete Finishing courses (NCCER) - translation and editing ~17000 words

German Linguist

Curriculum Vitae

Name : Klaudia Remon

Language :

1- English <> German

2- English <> Italian

3- Italian <> German

Personal Profile

* English <> German and Italian to German freelance translator (native German speaker, lived and worked in Italy for 28 years) specialized in scientific and technical translations (with 16 years of experience).

* Qualified photographer with 30 years of experience in commercial and industrial photography, as well as fine art landscape and conceptual photography.

Translation Experience

Translation Skills

Fastidious rendering of source text

Friendly, reliable communication

Fluid style for 'invisible' translation

Delivery on time, every time

Capacity to research specialized terminology

Initiative & can-do attitude

Professionalism

Meticulous eye for detail

Capacity to work in a virtual team

Final product polished and highly readable

Confidentiality & Loyalty guaranteed

Background

Freelance Translator and Proof-Reader since 1995

- Technical: household appliances; engineering; IT; technical manuals; telecommunication
- Corporate communications: reports; contracts; marketing; legal; business letters; curriculums
- Publications: online & print media,+ website/software localization; academic articles; patents; tourism; fashion& sportswear; real estate;
- International development & human rights
- Arts & humanities; archaeology; history; religion
- Science: medicine; pharmaceuticals,
- Finance: balance sheet; credit card processing;
- Certificates: marriage; birth; death; degrees
- German language courses up to university level (certified teacher on myngle.com)
- Transcriptions
- Interpreting
- Voiceover
- Subtitling
- Creation & translation of power point presentations

2000-2006

Customer service and article author in 4 languages (German, English, Italian and French) for Glo-Con, International Real Estate, Italy

1994-current

Freelance translator English-German, Italian-German

1990-2000

Sales manager for Mora Corp. Real Estate and Construction Company, Delaware and Italy

1988-1989

Restaurant manager Piccolo Prezzo , Loano, Italy

1988-1984

Owner of "Die 2" Video Production, Germany, making of industrial / commercial films for TV and exhibitions: script writing/translating, footage, cutting & dubbing

1987 - current

Professional freelance photographer

Qualifications

1995 FCE/CAE /CPE Exams ENGLISCHES INSTITUT KOELN

1990-1993 education as cameraman for German TV channel WDR

1987-1990 education as professional photographer and laboratory technician (both with degree) at photo studio Endermann, Germany and photo studio Pöppel, Weeze, Germany

1986-1987 Gymnasium Voerde, Germany , Abitur (A-levels) high school diploma in foreign languages

1985-1986 Claremont School, Esher Surrey, UK (A-levels)

1987-1991 Ernst Barlach Gymnasium Dinslaken, Germany

1984-1986 Pestalozzischule, Dinslaken, Germany

PC Software

Windows XP Professional operating system, Microsoft Office 2010 (Word, Excel, PowerPoint), Meta Taxis TM software (fully Trados compatible and can create Trados files), Adobe Acrobat Reader, Open Office, Photoshop CS4

Language skills

German - native, excellent style of writing

English - fluent, spoken and written

Italian – fluent, spoken and written

French – intermediate spoken and writer

TAMARA KARAPETIAN

Russian Linguist

OBJECTIVE:

To find job placement as a freelance/part time/ full time interpreter.

LANGUAGE PAIRS: Russian-English/English-Russian, Armenian-English/English-Armenian

PROFESSIONAL QUALIFICATIONS:

- LINGUIST, TRANSLATOR with a major in “Translation, Interpretation and Translation Studies” (diploma with honors)
- CORE CERTIFICATION HEALTHCARE INTERPRETER™ professional

PROFESSIONAL TRAINING:

- Standards of Practice and Ethics for Medical Interpreters
- Cardiology
- Endocrinology
- Orthopedics
- Neurology
- Oncology
- Psychiatry
- Hepatology
- Nephrology
- Urology

PROFESSIONAL EXPERIENCE:

Certified Languages International

June 2017 – Present

Telephonic interpreter in the following fields:

- Medical
- Legal
- Business
- Pharmaceuticals
- Finances
- Insurance

Just Interpretation (NY)

April 2015 – Present

- On-site medical interpreter

International Dialogue Support (Saint Petersburg, Russia)

September 2007 - May 2014

- Provided consecutive and simultaneous interpreting services for major corporations and professional associations such as Volvo Motor Corporation, Miller’s Oils, Maxwell Stamp PLC, and the Ministry of Environment (Finland) in Saint Petersburg, Russia.
- Translated personal, business and legal documents.

- Assisted clients in receiving medical treatment abroad by translating personal documents, applications; intake, consent and program eligibility forms; lab results; discharge and medication instructions.

Building Language Bridges (Saint Petersburg, Russia)

September 2007-May 2014

- Translated technical manuals, brochures and catalogues.
- Edited poorly translated English texts.
- Worked as a consecutive interpreter for business meetings, negotiations and discussions.

EDUCATION:

- Master's Degree in Linguistics and Intercultural Communication (specialization: Written and Oral Translation) - Moscow Institute of Translators (Moscow, Russia), 2007.
- Medical Interpreting Training School (continuing education) – received a course completion certificate for healthcare interpreting, 2015.

REFERENCES:

- Clarimel (Spanish interpreter, co-worker), cell: (347) 845-2660
- Marianna (Russian interpreter, co-worker), cell: (646) 705-9365
- Eddie (Chinese interpreter, co-worker), cell: (917) 288-2651

Somali Linguist

Over 4 years of success in managing interpretation services for three healthcare facilities. ¹Recent experiences include simultaneous interpretation (SI), consecutive interpretation (CI) and liaison interpretation (Ad Hoc). ² Excellent ability to provide language translation for hearing impaired students. ³ Conversant in both English and Somali languages. ⁴ Working knowledge of assimilating speakers' words in a quick and accurate fashion. ⁵ Ability to compute sentences spoken in one language and explain them in the other.

PROFESSIONAL EXPERIENCE

Feb 2010 – Present

Somali Community West, Columbus, OH

Interpreter

- Translate sentences spoken or written in English into Somali and vice versa
- Check original text to ensure that translation is accurate
- Adapt translations to grade levels as instructed
- Proof read and edit written materials
- Use electronic listening equipment when prompted

2011 – Present

Cyacom International, Tucson, AZ

Medical Interpreter

- Liaised between healthcare professionals and LEP patients
- Interpreted questions, answers and concerns of LEP patients
- Served as a cultural mediator where necessary
-

EDUCATION

Present OSU school of health and rehabilitation sciences

OTHER STRENGTHS

- Excellent bilingual communication skills
- Cultural awareness and sensitivity
- exceptionally professional demeanor
- Ability to work in a fast paced environment and multitask

LOURDES DIRDEN

Spanish Linguist

SUMMARY OF SKILLS

- ☒ More than 15 years experience as a Translator and Interpreter
- ☒ Excellent Researcher and Proofreader
- ☒ Proficient in Microsoft Word; Type 80 wpm
- ☒ Knowledge of Microsoft Excel, PowerPoint, Access

PROFESSIONAL EXPERIENCE

- Independent Contractor** 2014 - 2016
TRANSCRIPTIONIST / TRANSLATOR
- Transcribe Spanish recordings and translate to English
 - Business transcription: interviews, business meetings, telephone conversations
 - Multi-speaker verbatim law enforcement transcription (criminal investigations, Internal Affairs, patrol reports); State of California Parole Hearings; inmate jail calls
 - Film and script transcription
 - Research, proofread and edit
- Unified Grocers, Commerce, CA** 1999 - 2013
SECURITY SPECIALIST / ADMINISTRATIVE ASSISTANT (Loss Prevention)
- Transcribed investigations, interviews, voice mails, phone conversations, memorandums including Spanish to English recordings
 - Composed and typed routine memos and correspondence
 - Proofread and edited materials; researched, compiled and analyzed data for special projects
- Huelsman and Associates, Whittier, CA** 2004 - 2005
INSURANCE TRANSCRIPTIONIST (Private Investigation Firm)
- Transcribed insurance investigations; proofread and edited; researched and compiled data
- Remedy Intelligent Staffing, City of Industry, CA** 1998 - 1999
CUSTOMER SERVICE MANAGER (Light Industrial Temporary Agency)
- Provided daily office operations; supervised and evaluated temporary associates
- Northridge Hospital Medical Center, Northridge, CA** 1997 - 1998
SUPPORT SERVICES SUPERVISOR (Radiology)
- Supervised and evaluated clerical staff; conducted orientations and training programs
- Pacific Alliance Medical Center, Los Angeles, CA** 1996 - 1997
OFFICE COORDINATOR (Radiology)
- Provided daily office operations; took minutes; composed memos/letters
- Our Lady Queen of Angels, Los Angeles, CA** 1993 - 1995
ADMINISTRATIVE ASSISTANT (Church)
- Secretarial support for the Director of Human Resources
- Montebello Police Department, Montebello, CA** 1982 - 1993
DETECTIVE SECRETARY
- Transcribed investigations, interviews, phone messages and conversations, police reports, interrogations, and meetings including Spanish to English recordings
 - Proofread and edited correspondence, police and crime reports
 - Researched and compiled statistical crime data information
-

VOLUNTEER EXPERIENCE

Santa Fe Springs Library, Santa Fe Springs, CA 2013 – 2015
Tutor adult students to improve their reading and writing skills

CERTIFICATION

California State University, Fullerton, CA 2007
Certificate in Private Investigation

EDUCATION

Rio Hondo College, Whittier, CA 2003 – 2011
(Administration of Justice Major: forty-seven units completed)

East Los Angeles College, Los Angeles, CA 2000 – 2002
(English Major: twenty-six units completed)

Victor Valley College, Victorville, CA 2003
(English Major: six units completed)

José Armendáriz Hernández

Spanish Linguist

Objective

To obtain a position where I can use my bilingual skills (Spanish & English).

Work Experience

2012 - **Language Line Solutions**

Position: Medical Specialized Interpreter

Functions: Use of proper medical terminology to professionally communicate with the physician and LEP

Help the provider understand the history and physical information from the patient, as well as the symptoms and reason for the LEP's visit and or call

Analyzing questions, answers any concerns expressed in one language and explaining them using another language

Act as a cultural broker by explaining any cultural differences so the provider and patient will understand each other and establish or maintain the trust between them

Interpreting for Spanish speaking patients and their family members in all aspects of their visit, with providers, nursing staff and support staff

Contacting patients on provider's behalf to insure understanding of orders, prescriptions, appointment, etc.

Maintain confidentiality in all matters related to patient care

Provided interpreting services for (including, but not limited to), medical, legal, banking, and business companies

Building up specialist vocabulary banks; writing notes to aid memory; using the internet to conduct research

2013-2013 **Universidad Cultural**

Position: English Teacher (8 months)

Functions: Teach English language and literature by employing interactive study methods.

Plan lessons and implement curriculum to teaching English as a second language.

Established clear objectives for all lessons and projects.

Utilized various teaching strategies which encouraged student participation.

Effectively maintained interest and provided an interactive atmosphere, enabling students to significantly improve learning skills.

2011 - 2012 **Teletech**

Position: Technical Customer Service Representative

Functions: Provide customer assistance and innovative solutions to complex issues for clients calling for technical assistance.

Provide answers to clients by identifying problems; researching answers; guiding client through corrective steps.

José Armendáriz Hernández

Effectively resolve disputes and create innovative solutions that meet the needs of the customers while still complying to company policy and procedures.

2009 - 2011 CRONI S.A. de C.V.

Position: Machinist

Functions: Operation of the following machines: lathe, milling machine, grinding in a safe and efficient way to produce prototypes and production parts according to specifications.

Operation of a CNC Wolf TSM 280 rotary transfer machine with Siemens Simatic Touch Panel Control.

In my daily activities I handle the following measuring instruments: roughness tester, vernier scale, micrometer, height gauge and concentricity gauge.

I use the Elite OASIS Smart Automatic Optical Inspection System for simultaneous measurements of multiple dimensions.

I remove the burr and feed the CNC machine with an overhead crane.

Implement 5S skills in all operations and processes.

2008 - 2009 Grupo Reyes

Position: Machinist

Functions: Operation of the following machines: lathe, milling machine, grinding in a safe and efficient way to produce prototypes and production parts according to specifications.

Work with a wide variety of materials, tools, and machining operations.

Use various tools to plan the details of the manufacturing process, such as the cutting area and materials to be removed.

Select the tools used to machine the part to specifications and plans.

Analyze the finished parts to ensure efficiency and detecting potential design flaws.

Monitoring of machines on which the work is performed, to ensure the proper functioning.

2007 - 2008 CTDI (Grupo Intermex)

Position: Customer Service Coordinator

Functions: Interacting with U.S. customers to provide them with information about their complaint or query their accounts, products and / or services by e-mail and/or phone.

Take inquiry calls or complaints and determine the correct department for immediate solution.

Refer the product failure complaint to the appropriate department.

Interact with the production department for resolution of product failures.

Interact with the Shipping / Receiving Department for delivery of products to customers.

Capture information and store data for future reference.

2005-2007 Genpact

Position: Bilingual Agent / Supervisor

José Armendáriz Hernández

- Functions: Coordinate and schedule the work of bilingual agents.
- Coordinate, assign and review the work of bilingual agents that provide information and customer service.
- Collection and compilation of information.
- Train bilingual agents in the performance their duties, safety rules and regulations of the company.
- Establish work schedules and procedures and coordinate activities with other groups or departments.
- Ensure the operation of computers and equipment and coordinate maintenance.
- Prepare and present reports and attend problems related to work.

Education

Columbus Elementary School Columbus New Mexico USA	1978-1985
Deming Jr. High School Deming New Mexico USA	1985-1987
Deming High School Deming New Mexico USA	1987-1991
Business Administration Universidad América Latina Guadalajara, Jalisco	2015-2018
Plastic Injection Molding Technician CENALTEC Cd, Juarez, Chihuahua	12/04/2013
Machinist CENALTEC Cd, Juarez, Chihuahua	13/07/2013
CNC Technician CENALTEC Cd, Juarez, Chihuahua	21/09/2013
TIG/MIG Welder CENALTEC Cd, Juarez, Chihuahua	17/08/2013

Skills

- Possess strong written and oral communication skills in both English and Spanish.
- Familiarity with cultural issues.
- Knowledge of medical terminology in both languages.
- Demonstrate strong interpersonal skills necessary to interact with patients, their families and health care providers.
- Knowledge and understanding of interpreter code of ethics and standards of practice.
- Ability to perform under stressful situations and medical emergencies.

José Armendáriz Hernández

Other Data

English: High level. Spoken, read and written

Microsoft Office/Visual Basic/C++

TIG/MIG Welding

Solidworks/AutoCAD/Mastercam

Six Sigma Certificate

Professional Interpreter Certificate

Roberto E. Arias

Spanish Linguist

OBJECTIVE:

A motivated and dependable candidate with exceptional Spanish interpretation skills that serves as a cultural broker, linguistic barriers clarifier and communication fosterer during the interaction of doctors, attorneys and their clients to ensure efficient communication and connection throughout their encounter.

EDUCATION:

2011-Graduated *Bachelor of Accounting and Finance Management, Alvernia University, Reading, PA*

WORK EXPERIENCE:

2012-Present **Medical Spanish Interpreter**

Freelancer

- ☒ Encounter and foster direct communication between patients and medical professionals
- ☒ Serve as cultural broker between patients, family members and medical staff
- ☒ Select the appropriate mode of interpretation to clarify linguistic barriers
- ☒ Translate and assist patients in completing medical forms and questionnaires

Legal Spanish Interpreter

Freelancer

- ☒ Interpret in consecutive mode for witnesses in the courtroom and pretrial meetings
- ☒ Interpret simultaneous mode for the defendant during the entire court proceedings
- ☒ Interpret Remotely (telephone interpreting program)
- ☒ Interpret for the defendant/lawyer in the environs of the courthouse
- ☒ Translate official documents submitted into evidence

2016-2017 **Rentokil, North America, Accounts Payable Department**

Bilingual Travel & Expense Administrator

- ☒ ***Bilingual Commercial Payments/Corporate Credit Card Administration***

Roberto E. Arias

- ☒ Monitored and addressed inquires sent to the department mailboxes, voicemail/email
- ☒ Performed timely account reconciliation by verifying entries and comparing
- ☒ Provided support and training to fellow team member
- ☒ Assisted in ad hoc accounts payable functions and tasks as assigned

2015-2016 **Berks Encore, (VITA) IRS Program**

Bilingual Income Tax Preparer

- ☒ Interviewed client to determine appropriate tax form needed
- ☒ Reviewed financial records such as income statements and documentation of expenditures
- ☒ Prepared simple to complex tax returns for individuals using tax returns software
- ☒ Uncovered potential deductions and credits
- ☒ Consult ta law handbooks for especially difficult tax returns

2008- 2015 **UGI Utilities-Accounts Payable**

- ☒ Process and validate invoices received for payment
- ☒ Enter properly coded invoices
- ☒ Process check request and ensure proper signature
- ☒ Obtain and process the correct purchase order

INTERESTS:

Practice *Wing Chun Kung Fu and Tai Chi Chuan* at Eastern Arts & Holistic Center
Enjoy Jogging and Golf

REFERENCES:

Available Upon Request

Tammy Creo

Consecutive, OPI, Simultaneous, Conference Interpreter and Translator

Experience

March 16th, 2015

Lionbridge

Tested for Court Interpretation, obtained "Government Clearance" to work for the Department of Justice, DHS Immigration Courts and IRS.

Jan 5th. Through Jan. 21st. 2015

TransPerfect Translations

New York

Conference Interpreter Assignment for the CDC from January 5th through January 21st, 2015 on Polio Eradication for African and Asian countries for the UN Agencies.

2013 – Present

TransPerfect Translations

New York

Joined TransPerfect Translation, and was tested and certified and approved for legal translations

2013 – Present

Joined C.Q. Fluency OP Interpreter.

2012 – Present

US Translation

Salt Lake City, UT

Joined US Translation Company as a Translator, after being tested and certified.

2009 – Present

Independent Consecutive and Simultaneous Interpreter

Interpreter for Conferences and Hospitals. Simultaneous Interpretation for **Microsoft** on July 2013.

Conference interpretation for **AmeriCorps.** (2012) September 18th 19th and 20^h.

2009 – Present

Free Lance Translator

Translates for “Fresh Baby” and other clients as needed.
Echo y Horton’s Doggie Tales Translated into Spanish (Spanish Edition) 2012. Also translates for “Best Work Data”

October 2012 – Present

CyraCom

Medical Interpreter on site. (This position was added to the over the phone interpretation) Working in person as a Medical Interpreter for hospitals in the Atlanta area.

September 2009 - Present

Certified Languages **Portland, OR**

Consecutive Medical and Legal Interpreter

Interprets over the phone for hospitals, ER, Psychological and Psychiatric Assessment. Legal interpretation, DHS Immigrations Courts, Gwinnett County Detention Center. DOJ Office for US Trustees, Bankruptcy Court.

February 2010 - Present

Cyacom **Tucson, AZ**

Consecutive Medical and Legal Interpreter

Interprets over the phone for hospitals, and ER, pre-registration. Psychiatric, psychological evaluations, insurance claims and recorded statements.

APRIL 2009 – Present

TECHNOVATE **Los Angeles, CA**

Translator

February - August 2009

Special Assignment - Translation **New York, NY**

Transcribed surveillance video tapes from Spanish/Chicano and translated into English. This was a special assignment for the **FBI**.

Sept. 2007 – Sept. 2008

Language Line Services **Monterey, Ca.**

English – Spanish Interpreter

Education

HIPPA Certification 2012 and 2014
Tested by the National Board of Certification for Medical Interpretation Passed Written examination. (9/2011)
Certificate of Competency in Language Interpreting by Language Line University.
Court Interpreter Seminar - Georgia Commission of Interpreters - Administrative Office of the Courts. (2007)
Medical Interpreter Seminar - Bridging the Gap (2007)
Dermatology Workshop. St. Joseph Hospital (2008)
Music – Juan Jose Castro Conservatory - Buenos Aires
Asociación Argentina de Cultura Inglesa –ESL teacher.

Publication

Secret Kitchen – Argentine Cooking Book

ISBN: 1-4241-6629-2, 88 pages, 6 x 9

Software

Word Fast, Word, Excel, Power Point, Movie Maker, Photo Story.

Internet

Face Book, Twitter, and Skype (*if needed*)

Memberships

MING - Medical Interpretation Network of Georgia



Member 241296

PHAWINEE FREDERIKSEN

Thai Linguist

Summary

I work as Lawyer for Company for 2 years and work as independent lawyer till present. I am a Lecture in University in Law Faculty and High School for 5 years and did work as Research for Thai Government team some time .All I work was in Thailand. I finished Bachelor of Law and Master of Law Degree in Public Law.

Looking for full time job and opportunity for career progressing and job that I can do with my skill and my knowledge that offer.

Highlights

- Legal Research Network
- Criminal investigations
- Professional and personable
- Strong leader
- Court procedures
- Corporate litigation
- Consumer and commercial creditor's Rights litigation
- Commercial real estate
- Contract negotiation
Translator/Interpreter

Accomplishments

Legal research assistant, Anti-Money Laundering Office Responsibility: Working in the legal team of The Ministry of Justice on corruption convention

-Teaching Administrative law , Constitutional Law, Law On Court Organization, Thai Politics and Government, Research Methodology in law and Faculty administration - Doing 4 researches in Finding a risk indicator of private universities and present to agencies to be approved for actual Application - Being graduate students adviser. - Being a thesis proposal examination committee.

Experience EMPLOYMENT RECORD

1. Year 1995-1996, Position Control products surveyor, Department of Internal Trade, Ministry of Commerce
2. Year 2005 (4 months) Position Legal research assistant, Anti-Money Laundering Office Responsibility: Working in the legal team of the Ministry of Justice on corruption convention.
3. Year 2006, Position Lawyer, Thai Consultants Group
4. Jun - Aug 2006 (1 semester), Position Lecturer, Faculty of Law, Hat Yai University Reason for Leaving: Continuing the Master Degree study of Public Law, Faculty of Law, Chulalongkorn

University

5. Year 2007-2008, Position Assistant Professor, Faculty of Law, Chulalongkorn University
Responsibility: -Assistant Dean, Prof. Dr. Thitiphan Chueabunchai, Faculty of Law, Chulalongkorn University for research assignments. - Assistant Professor Dr. Supphalak Phinitphuwadon for Research assignments

. 6. Year 2012 (2nd semester and summer) Position Lecturer, Faculty of Law University of Ratchathani

Position Associate Dean of Academic Affairs Acting Dean, Faculty of Law Responsibility:
-Teaching Administrative law , Constitutional Law, Law On Court Organization, Thai Politics and Government, Research Methodology in law and Faculty administration - Doing 4 researches in Finding a risk indicator of private universities and present to agencies to be approved for actual Application - Being graduate students advisor. - Being a thesis proposal examination committee.
Reason for Leaving: Need to move back to Bangkok

7. Independent Lawyer

8. Translator/Interpreter at Global Language System LLC USA.

Education

1. Chulalongkorn University Grad Year 2007-2011 Bangkok Thailand

Field Of Study Public Law Degree Master of Law

2. Thammasat University Grad Year 2006 Bangkok Thailand Field Of Study Graduate course work and Resigned.

3. Ramkhamhaeng University Grad Year 2001 Bangkok Thailand Degree Bachelor of Laws

4. Bar Association of Thailand being study

Phuong Khanh Le

Vietnamese Linguist

Education:

Associate of Arts in Psychology, Mesa College, San Diego, CA, Expected May 2014

Master of Arts in English Literature, City College of New York, February 2013

Joint Degree in correlation with CCNY MA, Roehampton University, London, UK, February 2013

Bachelor of Arts in Classical Civilizations, Minor Art History, University of California Berkeley, May 2010

Employment:

Inclusion Leader - Teens in Motion YMCA -Rancho Bernardo, CA July 2013-Sept 2013

- Plan and facilitate structured afterschool program promoting social skills, life skills and recreation for children with physical and mental disabilities aged 12-22

Mentor - Boys and Girls Club of America - San Diego, CA March 2012-Aug 2012

- Facilitated activities promoting academia, physical activity, and artistic expression in children ages 5-12

Office Assistant - Office of the Dean of Social Science - New York, NY Sept 2010-May 2011

- Working with undergraduate students and providing them with resources and information in social science departments such as major requirements and enrollment
- Assist the Dean of Social Science in preparation, organization and support in daily activities
- Manage the social science faculty and adjunct hiring and rehiring process

Administrative Assistant - Joint BioEnergy Institute - Emeryville, CA August 2009-May 2010

- Worked in operations department helping the laboratory and the office function smoothly
- Updating the online inventory of journals, articles and presentations of the lab
- Maintaining the office and lab directory of current researchers, assistants and staff

Student Assistant - Anna Head 1 Preschool - Berkeley, CA November 2007-December 2008

- Supervised preschool aged children over reading time, free time, lunch time, outdoor time, nap time, and toilet training. Set boundaries and rules for children that needed structure

Camp Leader - Rancho YMCA - San Diego, CA June 2008-August 2008

- Managed 10-12 children ages 5-12 in group activities promoting recreation, teamwork, communication, and social skills

Core Member - AmeriCorps Jumpstart at San Antonio Preschool Oakland, CA, Sept 2007-08

- Coordinated and facilitated programs in a group to improve literacy and success for low income community preschool aged children with English as a second language
 - Corroborated with families and teachers about the children's progress and development
-

Volunteer work:

- Friends in the Lobby & Office, National Alliance on Mental Illness, San Diego, CA, Oct 2013-Dec 2013
 - English Conversation Teacher, La Sapienza University, Rome, Italy, January 2009-May 2009
 - Teacher Assistant, Virgilio Middle School, Rome, Italy, January 2009-May 2009
 - Coordinator & Tutor, Mesa Verde Middle School Tutoring, San Diego, CA Aug 05-June 07
-

Other:

- CPR/First Aid certified / EMS Safety June 2012-June 2014

- Regional Occupational Program Occupational Competencies: Computer Science/Programming/JAVA, June 2007
- Bilingual (speak fluently in Vietnamese)

QUINN DOAN

Vietnamese Linguist

Career Objective:

Searching for a part time position of Vietnamese/ English languages translator/ interpreter in which I can best utilize my educational background using my solid Vietnamese/ English translating/ interpreting experience and excellent customer service skill. ***“Customer service and customer satisfaction is my top priority”.***

Formal Education:

- Master’s Degree in Business Information & Computing Systems (MS BICS) at California State University, San Francisco, California, USA 1985.
- Certificate of Proficiency in Data Processing & Computer Languages Programming, De Anza College in Cupertino, California, USA 1972.
- Finished the first year of M.A. graduate program in International Relations, 1975 (Van Hanh University, Saigon). Finished 2 years of B.A. program (Law), University of Saigon in Saigon, Vietnam 1972.
- Bachelor’s Degree in Public Administration, National Institute of Administration in Saigon, Vietnam 1973.

Real Life Work Experience:

August 2016 – Present: *Free-Lance Vietnamese – English interpreter/ translator in administrative, legal, medical and education domains.*

December 1986 – July 22, 2016: Santa Clara Valley Health & Hospital System, Information Services Department, 2325 Enborg Lane, San Jose, California, USA 95128

Information Systems Manager:

Possess a solid background and experience in designing, coding and testing business and health care applications; supporting users and customers, especially in Dbase and Access databases. Excellent experience in administrating highly complicated behavioral health care information systems (Mental health; alcohol, drugs and substance dependence, e.g. Pro-Filer, Avatar, etc. information systems). Manage the BHS IS Help Desk of extra complex behavioral health care information systems. Provide excellent customer service and have a solid experience with MS Words, Excel, Access and a number of health care applications which serve customers, patients, users and health care providers such as physicians, nurses and administrative staff...Provide excellent measurable results and best customers services to physicians, nurses, administration staff and users.

June 1982 – September 1986: Stanford University, Controller’s Office, Accounts Payable Dept., Encina Hall, 3145 Porter Drive, Palo Alto, California, USA 94304

Accounting Assistant:

Processed electronic payments to Stanford University’s hundreds of vendors and providers who provided services, products...to the university’s auxiliary and capital projects. Was responsible for over 300 receivable accounts using Stanford’s highly complex computerized accounting information systems. Participated working in other departmental programs such as checks disbursement, month-end and year-end closings. Provided excellent customer services and measurable results.

1973 - 1975: National Institute of Administration, 10 Tran Quoc Toan St. in Saigon, Vietnam

Government Administrator:

Managed training, developing and redeveloping programs which trained and retrained staff and students in Vietnam and in overseas countries. Provided best administrative-related services to faculty members, staff, customers, students and vendors.

1970 – Present:

Author/ co-author: Writer, commentator, translator and co-author of “The Late President Ngo Dinh Diem, the man you must know”.

Freelance Writer, Commentator, Vietnamese - English Languages Translator/ Interpreter:

Passionate freelance writer, commentator, documents/ books translator/ interpreter in Vietnamese – English languages (or vice versa). Attached DLPT (Defense Language Proficiency Test (Vietnamese/ English) certified by the U.S. Department of Defense’s Authorized Test Center MEPS in Mountain View, California.

Freelance Tutor: Having tutored elementary students and continuing-education adults in Vietnamese-English translation, basic Math and computer-related subjects.

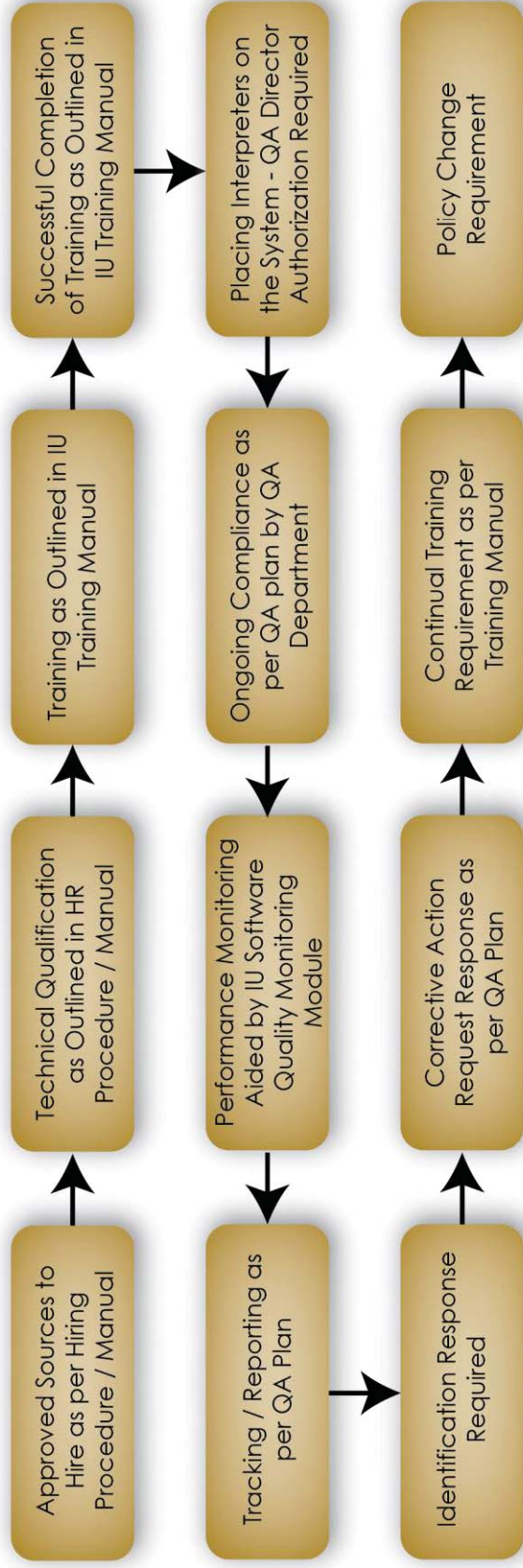
References: Available upon request.



Quality Assurance Plan

Interpreters Unlimited has an established Quality Assurance (QA) Plan that is modeled after the best practices of the language industries and augmented by additional security measures stipulated in the contractual requirements of our clients. Our plan, described in our written policies, will fulfill the requirements as specified for the State of Iowa. The Quality Assurance Policies described herein are intended to represent an efficient and economical means of controlling the quality of our services of translation and to meet State requirements. In addition, it enables the customer to maintain surveillance over Contractor compliance to ensure performance in accordance with contractual obligations.

Interpreters Unlimited's QA plan illustrated below addresses the requirements by providing our overall plan. Its comprehensiveness will highlight: response, oversight, monitoring, and reporting.





Quality Assurance Department

The Quality Assurance Department has the responsibility of monitoring interpreter performance and ensuring the consistent delivery of superior interpretation services for our clients. Interpreters Unlimited's proprietary software system, IU Match Connect, offers a multitude of applications to manage performance monitoring and reporting procedures.

Performance reports allow Interpreters Unlimited to:

- Monitor how many appointments were filled in a given location during a defined time frame
- View how specific language usage by location
- Monitor accurate time reporting by interpreter and requestor
- Obtain feedback reports from clients
- Determine quality rating for interpreters

Tracking/Reporting

It is the responsibility of the Quality Assurance (QA) department to track the performance of each interpreter and publish monthly reports highlighting any nonperformers. The QA department utilizes Interpreters Unlimited's software system to track, monitor, and control the overall quality of interpreters.

Identification/Response/Corrective Action

In case of an unsatisfactory performance a formal request is sent to the interpreter for corrective action. The interpreter is required to respond within a week period. Failure to comply will result in removal of the interpreter from the system. In the event of repeated occurrences, the Quality Assurance department will remove the interpreter without any further notice. The department will notify the President and Human Resources department of its action.

Policy Changes

Changes to the established Quality Assurance plan require recommendation from the Quality Assurance Plan director and approval from the President. There is no exception to this policy.

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Problem Reporting and Coordination Procedures

Interpreters Unlimited's primary goal is to meet and exceed the expectations of each client by establishing a clear, concise approach in resolving any issues that may arise throughout the life of a contract. Through client relationship building and use of CRM tools, we aim to grow mutual trust between Interpreters Unlimited and the State of Iowa and provide the highest caliber of service.

Written Procedures for Problem Reporting

If there is a complaint:

1. Contractor Representative addresses issue with internal staff/assigned interpreter
 - Type of complaint
 - Assignment/Requirement(s) overview
 - Perceived reason for complaint

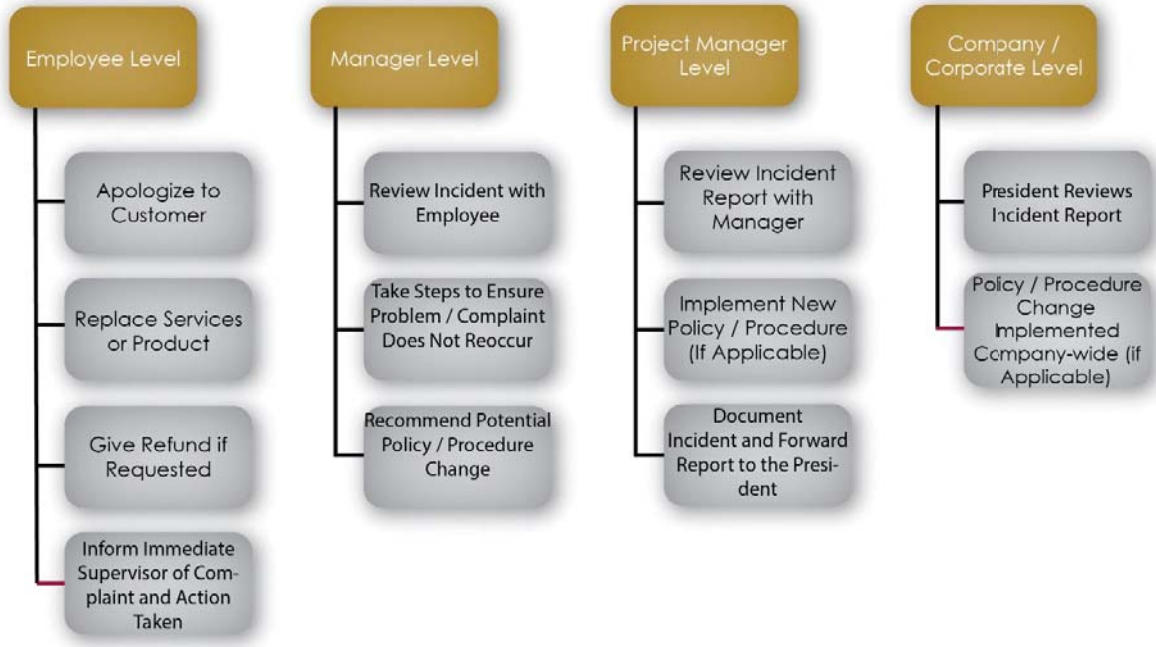
2. Contractor Representative contacts client to discuss issue/contract compliance/history of service delivery
 - Area of dissatisfaction
 - Previous experience with process(es)/interpreter
 - Review company/client expectations

3. Contractor Represent and Contract Administrator work to develop an appropriate course of action and discuss any possible ramifications resulting from the matter
 - Implement new process(es)/methodologies
 - Assign/Re-assign personnel
 - The multi-level diagram on the following page further illustrates the procedural steps taken in IU's problem reporting and personnel coordination procedures.

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Problem Resolution Work Flow Chart



The first step towards problem resolution is to contact Interpreters Unlimited at 800.726.9891 where an IU staff member will handle any matters that can be resolved from an employee level.

Any problems that require manager assistance will be directed to the Client Relations Manager:

Laura Harolde, Client Relations Manager
858.275.2577
laura.harolde@iugroup.com

The next point of contact in Interpreters Unlimited’s organizational structure will be IU’s Contract Administrator:

Shamus Sayed, Chief Operations Officer
858.866.1130
shamus.sayed@iugroup.com

The final point of contact in the Problem Escalation Clause is Sayed Ali, President of Interpreters Unlimited:

Sayed Ali, President
858.866.1131
sayed.ali@iugroup.com



Collecting and Documenting Feedback

At Interpreters Unlimited, we stand behind the quality of our work and take all necessary measures to ensure that our clients' needs are met. Our dedicated management staff is available 24/7 to address any issues or concerns that may arise under the Contract between the State of Iowa and Interpreters Unlimited.

Web Customer Feedback Form

The performance of our interpreters, internal and support staff are evaluated through the use of CRM tools such as customer satisfaction through constructive feedback provided on the Customer Feedback Form on the next page.

The customer feedback form on the following page is an established company tool provided to all client authorized representatives following the conclusion of an initial interpretation assignment. The information collected in this survey is reviewed and recorded to assist in the building/maintenance of current quality assurance measures.

Interpreters Unlimited wants to know if something is not to our client's expectations the first time it occurs, no matter how minor or major. We work to rectify problems immediately, so that the issue simply doesn't occur again.

Complaint Documentation

Interpreters Unlimited stores information pertinent to client complaints/grievances securely in its proprietary software, IU Match Connect. These reports issued are received at the appropriate level, documented, and properly expedited into the system under that client profile.

Whether received in writing, by phone, fax, or email, all complaints are documented into a compatible PC format (.doc, .xls, .pdf) for quick reference and review within the client profile database. Additionally, hard copies of the correspondence are also kept on file for staff reference. Client and contract files are managed internally by office staff and can be reviewed at any time at the request/discretion of the Contract Administrator. All files, physical and virtual, are securely kept.

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Customer Feedback Form

Post Appointment Evaluation Form

Event Date: _____ Interpreter: _____

Your name: _____

Your role at appointment: _____

PLEASE CIRCLE ONE

You work with interpreters...	Daily	Often	Occasionally	Hardly ever
Was the interpreter on time?		Yes	No	Not sure
Was the interpreter professional in attire?	Good	Acceptable	Minimal	Unacceptable
Was the interpreter courteous?	Good	Acceptable	Minimal	Unacceptable
Your rapport with the interpreter?	Good	Acceptable	Minimal	Unacceptable
Your sense of the interpreter's rapport with the interpreter?	Good	Acceptable	Minimal	Unacceptable
Interpreter's linguistic ability in English?	Good	Acceptable	Minimal	Unacceptable
Interpreter's skill in the vocabulary of your profession?	Good	Acceptable	Minimal	Unacceptable
Overall, was the interpretation effective and comprehensive?		Yes	No	Not sure

Any other comments? _____

How can we better service you? _____

Please complete and fax back to Interpreters Unlimited 800.726.9822 or email to scheduling@iugroup.com.





Professional Commitment

Interpreters Unlimited possesses the personnel and depth of resources to offer the Iowa Department of Administrative Services effective and culturally appropriate language services. Designated staff and oversight shall be appointed to the contract upon award. Contract administrators will be dedicated to the account and will stand in full service and support during the life of the contract. The State will have full functional access to company CRM tools and on-demand **Customer Care** services.

Our Customer Care Team

The Iowa DAS and its constituents will have complete access to our customer care staff using our toll-free number, **800.726.9891**. IU is committed to delivering the highest standard of quality service. Listed below are features and benefits of our customer relations department.

- Live telephone operator following automated prompts
- Available 24/7/365
- 100% Bilingual staff
- Excellent employee benefits package – Medical/Dental/401k/Profit Sharing
- On-going professional development & training programs
- Employee reward programs
- Proficient employee & interpreter retention plan
- Senior Language Experts on staff to ensure quality interpretations and translations
- Maintain interpreter certification & evaluation files



In addition, IU has demonstrated commitment to distinguished customer service by aligning with **Customer Service Experts, Inc.** for professional key services.

These professional services include:

- Advanced training and monitoring program
- Service evaluations
- On-going consultation
- Employee performance coaching

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Privacy and Confidentiality

Interpreters Unlimited (IU) respects the privacy of protected health, educational records, and other sensitive information and understands the importance of keeping this information confidential and secure. IU understands the importance of the Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), and Health Information Technology for Economic and Clinical Health Act (HITECH), as it applies to our services. Therefore, we have developed the following guidelines to ensure confidentiality of protected health information, educational records, and other sensitive information we may become privy to when providing our language services.

IU staff including interpreters and translators is required to adhere to guidelines in place to ensure the correct handling of sensitive and/or confidential information. In addition, IU has a zero-tolerance policy for those who do not comply with these guidelines.

Compliance with HIPAA, FERPA and HITECH IU maintains a comprehensive system to ensure compliance with applicable provisions of the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA) as well as the Health Information Technology for Economic and Clinical Health Act (HITECH) recently put into effect. Since our goal is to provide the highest level of service to our customers and business partners, we want you to know how IU complies with the HIPAA, FERPA, and HITECH directives. Our Privacy Policy contains procedures addressing the protection, use, and disclosure of protected health information ("PHI") along with education/school records, accounting of disclosures, access by individuals and third parties to PHI, protection of PHI by contractors, business associate agreements, and training of employees.

How We Protect Personal Information

We treat personal information securely and confidentially. We limit access to personal information to only those persons who need to know that information to provide support services to our customers. This also includes our interpreters who are trained on the importance of safeguarding this information and must comply with our procedures and applicable laws. We employ strict physical, electronic, and procedural security standards to protect personal information and maintain internal procedures to promote the integrity and accuracy of that information.

Translators are not allowed to remove any documents that contain information defined as sensitive and/or confidential. IU translators must adhere to the following guidelines:

- Do not discuss the subject matter, details, or content of a translation project with anyone outside
- Follow guidelines of IU Privacy Policy

Software Security





IU Group's software system, IU MATCH CONNECT, is completely custom-designed and developed to efficiently adapt to our clients' needs and the exponential rate at which technology changes. Since its first version, released nearly 15 years ago, we've relentlessly enhanced its functionality, performance, user friendliness and security policies. Utilizing the most advanced technologies available today, IU MATCH CONNECT's most recent version (3.0.x) employs policies over secured and encrypted web-based protocol standards, strictly adhering to HIPPA compliance specifications. To achieve this, we've simplified our back-end and front-end application structure by powering our application with Adobe's Flex development technology. This allows for multi-faceted security and user interface implementations and an abundantly scalable harness for our Microsoft SQL Server databases. Additionally, IU Group's physical infrastructure environment for IU MATCH CONNECT features a wide range of security measures including: enterprise-grade firewall security appliances, environment-based encryption and 24/7 live system monitoring and redundancies. The combination of our on-site software development and hardware management teams diligently and continuously study our employed technologies versus the ever-changing technology industry. To that end, our customized development, minute-by-minute monitoring and overall update/upgrade schemes have ultimately helped IU Group create reliable physical infrastructure and software systems focused on long-term scalability and the pursuit of absolute security.

Information Management

Company information is only available through our secured, proprietary software application. Our software application is accessed via explicit user credentials; these credentials are delegated by system administrators. No secured company information is transferred through email, under any and all circumstances. This is managed and audited by system administrators based on privacy policies signed at each employee's time of hire. Additionally, any devices designed for our employees in the field, whether notebooks or mobile devices, are configured, secured and managed by our system administrators. Unless otherwise specified, employees can only access secured company information within office locations, through domain-controlled workstation credentials and system administrator delegated software application credentials. In addition, no secured company information is stored directly on any device; this includes devices designed for employees in the field.

Further Information

IU may find it necessary to revise and update its Privacy Policy from time to time as changes to the privacy regulations emerge, and will communicate any such changes to our staff, customers and business partners.



Contract Administration

As an established service provider in the language industry, Interpreters Unlimited understands that contracts, made up of a variety of smaller projects, are necessarily a complex and evolving set of processes. We therefore work to manage these multiple endeavors by simultaneously engaging in the traditional positivist project management activities of **Planning, Organizing, Implementing, and Monitoring** while recognizing that we must also make use of constructivist methodologies that promote **team and organizational knowledge, client input, and management availability**. Thus, at Interpreters Unlimited, our project management approach is a dynamic combination of traditional and modern methodologies; this flexibility allows us to evolve with each project and deliver with continued success.

One of the ways we successfully manage projects is through **our proprietary software system, IU MATCH CONNECT**, which tracks, reports, and manages all aspects of contract administration. Cataloguing, reporting, and analyzing via a technological information system gives us base data with which we may address such issues as cost performativity and efficiency. However, **our unique and multilayered Quality Assurance Plan** is a very important aspect of our approach to Project Management, as well. It not only affirms our commitment to providing outstanding services every time, it operates on the dynamism of a shared contractor-client ecosystem of experiential knowledge. This allows us to take into account the client's *changing and multiple experiences*, and incorporate that knowledge back into our team's implementation of contract goals.

Below is a snapshot of how we successfully manage our projects:

Planning

This stage is essentially a layered activity. It is based on both quantitative information—that is, the specifics of volume requirements for the contracts, the languages needed, the numbers of available interpreters in the area—as well as on qualitative knowledge—the experience and tacit understanding our team of recruiters and schedulers have of interpreter availability, local hiring practices, language density, and so forth.

Resource Mapping

- Based on the contract volume and language needs, analyze the personnel in existing talent base
- If needed, place an ad to hire
- Review resumes and shortlist those that are most qualified and relevant

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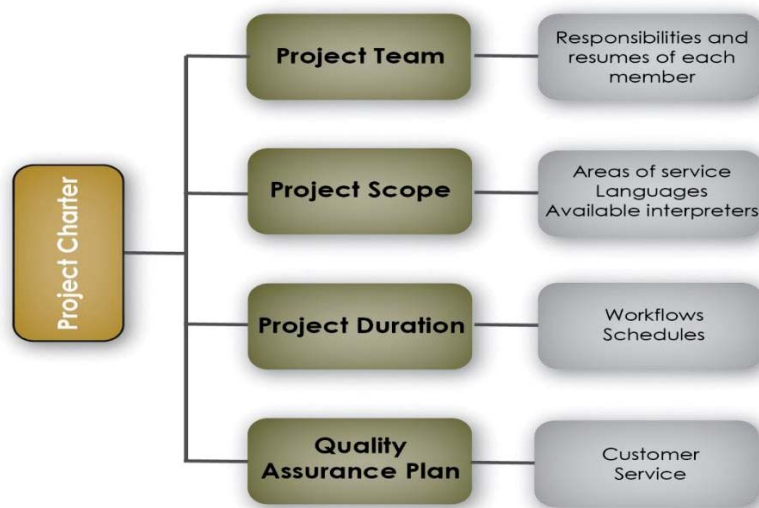
Organizing

Interpreters Unlimited’s organizational processes must account for both the systems practices necessary to populate IU MATCH CONNECT with relevant data, as well as for the more fluid activity of recruitment—one that cannot be contained by discrete and finite tasks, but is rather on-going, complex, and requires team knowledge. Therefore, rather than simply seeing our organizational practices as a machine for information processing (of resumes, of candidates, of training manuals) we emphasize knowledge management—that is, an organic approach that uses the valuable experience of our recruiters and language experts to facilitate and develop our communities of practice: the interpreters themselves.

Recruitment

- Conduct interviews with short-listed support personnel (schedulers, etc.)
- Conduct interviews with short-listed interpreters
- Attain contracts and certification from interpreters
 - Medical Terminology
 - Cultural Awareness
 - Ethics
- Make employment offers to selected candidates
- Begin training for support staff
- Interpreters will go through a focused training as applicable with regards to:
 - Mental Health
 - Privacy and Confidentiality issues

Create a Project Charter which includes the following:





Implementing

As the nature of the language service industry encompasses both sides of the dichotomy “operations/projects,” it is necessary in our implementation processes to account for aspects from both the operational on-going and repetitive nature of multiple interpreter appointments, as well as the effects of external variables that affect the projection of activities. That is why we use both our IU MATCH CONNECT software system as well as dedicate individual monitors to implement all contract processes. Thus, we orient our action to meet a goal that is context and environment specific.

Assignments

- Create IU MATCH CONNECT account for client access.
- Assign schedulers for exclusive client use, who will take phone calls and also monitor the IU MATCH CONNECT accounts to make sure all appointments are appropriately scheduled and filled.
- Continue to develop specialized pool of reliable, excellent interpreters
- Plug in all information to create effective Gantt charts.
- Effectively communicate any changes with the entire team and client.
- Ensure quality assurance.

Monitoring

Our shared contractor-client ecosystem is monitored with a statistical purpose (to find the patterns in language and location requests) as well as a more narrative and intuitive purpose (to read and hear client and interpreter feedback, and from that to imagine and create new and more effective processes).

- Maintain constant communication with clients by establishing routine meetings or feedback sessions
- Provide any necessary feedback to the translators or interpreters to improve the quality and client experience of a session
- Manage any project issue escalation in a timely manner to ensure a smooth delivery
- Please refer to our unique and extensive Quality Assurance Plan

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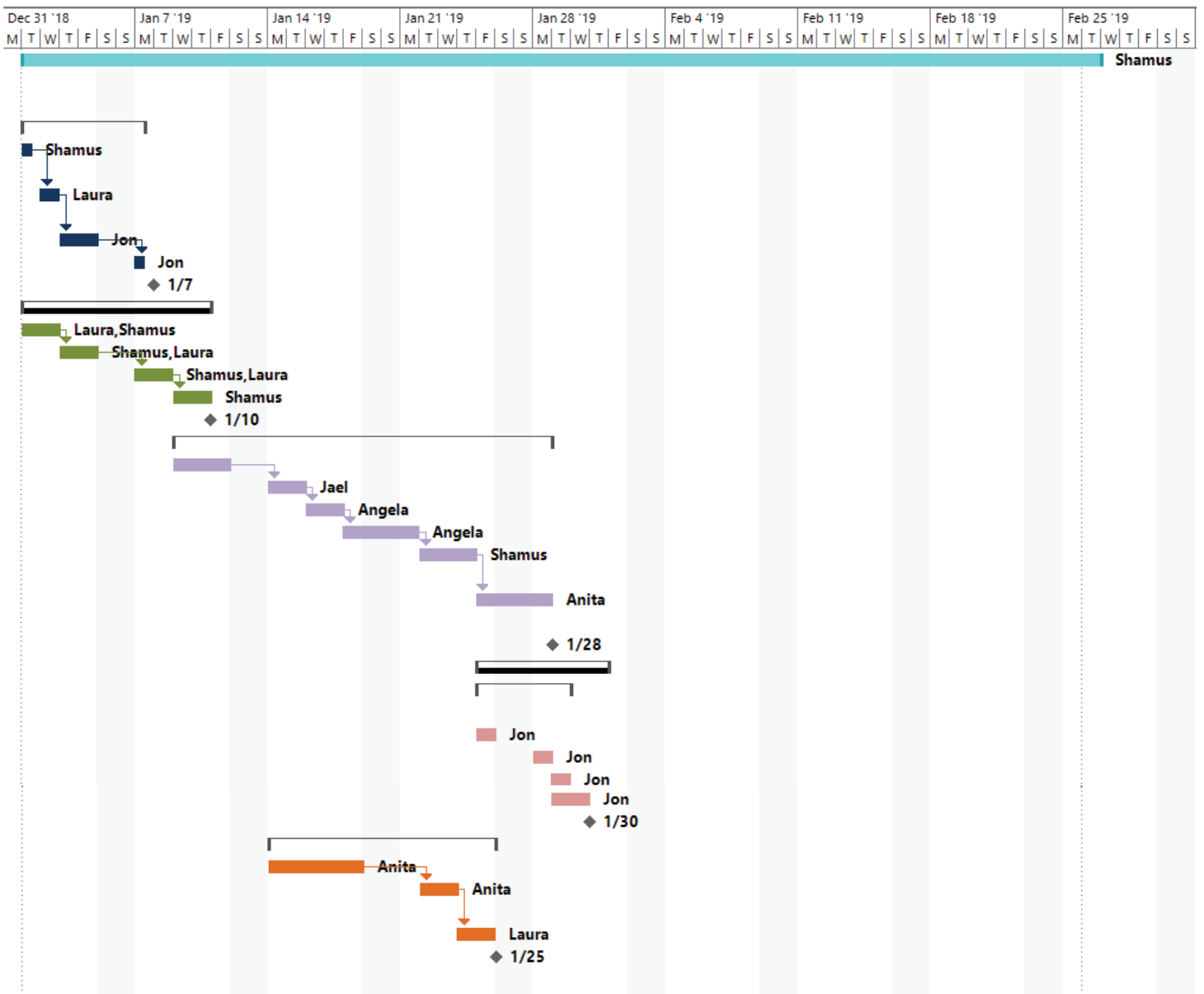
The following GANTT chart serves as a sample of Interpreters Unlimited's project management and implementation strategy and capabilities.

Contract Implementation

ID	Task Name	Duration	Start	Finish	Pred essors	Resource Names	% Complet
1		41 days	Tue 1/1/19 8:00 AM	Tue 2/26/19 5:00 PM		Shamus	0%
2	▲ Feedback Meeting	4.5 days	Tue 1/1/19 8:00 AM	Mon 1/7/19 12:00 PM		Shamus	0%
3	Coordinate Feedback Meeting and Invite Key Stakeholders	0.5 days	Tue 1/1/19 8:00 AM	Tue 1/1/19 12:00 PM		Shamus	0%
4	Distribute Feedback Forms to Reassess Contract Use and History	1 day	Wed 1/2/19 8:00 AM	Wed 1/2/19 5:00 PM	3	Laura	0%
5	Gather Data to Streamline Processes	2 days	Thu 1/3/19 8:00 AM	Fri 1/4/19 5:00 PM	4	Jon	0%
6	Update Data in our System	0.5 days	Mon 1/7/19 8:00 AM	Mon 1/7/19 12:00 PM	5	Jon	0%
7	Milestone	0 days	Mon 1/7/19 8:00 AM	Mon 1/7/19 8:00 AM			0%
8	▲ Staff Assessment	8 days	Tue 1/1/19 8:00 AM	Thu 1/10/19 5:00 PM		Shamus	0%
9	Analysis of Current Staff	2 days	Tue 1/1/19 8:00 AM	Wed 1/2/19 5:00 PM		Laura,Shamus	0%
10	Reassign Staff if Necessary	2 days	Thu 1/3/19 8:00 AM	Fri 1/4/19 5:00 PM	9	Shamus,Laura	0%
11	Redistribute Tasks	2 days	Mon 1/7/19 8:00 AM	Tue 1/8/19 5:00 PM	10	Shamus,Laura	0%
12	Reallocation of resources	2 days	Wed 1/9/19 8:00 AM	Thu 1/10/19 5:00 PM	11	Shamus	0%
13	Milestone	0 days	Thu 1/10/19 8:00 AM	Thu 1/10/19 8:00 AM			0%
14	▲ Interpreter Updates	14 days	Wed 1/9/19 8:00 AM	Mon 1/28/19 5:00 PM		Jael	0%
15	Recruitment Based on Team	3 days	Wed 1/9/19 8:00 AM	Fri 1/11/19 5:00 PM			0%
16	Gather Key Documents	2 days	Mon 1/14/19 8:00 AM	Tue 1/15/19 5:00 PM	15	Jael	0%
17	Clearances & Certificates	2 days	Wed 1/16/19 8:00 AM	Thu 1/17/19 5:00 PM	16	Angela	0%
18	Execute Contract	2 days	Fri 1/18/19 8:00 AM	Mon 1/21/19 5:00 PM	17	Angela	0%
19	Interpreter Mental/ Behavior/ Medical Training	3 days	Tue 1/22/19 8:00 AM	Thu 1/24/19 5:00 PM	18	Shamus	0%
20	Distribute Interpreters Unlimited Inc. Handbook	2 days	Fri 1/25/19 8:00 AM	Mon 1/28/19 5:00 PM	19	Anita	0%
21	Milestone	0 days	Mon 1/28/19 8:00 AM	Mon 1/28/19 8:00 AM			0%
22	▲ Master Files	5 days	Fri 1/25/19 8:00 AM	Thu 1/31/19 5:00 PM		Jon	0%
23	▲ Assemblage, Organization, and Storage of Necessary Information	3 days	Fri 1/25/19 8:00 AM	Tue 1/29/19 5:00 PM		Jon	0%
24	Gather User Registration	1 day	Fri 1/25/19 8:00 AM	Fri 1/25/19 5:00 PM		Jon	0%
25	Create User Registration List	1 day	Mon 1/28/19 8:00 AM	Mon 1/28/19 5:00 PM		Jon	0%
26	Provide Contractor Information	1 day	Tue 1/29/19 8:00 AM	Tue 1/29/19 5:00 PM		Jon	0%
27	Audit of System to Update	2 days	Tue 1/29/19 8:00 AM	Wed 1/30/19 5:00 PM		Jon	0%
28	Milestone	0 days	Wed 1/30/19 8:00 AM	Wed 1/30/19 8:00 AM			0%
29	▲ Marketing	10 days	Mon 1/14/19 8:00 AM	Fri 1/25/19 5:00 PM		Anita	0%
30	Update Branding Tailored to Each	5 days	Mon 1/14/19 8:00 AM	Fri 1/18/19 5:00 PM		Anita	0%
31	Implement New Requesting Processes to Ensure Customer	2 days	Tue 1/22/19 8:00 AM	Wed 1/23/19 5:00 PM	30	Anita	0%
32	Development of Training Protocols	2 days	Thu 1/24/19 8:00 AM	Fri 1/25/19 5:00 PM	31	Laura	0%
33	Milestone	0 days	Fri 1/25/19 8:00 AM	Fri 1/25/19 8:00 AM			0%



Contract Implementation



making connections nationwide

Interpreters Unlimited, Inc.

10650 Treena Street, Suite 308 San Diego, CA 92131

p. 800.726.9891 | f: 800.726.9822

www.interpretersunlimited.com



Performance-Based Criteria

Interpreters Unlimited assures prompt and accurate service delivery to all customers. As a promise to hold fast to our commitment to customer service, IU offers the **following guarantees for all of services provided:**

- A **live representative** to answer EVERY call – 24 hours a day, 7 days a week.
- Should any linguist be 30 minutes or more late, or if they do not show up at all, **then the first two hours of the next appointment are free.**
- All **Over-the-Phone connections** to an interpreter will be made **within 60 seconds**, or the next 15 minutes is free.

For further information regarding our performance-based criteria, please see our Quality Assurance Plan (Exhibit 14).

(Remainder of this page intentionally left blank.)



July 29, 2019

To: All Potential Respondents
From: Kelli Sizenbach, Purchasing Agent
Subject: RFP1419005108

Addendum One

Please amend the subject RFP to include answers to the following timely received questions:

Q1. I am curious how firm the deadline is for the interpretation/translation bid submission for the DAS? May we ask for an extension?

A1. **Is there a recommended deadline?**

Q2. Please confirm whether or not we are required to provide face-to-face written translation services?

A2. **Respondents are ask to provide proposals for the services they are able to provide.**

Q3. As page 18 of the proposal only has one row for written translation pricing, can we provide pricing by language in a separate table?

A3. **No, please provide cost information in the table provided.**

Q4. Will all questions and answers from all vendors be shared across all interested parties?

A4. **Yes.**

Q5. What is the anticipated or historical annual volume of words for written translation services? What is the anticipated or historical annual volume of minutes for conference call interpretation services by percentage? What is the anticipated or historical annual volume of minutes for video remote interpretation services?

A5. **These are unknown as this is a new service for the State of Iowa.**

Q6. What is the anticipated or historical language mix for written translation services by percentage? What is the anticipated or historical language mix for conference call services by percentage? What is the anticipated or historical language mix for video remote interpretation services by percentage?

A6. **These are unknown as this is a new service for the State of Iowa.**

- Q7. Will partial bids be accepted, or are all bidders required to submit bids on all services? For example, can bidders bid on conference call interpretation only or must they bid on all services outlined in the RFP?
- A7. Yes, respondents can respond based on the services they provide.
- Q8. What is the average per minute monthly call volume for telephone interpretation?
- A8. Telephone interpretation will not be included in this RFP, only conference calls.
- Q9. In what file(s) format will your documents be submitted for translation?
- A9. Microsoft Word will be the most likely format, however, other formats may be submitted as they arise.
- Q10. Would you accept and consider rates based on tier pricing based on volume?
- A10. Please provide cost in the table provided. If there are specific discounts, please provide those as well.
- Q11. Do you possess samples of documents/forms that are most commonly submitted for translation?
- A11. Not at this time.
- Q12. What scoring percentage (if any) will be allocated for MBE participation?
- A12. No scoring percentage is allocated for this.
- Q13. Are you currently in a reciprocal relationship with national recognized MBE certifications such as the Women's Business Enterprise National Council (WBENC)?
- A13. No. The State of Iowa has a Target Small Business program.
- Q14. Is conference call interpretation service the same as telephonic/over-the-phone interpretation service?
- A14. No, conference call may be over the phone or via webex (or similar software) and will include multiple parties instead of a one-to-one conversation. Conference call interpretation is more likely going to be a meeting type setting versus a conversation.
- Q15. Can the government please provide more details on budget and details on past usage?
- A15. There is not a budget released at this time. This is a new service, so past usage is unknown.
- Q16. Could you please confirm if this is the only statewide language contract? Are agencies other than DAS utilizing the contract?

- A16. This contract will be for all agencies and political subdivisions within the State of Iowa.
- Q17. Could you please confirm the name of the language is “Kinyarwana” or “Kinyarwanda”?
- A17. Correct, it is Kunyarwanda.
- Q18. Could you please confirm the name of the language is “Tigrinya” or Tigringna” (exhibit 13)?
- A18. Both are correct, they are the same language.
- Q19. Please let us know what regions are below languages from (exhibit 13): Chin-Mizo Dialect, Karen, Karenni, Kayan, Kirundi, and Kunama?
- A19. Chin-Mizo Dialect - Burma
Karen - Myanmar
Karenni - Myanmar
Kayan - Borneo
Kirundi – Burundi, parts of Tanzania, Democratic Republic of the Congo, and Uganda
Kunama - Western Eritrea and Ethiopia
- Q20. The language industry regularly operates by subcontracting to freelance interpreters. Are freelance interpreters considered subcontractors for the purposes of this RFP? If so, including all of them would be burdensome as we regularly work with thousands of contractors. It also impacts individuals' privacy and requires disclosure of confidential information in a publically accessible document. Would it be possible to amend the requirement to include a representative sample with the individual name, contact information, and qualifications of our subcontractors?
- A20. Yes, freelance interpreters are considered subcontractors. If a respondent is concerned with confidentiality in their response, please see Form 22 included in the RFP.
- Q21. Is the State asking for all resumes to be included in the proposal- this would be burdensome for a number of reasons. Would it be possible to amend this requirement to only list a representative sample?
- A21. No, the state is asking for all resumes.
- Q22. How many vendors is the State of Iowa looking to award?
- A22. This is unknown at this time.
- Q23. Could we add content to our response in the pricing table or modify the format of the table in order to include all relevant terms? What specific modifications would be acceptable?
- A23. No, please include pricing per the table. If there is something that needs to be adjusted, please provide that in the next round of questions and suggestions.

- Q24. Are the terms of the sample contract terms and agreement negotiable?
- A24. If there are areas that are not acceptable to the respondent, please note that within your response.
- Q25. Is a list of prospective bidders for this RFP available? If so, please provide that list or its accessible location online.
- A25. This is unknown.
- Q26. "Respondent will provide general user training and administrator training." Please confirm that the "users" referenced in this requirement are the ordering agencies that order from the contract, and the "administrator" is the government administrator. If so, will the government accept online / web training?
- A26. That is correct and online training is sufficient.
- Q27. Earlier this year the state issued RFP's for the state court system (VRI) and state prison system for interpreting services. Will these two state agencies be excluded from this statewide contract?
- A27. This contract will be open to all agencies, including those previously included in a solicitation.
- Q28. Will the state consider separating the two types of interpreting services into 2 separate RFPs – one for spoken languages and one for ASL interpreting services?
- A28. No, these services will all be incorporated into one RFP. If a respondent only provides certain services, they are encouraged to respond based on the services they do provide.
- Q29. Industry standards for sign language interpreting include a 2-hour minimum on all assignments. Will the state honor the standards of practice in the sign language interpreting field?
- A29. If the Respondent requires a two-hour minimum, please include that in your cost proposal.
- Q30. Industry standards for sign language interpreting include full payment for scheduled services when the buyer cancels will less than 24 hours' notice. Will the state honor a 24 hour cancellation notice?
- A30. If the Respondent requires this, please include it in your proposal.
- Q31. Video remote technology used for sign language interpreting far exceeds technology used by spoken language video interpreted calls. Sign language is a 3-D language that off the shelf video technology struggles to support during interpreting situations. Will the state evaluate the technology platforms offered by sign language interpreting companies differently than those offered by spoken language interpreting agencies?

- A31. The State understands each proposal will provide different solutions and is prepared to look each proposal individually.
- Q32. On page 16, the state asks vendors to describe their ability to provide video recorded versions of the interpretation. What is the purpose of making a video recording of the interpretation? How will it be used in the future. Please share the consumer consent form that will be used prior to capturing a video recorded interpretation. Please share the interpreter consent form used prior to capturing a video recorded interpretation.
- A32. The recording may be needed for legal or open records purposes. There is not currently a consent form for this as it is a new service, however, the State of Iowa will address this with the winning respondent(s).
- Q33. Please explain the rationale for Exhibit 7 – Criminal History and Background Investigation – and does this mean of all the interpreters that are involved in the performance of this contract? How soon after award must proof of background check be provided? Specifically list what jurisdictions this will be required.
- A33. If there is an exception needed for this, please provide that within your response.
- Q34. Conference Calls. Is this for spoken language only?
- A34. Potentially, it could be ASL through Webex or a similar software.
- Q35. Once the state makes award of statewide interpreting contracts what portion of the contract will be publically displayed?
- A35. The whole contract is public information.
- Q36. “Describe any reports available to the State of Iowa.” Are there any specific types of reports that the State of Iowa would like the vendor to make available to them?
- A36. Usage reports would be important, beyond that, the State is looking to respondents to provide information on the reports available.
- Q37. “Describe any performance-based incentives and disincentives that the Respondent would propose including in the resulting contract.” Are there any specific incentives and/or disincentives that the State of Iowa would like to see proposed under this contract?
- A37. The State is looking to respondents to provide this information.
- Q38. What standards have you set for Respondent’s account representatives?” Where it refers to the Respondent’s “account representatives,” who specifically is it referring to here? Would this include the interpreters and translators who work under the contract, or would this just include the individuals who are supporting the contract from an administrative aspect, such as the schedulers, contract POC, finance team, etc.?

- A38. This would refer to anyone within the Respondent's organization that would be dealing with the contract.
- Q39. One of the questions is about days/ hours available – Do you require customer care support 24/7?
- A39. The requirement is business hours; however, Respondents are asked what hours they can provide.
- Q40. Will services be Ad Hoc or are they Pre Booked? This is particularly important for some of the more rare languages where we may need to pre book interpreters to cover the assignments
- A40. This will depend on each department's need. Most likely, these will be ad hoc services.
- Q41. Since the Iowa Department of Administrative Services (DAS) is planning to award to contracts to multiple vendors, how will work be distributed?
- A41. This will depend on the Respondent(s) that are awarded contracts.
- Q42. Would DAS accept alternative pricing, e.g. pricing broken down by language?
- A42. No, please use the attached cost proposal table.
- Q43. Whether companies from Outside USA can apply for this? (like, from India or Canada)
- A43. Yes.
- Q44. Whether we need to come over there for meetings?
- A44. Yes.
- Q45. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
- A45. No
- Q46. Can we submit the proposals via email?
- A46. No.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.

Signature

Amanda Caraker

Typed or Printed Name

8/14/2019

Date



August 6, 2019

To: All Potential Respondents
From: Kelli Sizenbach, Purchasing Agent
Subject: RFP1419005108

Addendum Two

Please amend the subject RFP to include answers to the following timely received questions:

- Q1. Would you prefer conference calls to be with simultaneous or consecutive interpreting?
- A1. Typically, consecutive would be preferred. However, this could depend on each individual situation.
- Q2. There is a requirement of supplying resumes for all interpreters providing services on this contract (page 16, exhibit 14). Our company does business with thousands of vendors across the US. While it is common to provide resumes for all face-to-face interpreters, it's unusual to be asked to provide resumes for all over-the-phone interpreters. This is because your calls could be routed to any of 4,000+ interpreters. We're concerned about the effort to provide you with 4,000+ resumes. Also, does your staff intend to review this many resumes? As an alternative, could we provide resumes for specific interpreters upon request?
- A2. Please provide the resumes for the individuals most likely to provide conference call and face-to-face interpreting for this contract.
- Q3. The format for the "Cost Proposal" (paragraph 3.3, page 18), does not completely provide the format typically found on this type of RFP. Could you please amend the Cost Proposal format as follows:
- a) Allow "per minute" pricing for "Conference Calls" and "Video Remote Interpreting". This will be to Iowa's advantage since many of these calls will run less than an hour.
 - b) Allow two sets of pricing for "Conference Calls": Spanish and All Other Languages. This is typical in the industry since the cost of providing Spanish is much lower than all other languages
 - c) Allow two sets of pricing for "Written Translation": Spanish and All Other Languages. This is typical in the industry since the cost of providing Spanish is much lower than all other languages

- d) Allow an optional separate charge for "Desktop Publishing" for translated documents. This is typically charged by the hour or by the page. (Note: Desktop publishing is not needed for documents that are primarily text).
- A3.
 - a) Provide a price per hour, if you have a price per minute, you can include that as well.
 - b) Provide a set price for all languages.
 - c) Provide a set price for all languages.
 - d) Provide this information in the "other" box.
- Q4. Please confirm that most or all calls will be a "meeting type setting" instead of "one-to-one conversations". If these calls are in a conference setting, does Iowa provide the users with a high quality speaker phone (preferably with satellite microphones)?
- A4. The State is looking for pricing for meeting type conference calls. The equipment used may be different based on the specific Agency and location.
- Q5. Can we submit a cost proposal for face to face services by regions of the state?
- A5. Yes.
- Q6. Will state agencies be required to utilize this contract for the listed services or can they continue utilize their current contracts?
- A6. No, they will not be required to use this specific contract.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.

Signature

Amanda Caraker

Typed or Printed Name

8/14/2019

Date

Attachment #3
Form 22 – Request for Confidentiality
SUBMISSION OF THIS FORM 22 IS REQUIRED

THIS FORM 22 (FORM) MUST BE COMPLETED AND INCLUDED WITH YOUR PROPOSAL. THIS FORM 22 IS REQUIRED WHETHER THE PROPOSAL DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND ELIMINATED FROM EVALUATION. COMPLETE PART 1 OF THIS FORM IF NO INFORMATION PROPOSAL DOES NOT CONTAIN CONFIDENTIAL INFORMATION. COMPLETE PART 2 OF THIS FORM IF THE PROPOSAL DOES CONTAIN CONFIDENTIAL INFORMATION.

1. Confidential Treatment Is Not Requested

A Respondent not requesting confidential treatment of information contained in its Proposal shall complete Part 1 of Form 22 and submit a signed Form 22 Part 1 with the Proposal.

2. Confidential Treatment of Information is Requested

A Respondent requesting confidential treatment of specific information shall: (1) fully complete and sign Part 2 of Form 22, (2) conspicuously mark the outside of its Proposal as containing confidential information, (3) mark each page upon which the Respondent believes confidential information appears **and CLEARLY IDENTIFY EACH ITEM for which confidential treatment is requested; MARKING A PAGE IN THE PAGE MARGIN IS NOT SUFFICIENT IDENTIFICATION**, and (4) submit a “Public Copy” from which the confidential information has been excised.

Form 22 will not be considered fully complete unless, for each confidentiality request, the Respondent: (1) enumerates the specific grounds in Iowa Code Chapter 22 or other applicable law that supports treatment of the information as confidential, (2) justifies why the information should be maintained in confidence, (3) explains why disclosure of the information would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and e-mail for the person authorized by Respondent to respond to inquiries by the Agency concerning the confidential status of such information.

The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFP. The confidential information must be excised in such a way as to allow the public to determine the general nature of the information removed and to retain as much of the Proposal as possible.

Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Respondents may not request confidential treatment with respect to pricing information and transmittal letters. A Respondent’s request for confidentiality that does not comply with this form or a Respondent’s request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting Respondent’s Proposal as non-responsive. Requests to maintain an entire Proposal as confidential will be rejected as non-responsive.

If Agency receives a request for information that Respondent has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such information, Respondent shall, at its sole expense, appear in such action and defend its request for confidentiality. If Respondent fails to do so, Agency may release the information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Respondent fails to comply with the request process set forth herein, if Respondent’s request for confidentiality is unreasonable, or if Respondent rescinds its request for confidential treatment, Agency may release such information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

