



WOMAN OWNED SMALL BUSINESS -  
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**January 15, 2021 / IFB 710210024**

**Response To:  
Arkansas Department of Human Services  
Attn: Office of Procurement  
P.O. Box 1437 Slot W345  
Little Rock, AR 72203-1437**

**IFB – Sign Language Interpreter Services (On Site and Video Remote-ASL)**

**Prepared by:  
Joe Whittington, Director Customer Support  
A Foreign Language Service Corp  
40 West Baseline Road, Suite 204  
Mesa, AZ 85210  
(480) 813-4242  
jwhittington@400languages.com**

## Critical Selection Factors Overview:

### 2.4 SCOPE OF WORK - Individual responses

#### AFLS Response:

A Foreign Language Service (AFLS) meets and exceeds all requirements specified in Scope of Work and solicitation documents. AFLS is a high-volume on-site, telephonic and video remote interpretation-ASL; and written transcription and translation company located in Mesa, Arizona. With large and small contracts in multiple other states. In business since 1998 as a provider of a full suite of language support solutions, AFLS can support all State of Arkansas departments/facilities throughout 75 counties under one contract. With the capability to deliver three critical solutions. Video remote interpretation (VRI) - ASL, onsite interpreter services – ASL; and optional telephonic interpreter support and document translation services. With over twenty seven years of exemplary service performance, we are uniquely qualified to meet the daily support needs of State of Arkansas Department of Human Services, 24/7/365. As with many other State governments and municipalities, Federal government and hospital systems of similar size. AFLS can serve as your sole language access vendor to promote the highest quality services provided by State of Arkansas DHS.

Typically, three days after contract award. Our approach provides implementation and easy to use staff training with a plan that meets and exceeds typical end-user requirements.

In addition to the lifesaving services we provide to Hospitals, other healthcare, emergency services (EMS), housing and health departments we have experience supporting American Sign Language (ASL) as well. Whether you access our on-site services or Video Remote-ASL through any desktop or laptop, via our free App from any tablet or handheld device your **User Profile** will be set up for RID and QAST verified interpreters

AFLS Corporate Capability - 27 year highly successful history, WOSB (woman owned small business), Disadvantaged Business Entity (DBE) and Minority Business Entity (MBE), GSA contract, provider of Telephonic and Video Remote-ASL interpreter services; Document Translation Services; On-Site interpreter services and other peripheral language support services.

**On-Site ASL Interpretation (OSI)** – Also called face to face interpretation. AFLS provides live person-to-person interpreting at physical locations specified by the client throughout the entirety of the southwest region and most major cities nationwide. The requested interpreter will be chosen from a large pool of interpreters that together speak over 200 languages including American Sign Languages (ASL), and who specialize in a variety of subject matters; this includes medical and courts or federally-certified linguists for a variety of settings. Interpreters are quality tested and verified prior to being placed on one of our projects. Our interpreter will fluently interpret the languages necessary to enable the parties to communicate and achieve all performance goals. Both consecutive and simultaneous skilled interpreters may be requested.

Simply call, text or email AFLS customer service; or access the secure user scheduling portal with language, address, point of contact, date, time and hours required. A confirmation email will be sent to you.

**Video-Remote ASL Interpretation (VRI) Services** - For our top-demanded languages, including real time American Sign Language (ASL) without the need to preschedule, 24/7. Our VRI service connects clients to an ASL and the most common languages video interpreter in 30 seconds or less, on average.

## 2.5 OTHER CONTRACT REQUIREMENTS - Interpreter Responsibility

### AFLS Response:

In addition to ASL, AFLS greatly exceeds the number of supported languages, over 400, via telephonic, on-site support and video-remote ASL; with industry certified interpreters and translators available 24/7/365. AFLS will be highly responsive as State of Arkansas's customer support, technical or services delivery needs as they change and evolve over time due to health pandemics, natural disaster, or civil unrest. We will quickly add additional ASL and new and emerging languages.

AFLS interpreters, translators, other operational staff, customer support, IT/voice/data/video security and accounting departments are fully trained and fully compliant with all Federal Regulatory compliance and Arkansas requirements, laws, themes, goals and executive orders regarding patient healthcare and student personal information protections (privacy protections).

## Corporate Capabilities Overview and Customer Support Organization

### AFLS Response:

AFLS is a woman minority owned small business (WOSB), and minority business entity (MBE), wholly owned by the company's co-founders and co-owners, Kajia Wen and Bill Peters. We do not have any existing debt, Small Business loans, Venture Capital or other forms of debt which would give another individual or entity an ownership claim in the Company. AFLS does not anticipate making any divestitures, acquisitions, mergers, buyouts, or takeovers soon that could otherwise, interrupt or adversely affect the quality and availability of our services. Financial information can be provided upon request. This is a privately held company.

Your dedicated Account Manager, in addition to AFLS customer support team. State of Arkansas will be assisted by dedicated Account Executive, Joe Whittington. Joe will be responsive to your needs and work directly with you to oversee implementation, explore your language solutions requirements, and ensure overall customer satisfaction throughout your relationship with AFLS. He will set up accounts for all departments within 75 counties, perform training, and serve as your primary point of contact for scheduling and administrative issues. You will also be supported 24/7 by AFLS Customer Support.

Joe brings to the position a longstanding and highly successful track record of more than 20 years that includes high-profile leadership positions and recognized sales achievements in the Government sector. As a frequent speaker and language support services advocate, Joe specializes in forming strategic alliances with services that add cost-savings, performance value and federal regulatory compliance for enhanced customer operations with reduced manpower burden. He provides exemplary technical customer support to all customers.

Joe served as sales and customer support consultant providing language support services for nine years, where he won multiple federal and state contracts, nurtured key relationships and enhanced strategic partnerships that led to significant personnel and job performance enhancements for Government personnel job performance. Prior to joining AFLS, Joe worked for General Dynamics for over twenty years providing engineering support services to Department of Defense and fifteen NATO nations. Held Top-Secret clearance in this position. Joe attended University of Maryland, University College, earned a Bachelor of Science in Engineering Technology and Management.

Joe Whittington's ongoing Account Support Responsibilities for State of Arkansas include:

- Developing relationships with key stakeholders to ensure the service provided by AFLS meets and exceeds expectations.
- Acting as the main point of contact for users to raise questions, concerns, or areas of new interest.
- Ensuring that all customer concerns are dealt with professionally, appropriately and in a timely manner.
- Monitoring management information to assess usage and performance.
- Attending service reviews to discuss AFLS performance and new contract objectives.
- Ensuring that all customer communications are channeled to the correct AFLS departments for timely action to include coordinating and organizing formal and informal staff training.

## Qualifications

### AFLS Response:

AFLS is an industry recognized provider of a full range of language support solutions and can readily support all requested services required in the solicitation under one contract commencing within days after contract award. AFLS possesses the capability to deliver core solutions— On site ASL and video remote interpretation (VRI) ASL services to include other language support services if requested with a highly tailored and compliant support approach to meet the needs of State of Arkansas to exacting specifications. We are highly qualified to enhance technology outcomes with better interpreters and connectivity to our services, highly repeatable and consistent services, and a tailored support plan to meet each State of Arkansas location specific needs as they engage and support the public. In our technical approach we describe our approach and processes to include the following key qualifications and performance attribute.

- Significant experience over the past two decades supporting healthcare and state clientele.
- Significant understanding of the local and regional language demographics and specific needs in the State of Arkansas.
- AFLS staff linguists and interpreter personnel who have recently been employed or currently embedded in Arkansas with greater understanding of the State of Arkansas mission and enhance results and outcomes.

Why Choose AFLS - With immediate support from AFLS via phone, text or email your dedicated account manager, customer support team, and senior management support team will always remain immediately available as you access various tools, apps, and helpful tips and guidelines to allow you to reach customers faster and more often versus working with one of our competitors. We provide reliable fast, accurate and scalable language solutions that will transform the experience of your limited English proficient, deaf and hard-of-hearing customers. AFLS possesses the experience, people and technology to convert difficult language barriers into powerful educational tools and practices designed to support State of Arkansas research and product support needs.



Security - Highly secure voice/data/video interpretation and translation services such as on-demand interpreter with average connect time of 6 to 15 seconds to both common languages and those of lesser need. This is made possible through the collaboration of our recruiting, workforce management and technology investments and support teams. With our industry leadership regarding non-Healthcare customers AFLS is among the first to know when changes in demographics and language needs occur based on the hundreds of interpretation and translation language requests we receive daily and weekly. Our program managers, schedulers and senior management team practice real time scheduling, which means staffing levels are adjusted every 15 minutes to meet the fluctuating demand of our customers. Our customers and interpreters utilize our secure platform, which is available twenty-four hours a day. Your support profile will be tailored to meet the scheduling needs at the typical times required for State of Arkansas with the ability to expand and grow over time as required.

#### Required Certifications / Licensure and professional memberships AFLS interpreters required to hold.

##### AFLS Response:

AFLS is an active member of the American Translators Association (ATA) and the Arizona Court Interpreters Association, associate members of NCIHC (National Council on Interpreting in Health Care) in addition to the many governing bodies and organizations related to the language access industry and the customers we serve. As Federal regulatory guidelines are passed down, such as ADA, HIPAA and ACA law we are active participants in the implementation into performance of services with our public and commercial clientele.

Regarding individual state contracts, such as State of Arkansas – SOW, Section 2.4, 16, AFLS will meet all credentialing requirements and other industry standard interpreter validation and verification requirements regarding quality assurance and technical performance.

#### Past Experience with Similar Size State Contract - AFLS Highly Successful Track Record

##### AFLS Response:

The preponderance of our longstanding customer base is the hospital and health care sector supported by medical certified interpreters. Followed by legal, and state public services. In addition to the life saving services we provide to Hospitals, other healthcare, emergency services (EMS), housing and health departments. Our ASL interpreters are trained, and possess the knowledge, skills and abilities to be service sector agnostic. On the average day, for example, *our interpreters support critical engagements from medical, police/fire, housing departments to international manufacturing technology discussions through to successful outcomes.* To include technology events, scientific forums and a wide range of technical symposia. Whether you access our services on-site or via Telephone, Video through desktop or laptop, via our free App from any tablet or handheld device your **User Profile** will be set up as State Government/Public allowing interpreters to anticipate that customers may have a detailed checklist of performance or assistance criteria to be accomplished, versus a medical or court appointment. Whether real time access to interpreters or pre-scheduled for rare languages or critical meetings.

#### Capabilities Overview – other value added services

##### AFLS Response:

As required, AFLS greatly exceeds ASL on-site and ASL video remote with over 400 languages via telephonic, on-site support and video-remote; with industry certified interpreters and translators available 24/7/365. AFLS will be highly responsive as State of Arkansas's customer support, technical or services delivery needs change and evolve over time. We will quickly add new and emerging languages; or perform sufficient test and check-out to ensure our services may

be integrated into your Zoom and MS Teams apps, software tools, and website features to the maximum extent possible.

AFLS interpreters, translators, other operational staff, customer support, IT/voice/data/video security and accounting departments are fully trained and fully compliant with all Federal Regulatory compliance laws, themes, goals and executive orders regarding patient healthcare protections (privacy protections).

Located in Mesa, Arizona for the past 27 years AFLS supports State of Arizona contracts and numerous other state contracts, providing the exact services required by State of Arkansas. With the exception of unforeseen surges that we are prepared to quickly adjust to AFLS maintains an existing organization in place to immediately support all State of Arkansas performance requirements within days after contract award. *Regarding nationwide support contracts AFLS maintains certified interpreters and translators in most major cities and their metropolitan areas for immediate support as requested.*

Regarding our Arkansas support organization AFLS supports all required languages both on-site & video remote-ASL; and (optional) telephonic as needed to meet all customer requests in a timely manner. AFLS maintains a skilled linguistic and administrative staff that are responsible for coordinating daily operations and contract performance nationwide. This includes management, human resources, accounting, sales, production and quality control departments. In addition to staff linguists we maintain a network of over 3500 professional linguists, twenty-four hours a day supporting interpretation and translation requirements as 1099 consultants who serve as the additional structure for the personnel who will be performing services under this contract.

This contract will be supported by certified ASL interpreters found on official Arkansas/US RID Registry website with valid certifications and licenses on file.

How do you ensure that your interpreters are not only fluent in the languages being interpreted but also the cultures between which they are interpreting.

**AFLS Response:**

Significant hiring and ongoing Quality Assurance measures are in place to ensure best hiring practices and high quality job performance. A multi step hiring process is in place that may include, dependent upon awarding agency requirements, criminal history; background check, finger printing, non-disclosure agreements and HIPAA review signature on file. Typical hiring process includes:

- Submit resume/internal review
- Pass interview with staff senior linguist and HR
- Provide copies of job history, educational degrees, experience, certifications, accreditations
- Pass language proficiency test
- Pass background check
- Sign AFLS non-disclosure, code of conduct, interpreter ethics, and other confidentiality statements
- ASL interpreters must possess one of the following: RID, NAD or BEI certification and state license with copies on file.

The above requirements are completed on a case by case basis and may not be completed in entirety due to the lack of interpreters and resources in some areas. After a 120-day milestone of successful performance interpreters are considered experienced. Ongoing telephonic and video remote ASL interpreter QA observations are scheduled on a regular basis

to include.

- Customer Support Skills: Is interpreter polite, professional, culturally appropriate, does interpreter follow customer instructions and industry standard practices
- Interpreting skills: Is the interpreter complete, accurate, and professional. Does the interpreter have command of both English and native language while interpreting, following interpreting protocols

Critical Approach - How does the company collaborate with its network of interpreters? How are services scheduled? Is it possible to request interpreters after successful collaborations?

**AFLS Response:**

Two critical AFLS groups will be in frequent contact with the customer and your dedicated account representative to ensure availability of interpreters with best knowledge, skills and abilities to meet customer needs and expectations. Interpreter Relations: manages all aspects of interpreter hiring, qualifications and manpower availability levels. Interpreter Scheduling: manages all aspects of meeting contract/customer operational and performance requests. Your dedicated account manager shall serve as the primary point of contact.

Services may be scheduled in a way most convenient to the customer via phone, email or using the secure user portal. Upon contract award AFLS offers a fully customized approach to implementation and support based on your support needs. The purpose of the meeting is to determine your preferences and establish expectations and objectives to be accomplished. Your account manager and customer support team will be in regular contact with each customer throughout the state.

Telephonic Interpretation – to ensure fast connect to the next waiting interpreter a highly successful next in queue call center process is in place to direct your call to an available interpreter. It is unlikely that you will receive the same interpreter upon successive engagements or upon request.

How AFLS interpreters held accountable for ensuring they uphold standards of equity and quality.

**AFLS Response:**

Both AFLS staff personnel, staff interpreters and field interpreter personnel (in accordance with state law) are regularly provided training and refresher courseware and training outlines addressing a wide range of subject matter. Materials are typically Federal regulatory guidelines and procedures; and industry standard practices to be incorporated into practice. Interpreters are subject to announced and unannounced observations of assignments and job performance by managers or quality inspectors. Personnel are assessed on professional, timeliness, attire and overall interpretation and job performance skills. Monitor of 1099 contractor performance is performed in accordance with state law.

## **Proposal – Narrative Format**

### **1. Overview of Company or Organization**

A Foreign Language Service (AFLS) is a high-volume video remote ASL and on-site ASL provider located in Mesa, Arizona. In business since 1998 as a provider of full language suite solutions, AFLS can support all requested services under one contract. With the capability to deliver three critical solutions required by all political subdivisions. With twenty seven years of exemplary service performance, we are uniquely qualified to meet the daily educational support needs of State of Arkansas. As with many customers of similar size and mission AFLS can serve as your sole language access vendor to promote the highest quality services provided to S.

AFLS describes an approach and process that may be immediately implemented for State of Arkansas to include on-site and video remote ASL interpreting. Typically, three days after contract award. Our approach provides implementation and staff training with a plan that meets and exceeds the requirements outlined in the solicitation. We believe our plan is efficient, effective and maximizes the benefits, and services outcomes for all State of Arkansas stakeholders.

#### **Quoted Services – Available five days after contract award.**

- On-Site American Sign Language Interpretation (OSI) - over 200 languages supported, support area nationwide.
- Video Remote ASL Interpretation (VRI) – ASL and most the common foreign languages supported from any desktop, laptop, tablet computers or handheld devices using free secure app.
- Optional - Over the Phone Interpretation (OPI) – over 400 languages supported, 24/7/365, prescheduling may be required to support languages of lesser diffusion.

AFLS provides immediate support for over 400 languages performing on-site, over the phone and video remote interpretation, translations and localization.

AFLS is a woman minority owned small business (WOSB), and minority business entity (MBE), wholly owned by the company's co-founders and co-owners, Kajia Wen and Bill Peters. We do not have any existing debt, Small Business loans, Venture Capital or other forms of debt which would give another individual or entity an ownership claim in the Company. AFLS does not anticipate making any divestitures, acquisitions, mergers, buyouts or takeovers soon that could otherwise, interrupt or adversely affect the quality and availability of our services. Financial information can be provided upon request. This is a privately held company.

AFLS maintains a skilled linguistic and administrative staff that are responsible for coordinating daily operations and contract performance. This includes management, human resources, accounting, sales, production and quality control departments. We maintain a network of over 3500 professional linguists, twenty-four hours a day supporting interpretation and translation requirements as 1099 consultants who serve as the additional structure for the personnel who will be performing services under this contract.

### **Technical Approach - Services Offerings**



**On-Site ASL Interpretation (OSI)** – Also called face to face interpretation. AFLS provides live person-to-person interpreting at physical locations specified by the client throughout the entirety of the southwest region and most major cities nationwide. The requested interpreter will be chosen from a large pool of interpreters that together speak over 200 languages including American Sign Languages (ASL), and who specialize in a variety of subject matters; this includes medical and courts or federally-certified linguists for a variety of settings. Interpreters are quality tested and verified prior to being placed on one of our projects. Our interpreter will fluently interpret the languages necessary to enable the parties to communicate and achieve all performance goals. Both consecutive and simultaneous skilled interpreters may be requested.

Simply call, text or email AFLS customer service; or access the secure user scheduling portal with language, address, point of contact, date, time and hours required. A confirmation email will be sent to you.

**Optional Over the Phone Interpretation (OPI) Services** – Supporting over 400 languages, 24/7/365. Over 2500 active customers to include many high-technology companies are supported by their dedicated account manager with a user profile and IVR call flow specifically tailored to best meet customer staff needs. OPI customers are immediately greeted to begin the interpreter selection process which on average takes 1-3 seconds. All customers have the option to connect to the Interactive Voice Response (IVR) system whether data collection is or is not required. For customers serviced by live operators to handle specific support scenarios, average answer time is under 10 seconds. There is no billing for calls that last 30 seconds or less. Dialogue with their LEP (limited English proficient) customer and interpreter on the line begin as soon as an interpreter joins the line. On average the connect time for Spanish interpreters averages 9 to 15 seconds. If data collection is required (employee/customer name, department, billing code, health care record number, etc.), the system will accept this information, to be provided on the next invoice, collected prior to connect to the requested interpreter.

**Your Secure User Portal and Profile** – Your user profile captures your specific support needs and user access and can be amended as your needs evolve over time at no cost. There are no fees, charges or minimums for services. You pay for the actual minutes you request and use. No additional equipment is required by either AFLS or State of Arkansas to fulfill this contract. AFLS has the capabilities to accommodate all unforeseen increases in call volume to include healthcare emergencies; border surges and refugee resettlements; floods; fires; civil unrest and other spikes of volume. We operate at 70% capacity to allow for volume surges within contract commitment while maintaining connection time to interpreters.

There are three ways to reach a real time AFLS Telephonic or Video Remote Interpreter, from any telephone or mobile device; or from any desktop or laptop computer:

- From any landline or mobile device by dialing in from any type of phone to your dedicated toll-free number and entering your account code.
- From any computer or laptop through the web.
- From any smartphone, handheld device or tablet via the app.

You will be greeted by an Interactive Voice Response (IVR) system.

- Dial - Your assigned call-in toll free number.
- Enter your pin followed by the # sign.
- Dial \* to speak the language (or to spell it using the number keys). A priority language

selection list may be added to your user profile. 1 for Spanish, 2 for Somali, etc.

- Say the language. Press 1 to confirm
- Your call will be connected to an interpreter
- Your User Profile, at implementation will be selected for Public Agency, Medical or Legal interpreters, or general.

Typical business scenarios accessing a telephonic interpreter:

- To support an incoming call. Quickly and easily request an interpreter and join the calls together.
- To support a face to face meeting at any school facility. Simply dial your toll free number and request the required interpreter. Place the call on speakerphone or pass the handset back and forth while asking the needed questions and responses. Other options include adding a line splitter and adding a second telephone to the phone jack. Pass the second telephone handset to the LEP (person of limited English proficiency).
- Performing a third party dial. Simply dial in to request the needed interpreter. Ask the interpreter to dial a number anywhere in the USA. Ask the interpreter to ask for or locate the required LEP. Begin normal Q&A when the LEP joins the call.

**Video-Remote ASL Interpretation (VRI) Services** - For our top-demanded languages, including real time American Sign Language (ASL) without the need to preschedule, 24/7. Our VRI service connects clients to an ASL and the most common languages video interpreter in 30 seconds or less, on average.

AFLS provides a next-generation video and audio interpreter solution for your employees and remote workers from any desktop, laptop computers; iPad and other tablet computers; and handheld mobile devices. Simply download our provided app. The app replaced the need for phone lines or specialized equipment putting the power of 3,500 interpreters on a device people already carry with them everywhere they go. Seconds count in our business and the ability to reach an interpreter instantly—regardless of teacher's location—is already positively impacting educational outcomes.

Video-Remote and In-Person interpreting, with eye contact, body language and greater reassurance and higher quality for all parties are essential to healthcare and other sectors. Video Remote dramatically replaces some services and expands connectivity for all customers. It is best viewed as a more cost-effective way to buy in-person interpreting.

Our app for Smartphones has been a cutting edge improvement for those customers in the field, including remote and home workers, police officers, service workers and more. AFLS provides State of Arkansas with comprehensive audio/video remote service that delivers truly on-demand access to remote interpreters in every language we offer.

Through our state-of-the-art VRI solution our clients connect to qualified spoken language interpreters. The solution works on most devices, mobile phones, tablets, PCs, and Apple computers. Our app is natively encrypted by design, meaning that each interpreter session is encrypted within the app to ensure that all calls remain confidential and comply with privacy regulations.

The AFLS interface app, shown below, is user-friendly, enabling customers to easily connect to the required

service 24/7/365, either audio or video remote. With the push of a button connects organizations to qualified interpreters instantly. This ensures that you receive the service you need when you need it. Features and benefits include:

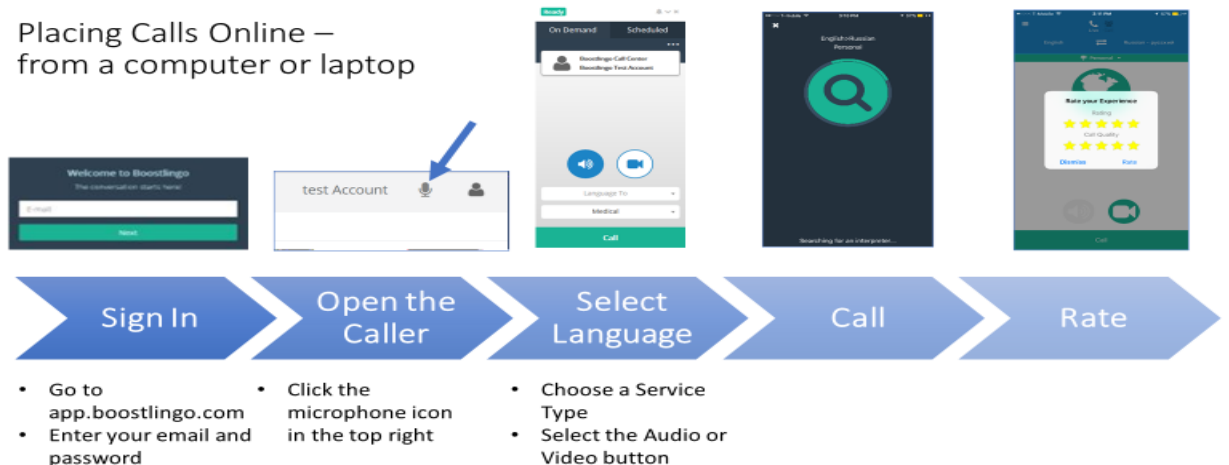
Cost effective alternative to onsite interpreting, when appropriate:

- On-demand access during State of Arkansas required hours of operation and 24/7/365
- Perfect for unplanned situations
- More effective than phone in group setting
- Each call has full end-to-end encryption ensuring privacy and eliminating need for VPN tunnels

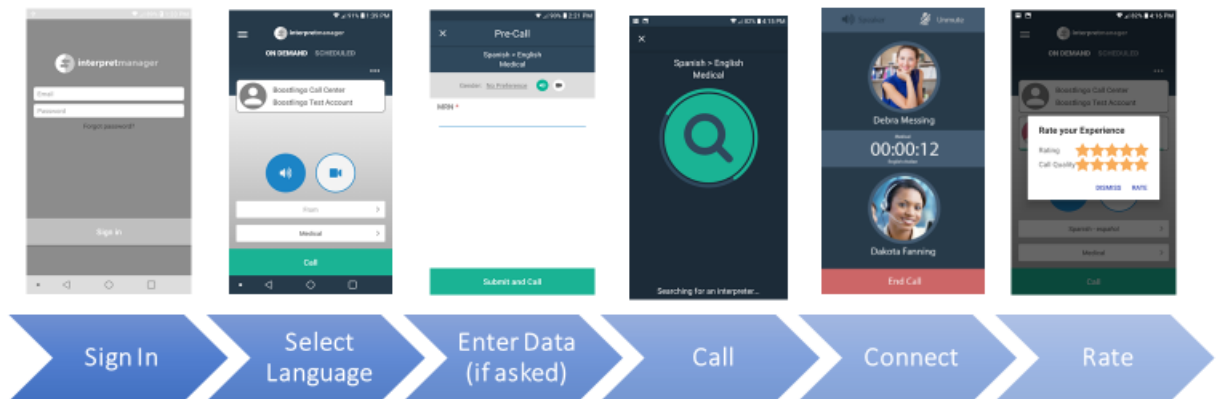
Compliance for the following regulations:

- The Americans with Disabilities Act
- Title VI of the Civil Rights Act of 1964, Policy on the Prohibition Against National Origin Discrimination as it Affects Persons with Limited English Proficiency (LEP)
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency
- FERPA/HIPAA -Health Insurance Portability and Accountability Act (HIPAA)

Placing Calls Online –  
from a computer or laptop



## Calling from InterpretManager App - on a Smartphone or Tablet



**Optional Translation and Localization Services** - Translation services have been successfully performed for over two decades with commercial, Federal and State Government clientele. Our goal is delivering the highest quality translation and localization (websites, forms, etc.) translation services. Our translation department provides both high quality translations for small projects, as well as large complex localization services for websites, multimedia (video, audio, flash), eLearning, software, and much more in over 400 languages. All translations are culturally appropriate, accurate and completed by native level speakers of the languages requested.

Every certified **written translation** is prepared using a process performed by a minimum of three professional linguists per project:

- **Translation:** After consultation with our project manager regarding detailed instructions, schedule and tools to be used (such as translation memory databases and / or review of legacy information describing client-specific products and services,) a professional linguist with relevant account experience and subject-matter expertise will be selected from our network to complete the translation.
- **Editing:** A second subject-matter expert then compares the source text against the translation on a line-by-line basis to ensure that the intended meaning of the source copy has been correctly conveyed and that the style and tone are appropriate, while also cross-referencing client-provided glossaries and other relevant information.
- **Proofreading:** As a final check for accuracy and completeness, a linguist fluent in both languages will proofread to ensure that all text has been translated, formatting and punctuation are correct, spelling, grammar, names and numbers are accurate, and that there are no other objective or cosmetic errors or



omissions. Documents are returned to the approximate form, fit, feel and function of the source file as possible based upon text expansion.

A notarized certificate of authenticity will be provided, as requested, with each completed translation document when provided to the customer.

AFLS incorporates numerous process and procedural standards into a customized workflow for every customer task and for every type of project. We possess a unique world class team who ensure that every project entrusted to us is personally attended to from receipt through final delivery. Each of our internal control processes incorporate quality assurance steps at every stage of the project. Our senior linguist personnel perform Project Management, Localization Engineering, Desktop Publishing, and Quality Assurance in-house. AFLS does not outsource these key program management and quality functions. By centralizing our production management staff at our headquarters office complex, improved communications, coordination and accuracy are a direct result. We can support aggressive timelines and prompt responses to every customer inquiry. Quality monitor and control processes ensure accurate, culturally appropriate and completed by full-time professional linguists who are native-level speakers of the languages requested. 99.9% of our projects are on cost and on time to our customers.

**Your Dedicated Account Manager and Customer Service Team** – AFLS fully endorses a support plan providing State of Arkansas with a customer support strategy that is highly accessible and immediately responsive. To provide the most hands-on customer service approach that is backed by our executive leadership, we will assign a dedicated Account Executive as the primary point of contact to manage your relationship. Joe Whittington provides you with both strategic and day-to-day support and will serve as the primary conduit to product, customer service, and management teams.

We also believe exemplary account support means more than a monthly phone call. Every customer account also receives a dedicated Customer Service Representative to handle standard account functions like reporting, billing, account set up, account and user charge, and basic troubleshooting.

## Capabilities

**AFLS Corporate Capabilities Overview** - Over two decades of extensive Fortune 500, Federal and State Government and health care business experience delivering on-demand language support services to schools, courts, medical clinics, hospitals and over 30 other business sectors. We incorporate lessons learned to ensure we are offering our customers best support with highly qualified interpreters and translators, implementation services, ongoing training and compliance support. Our partnership with thousands of government agencies at the federal, state, county and municipal levels across North America, provides vital language access to public service areas including, but not limited to:

- Primarily, hospitals and other healthcare providers.
- Education and School Districts: K-12 and higher education.
- Services supporting children, women and the elderly.
- Human Resources and other employment services: training, benefits administration, etc.
- Human Services Department: Our interpreters are culturally sensitive and provide superior customer support to those in a variety of different situations.

- Mental Health Facilities, Public Clinics and Health Hotlines: Our medical interpreter training program ensures interpreters are qualified to handle medical interpretation calls.
- Child Support Services, Youth Services and Senior Services: AFLS interpreters are experience working with the youth and the elderly.
- Social Services: public information, benefit administration, community hotlines, WIC
- Health Departments: complete range of medical and health services
- Public Healthcare Facilities: hospitals and clinics
- Regulatory Agencies: housing, environmental, labor
- Municipal, District and Circuit / Superior Courts, Attorneys, Prosecutors: Our Court Interpreter Training ensures interpreters are familiar with legal proceedings, master basic terminology and learn how to interpret typical court encounters professionally and accurately.
- County Offices, County Counsel and Departments, City Clerk, Mayor's Office, Parks and Recreation, and more: AFLS has experience working with a variety of state, city, county and local departments and offices. Our interpreters have the requisite vocabulary to support interpretation in many different situations and contexts.
- Courts and Justice System: information, arraignments, hearings, etc.

AFLS's Translation department can translate all types of materials, in all mediums, on all platforms. Our ability to complete complex, multi-language projects sets us apart.

We translate foreign language documents into English; and English documents into more than 400 languages, including all State of Arkansas languages within the request for proposal. All translations convey the meaning of the original text, read smoothly, and are free from spelling and grammatical errors.

**Industry Recognized Qualified Linguists** - State of Arkansas will have on-demand access to more than 3500 interpreters who are qualified, trained and tested, 24/7/365. Each interpreter must meet the same stringent requirements needed to become an AFLS Interpreter.

**Selection & Training of Resources** - Starting with recruitment, we have created proprietary testing designed to assess applicants' language aptitude as well as computer and communication skills. Rigorous recruiting practices, combined with ongoing training and development, result in the highest level of quality and client care. Each oral interpreter participates as a subcontractor in orientation offered by AFLS whereby the code of ethics, professional demeanor, dress code and the Arizona six tier step for ethics and protocols are discussed and offered so that the interpreter can gain at least tier two through tier four to continue their work here as a subcontracting interpreter.

- **Passing our demanding Interview and Skills Qualification Program** - The process includes assessment of industry-specific terminology, accuracy and completeness of message using memory retention, note-taking and conversion skills, interpreter protocol, customer service skills and language proficiency in both languages.
- **Complete our New Hire interpreter skills validation and verification skills demonstration** - Interpreter skillsets verification varies per states, federal government and agency type, such as Department of State immigration or Hospital environment. Testing may or not be instructor led. Collaborative sessions that instill the professional standards for interpreter quality, ethics, confidentiality, and customer service.

Our experienced recruiting staff screens all potential applications and resumes for prior experience with the language services industry. The typical candidate must possess two years or more of interpretation experience. Some candidates have many more years of experience in the interpretation field, but nonetheless, all candidates will receive training. Specific requirements also include:

- Exceptional command of both English and target language
- Capacity to provide clear and concise oral communication
- Outstanding judgment, negotiation, and conflict resolution skills
- Ability to respond calmly and effectively in all situations
- Excellent presentation skills
- Professional demeanor and appearance
- Must pass a criminal background check prior to hiring

An interpreter candidate undergoes the following process before they are considered qualified to interpret:

**Employment Interview** - The selection process begins with a structured interview with our interpreter relations group. This interview focuses on the candidate's professional, previous experience, and interest in interpreting. As part of our retention strategy, the recruiter also provides a realistic job preview to the candidate.

**Criminal History and Background Screening** – AFLS conducts background screenings on all candidates who accept an offer of employment or contract where permitted by law. Background screening varies by state and customer. Working for AFLS is contingent upon successful completion of the background screening. The background screening where permitted by law, includes SSN Validation, E-Verify, County State and Federal Criminal search, Country criminal report, Healthcare Sanction Screening, Federal Exclusion Screening, Credit Check, Drug Screen as well as Education and Employment verification for corporate staff.

**Contract Kickoff and Implementation Planning** – AFLS believes that an important factor in our success is that we view our clients as partners rather than customers. Setting up your tailored account, implementing your language interpretation needs and maintaining a hands-on approach to ensure a smooth transition and always receiving the best service for your language access needs. Over the past five years, through internal client surveys our client satisfaction and feedback survey measured for on-demand Interpreting Implementation Services results were rated 98% as Good or Excellent.

**Typical Implementation process steps and areas for tailoring –**

- Milestone Event 1 – Meet with State of Arkansas personnel. Typically, about 3 days after contract award.
- Milestone Event 2 – State of Arkansas Needs Assessments / Requirements analysis. 1 week after contract award.
- Milestone Event 3 – Customized Implementation Plan. 10 days after contract award.
- Milestone Event 4 – Commence implementation and Training. 14 days after contract award. Go live.
- Milestone Event 5 – Post-Implementation Quarterly Review. Program assessment 30 days and quarterly after contract award.

Upon award of the contract, our team, led by your Joe Whittington, and in collaboration of our interpretation relations and scheduling teams, begin by assessing your sites' current language program, and provide a full optimization plan for all offices. They will also provide end user training to the State of Arkansas personnel on how to access service, and how language services meet compliance regulations.

### Qualifications

**Why Choose AFLS** - Relying on your dedicated account manager for immediate support and various access tools, apps, and helpful tips and guidelines you will have the ability to reach more customers faster and more often versus working with one of our competitors. We provide reliable fast, accurate and scalable language solutions that will transform the experience of your limited English proficient, deaf and hard-of-hearing residents of State of Arkansas. AFLS possesses the experience, people and technology to convert difficult language barriers into powerful educational tools and practices.

**AFLS offers** - Highly secure voice/data/video interpretation and translation services such as on-demand interpreter with an connect time of 9 to 15 seconds over the 400 languages we support. This is made possible through the collaboration of our recruiting, workforce management and technology investments and support teams. To the customers we support AFLS is among the first to know when changes in demographics and language needs occur based on the hundreds of interpretation and translation language requests we receive daily and weekly. Our program managers, schedulers and Workforce Management team practices real time scheduling, which means staffing levels are adjusted every 15 minutes to meet the fluctuating demand of our customers. Our customers and interpreters utilize our secure platform, which is available twenty-four hours a day for setting and confirming appointments. This system facilitates on time, translation project delivery and interpreter scheduling.

### Summary of Dedicated Support Representative –

| Joe Whittington |   |
|-----------------|---|
| Title           | Sales and Customer Support Manager  |
| Overview        | <p>State of Arkansas will be assisted by dedicated Account Executive, Joe Whittington. Joe will be responsive to your needs and work directly with the district to oversee implementation, explore your language solutions requirements, and ensure overall customer satisfaction throughout your relationship with AFLS. He can also set up custom call flows, custom billing and invoicing options, and ensure that language services are tailored specifically to your needs.</p> <p>Joe brings to the position a longstanding and highly successful track record of more than 20 years that includes high-profile leadership positions and recognized sales achievements in the Government sector. As a frequent speaker and language support services advocate, Joe specializes in forming strategic alliances with services that add cost-savings, performance value and federal regulatory compliance for enhanced customer operations with reduced manpower burden. He is dedicated to providing exemplary technical customer support to all customers.</p> <p>Joe served as sales and customer support consultant providing language support services for nine years, where he won multiple federal and state contracts, nurtured key relationships and enhanced strategic partnerships that led to significant personnel and job performance enhancements for Government personnel job performance. Prior to joining AFLS, Joe worked for General Dynamics for over twenty years providing engineering support services to Department of Defense and fifteen NATO nations. He held a Top-Secret clearance in this position. Joe attended University of Maryland, University College, earned a Bachelor of Science in Engineering Technology and Management.</p> |



Joe Whittington's ongoing Account Support Responsibilities:

- Developing relationships with key stakeholders to ensure the service provided by AFLS meets and exceeds expectations.
- Acting as the main point of contact for users to raise questions, concerns, or areas of new interest.
- Ensuring that all customer concerns are dealt with professionally, appropriately and in a timely manner.
- Monitoring management information to assess usage and performance.
- Attending service reviews to discuss AFLS performance and new contract objectives.
- Ensuring that all customer communications are channeled to the correct AFLS departments for timely action.

Coordinating and organizing formal and informal staff training.

### Qualifications/Experience

AFLS is an industry recognized provider of a full range of language support solutions and can readily support all requested services required in the solicitation under one contract commencing within days after contract award. AFLS possesses the capability to deliver three core solutions—over the phone interpretation (OPI), video remote interpretation (VRI), and translation and localization. With a highly tailored support approach to meet the needs of State of Arkansas to exacting specifications. We are highly qualified to enhance educational outcomes with better interpreters and connectivity to our services, highly repeatable and consistent services and a tailored support plan to meet each school's or departmental needs as they engage and support students. In our technical approach we describe our approach and processes to include the following key qualifications and performance attribute.

- Significant experience over the past two decades supporting Fortune 500, Federal and State customers.
- Significant understanding of the local and regional language demographics and specific needs in the states of California and Arizona, and regionally near your offices.

**Qualifications Include** - Highly secure voice/data/video interpretation and translation services such as on-demand interpreter with an connect time of 6 to 15 seconds to both common languages and those of lessor need in your region. This is made possible through the collaboration of our recruiting, workforce management and technology investments and support teams. With our industry leadership, regarding the school districts we support AFLS is among the first to know when changes in demographics and language needs occur based on the hundreds of interpretation and translation language requests, we receive daily and weekly. Our program managers, schedulers and senior management team practices real time scheduling, which means staffing levels are adjusted every 30 minutes to meet the fluctuating demand of our customers. Our customers and interpreters utilize our secure platform, which is available twenty-four hours a day. Your support profile will be tailored to meet the exacting needs at the typical times required for State of Arkansas with the ability to expand and grow over time as required.



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Thank you very much for your time and consideration. We look forward to working with you now and as language support needs change and evolve over time with best industry solutions.

Should you have any questions or need additional information, please feel free to contact me at 480-813-4242.

*Joseph Whittington*

Joe Whittington  
Director Customer Support  
40 West Baseline Road, Suite 204  
Mesa, AZ 85210  
[www.aflscorp.com](http://www.aflscorp.com)  
Email: [jwhittington@400languages.com](mailto:jwhittington@400languages.com)  
Office: 480-813-4242

