



Lingüistica

I N T E R N A T I O N A L
SUSTAINABLE LANGUAGE SERVICES

Language Interpretation and Translation Services IFB 710-23-0039



INVITATION FOR BID 710-23-0039

**To Provide professional Language Interpretation and Translation Services
to meet the needs of
Department of Human Services
State of Arkansas**

Due By: May 16, 2023 - 1:30 PM CST

PURCHASING REPRESENTATIVE: Nawania Williams

TELEPHONE: 501-320-6511

E-MAIL ADDRESS: DHS.OP.Solicitations@dhs.arkansas.gov



www.linguisticainternational.com (866) 908-5744

4250 West 5415 South Kearns, Utah Fax (801) 262-4622



Lingüistica

INTERNATIONAL
SUSTAINABLE LANGUAGE SERVICES

Language Interpretation and Translation Services IFB 710-23-0039

Table of Contents

Cover Sheet	3
Executive Summary	4
Organizational Capacity	4
Experience/Qualifications	6
1. Proposed Plan for Interpretation Services.....	8
2. Proposed Plan for Translation Services.....	16
3. Pricing and Invoicing:.....	27
4. Liaison Designation and Customer Service Support	28
5. References.....	29
6. Language List.....	30





Linguistica

INTERNATIONAL
SUSTAINABLE LANGUAGE SERVICES

Language Interpretation and Translation Services IFB 710-23-0039

Cover Sheet

**REQUEST FOR PROPOSAL
LANGUAGE SERVICES IFB 710-23-003
(Interpretation and Translation)**

COMPANY NAME: Linguistica International, Inc.

PRIMARY CONTACT: Sabrina Morales, CEO

PHONE: (801) 842-2333

EMAIL: accounts@linguisticainternational.com

ADDRESS: 4250 W 5415 S

CITY/STATE/ZIPCODE: Kearns, UT 84118

FEIN: 45-2767932

DUNS: 602015708

WEBSITE: www.linguisticainternational.com

SIGNATURE: _____

Sabrina Morales, CEO

Date: December 08, 2022



www.linguisticainternational.com (866) 908-5744
4250 West 5415 South Kearns, Utah Fax (801) 262-4622



Executive Summary

Providing High Quality Spanish and other languages Interpretation and Translation Services to the DHS .

Linguistica understands the DHS is required for a qualified consultant to provide interpretation and translation services.

Linguistica will provide and be responsible for proficient Face-to-face (Onsite) Interpretation, Over the Phone Interpretation, and Document Translation for the DHS in hundreds of languages in a timely fashion and at a reasonable price.

Linguistica will provide interpretation and translation services and meet the needs of the DHS as specified in the Scope of Work of the Contract Terms and Conditions.

Organizational Capacity

Provide a brief description of the applicant's organization, including the capacity to provide requested services.

Linguistica International is a Certified Minority Women-Owned business. Our founder Sabrina Morales, staff and trainers work in the field of interpretation and translation nationally and internationally and are recognized in the interpreting and translation sector as leaders and innovators. We are active in many interpretation and translation associations and were instrumental in founding the National Code of Ethics and National Standards of Practice for interpreters, and in healthcare established through the National Council on Interpreting in Healthcare.



Linguistica was founded in 2005 and since then has been providing language services in over 350 different languages to public and private healthcare systems, as well as government agencies across the United States. Our management and support team operates from our HQ in Salt Lake City.

Linguistica currently utilizes a team of over 14,000 over the phone interpreters available 24/7/365. Our coordination center connects over 6,000 interpretation calls daily. Requests range from the most common Spanish and Mandarin to languages of lesser diffusion, such as Mandingo and Quechua.

Over the past two decades we have acquired substantial and successful experience providing specialized services to medical, healthcare, and children/family care organizations nationwide. We currently interpret over the phone, onsite and virtually through Video Remote Interpreting (VRI) services as well as provide document translation services. We have extensive experience in healthcare and interpretation and translation, including in large acute teaching hospitals, psychiatric, and mental health settings as well as government DHS agencies. We are the main interpretation and translation



vendor for hundreds of medical facilities nationwide including New York Health and Hospitals, Primary Children's Hospital, Yale New Haven Hospital, California State Hospital, Smilow Cancer Centers, among others.

We understand the unique challenges faced by interpreters and translators working in DHS settings and the skill set needed to successfully meet these challenges. As a result, our training program includes targeted DHS casework modules, covering specialty terminology, the National Standards of Practice for Interpreting, and the National Code of Ethics for Interpreters.

At Linguistica International, we understand that DHS interpreting requires the ability to use multiple interpreting approaches including 1st person, narrative, descriptive, simultaneous, consecutive, and working with a professional health provider or team. Our interpreters are trained in all methods and techniques to ensure the most accurate delivery of interpreting services.

Personnel List

Sabrina Morales, CEO

Sabrina has completed extensive work in the area of medical and social service interpretation. She is a certified medical interpreter and Bridging the Gap medical interpreter trainer. She has been interpreting for over 23 years and has actively participated in advancing the field of medical interpretation. She founded the Western medical interpreter association, drafted and sought out State Sponsors for the Utah Medical Interpreting Act¹ that provides medical interpreters with a path to state certification, she co-chaired the Policy and Research committee for the National Council on Interpreting in healthcare and assisted in drafting the National Standards for Interpreters in Healthcare². Over the years Sabrina has recruited into the profession, trained and mentored hundreds of interpreters and assisted in the creation of national best practices around training interpreters of lesser diffusion.

She currently serves in various local and national boards to further the medical interpreting profession including the Washington State Coalition for Language Access and the Utah Interpreters and Translators Association. Sabrina completed advanced training at Stanford University Business School and Babson College focusing on Entrepreneurship. She holds an MPA from the University of Utah, and a B.A. in International Affairs and Politics from the American University in Paris.

Jordan Daines, Contract Manager

During the past 6 years Mr. Daines has managed 3 of Linguistica's nationwide cooperative contracts including the largest government cooperative contract NASPO Value Point and the prestigious New York Health and Hospitals account. In addition, Mr. Daines has served as the main point of contact for all of the State of Connecticut contracts including Yale New Haven Hospital and Smilow Cancer Centers. Mr. Daines is well versed at standardizing contractual requirements at an operations level ensuring a streamlined approach to service requirements. Mr. Daines has extensive international



experience, a B.A. in History from Utah State University, and a broad range of project management skills.

Raymond Hsu, Account Manager

Raymond has extensive working experience with Linguistica International as a senior Mandarin and Cantonese linguist, and he also managed the Asian Languages Department for the past 6 years. He is a US government certified Chinese linguist specialized in medical and social services. He has a keen interest in the cultures and languages of the global communities. Raymond was a college instructor and had a long professional career building hospitals and medical health care facilities in USA, Asia/Pacific, Middle East, and Europe. Raymond was educated and trained in design and planning professions at Washington University and Harvard University.

Experience/Qualifications

Describe the Proposer's experience providing the requested deliverables or implementing similar services.

Linguistica International, since its founding in 2005, has acquired substantial and successful experience providing excellent interpretation and translation to DHS and medical organizations. For example, one of our first, longest, and most successful running contracts, dating back to 2002, is with Utah State Medicaid, for whom we have provided over the phone interpretation services for a variety of medical calls including medical visits, applying for Medicaid, patient eligibility, clinical trials, questionnaires, information for medical programs, provider discharge instructions among others.

Currently, we are the language service provider of choice for over 1,000 active clients within the U.S., many of them based in the medical and DHS sphere. In addition to our extensive experience providing over the phone services, Linguistica also provides translation services and on-site interpretation services, all across the healthcare and public sectors.

In 2021 we successfully covered 12+ million minutes of over the phone interpretation, and over 30,000 translations varying in size and scope. Given our present volume, if awarded the DHS contract, we feel confident that we can incorporate the amount of volume generated by this contract into our daily operation and systems to both meet and exceed expectations required in the contract.

Linguistica projects of similar size and scope:

Washington State Healthcare Authority (HCA):

HCA serves as a health care purchaser for millions of Washington residents and has one of the largest language service endowments of any health care system in the nation. Linguistica International helps HCA meet the medical needs of its diverse population by providing over the phone interpretation in nearly three dozen languages, from Spanish, Bengali, and Mandarin to Italian, Hungarian and Turkish.



California State Hospitals:

Administers medical care in the most populous state in America. The size and population of California means that they require medically competent telephonic interpretation to be available 24/7/365, which is what Linguistica has partnered with the Department to provide. As a very ethnically diverse population with large communities from Central and South America, as well as Africa and East Asia, Linguistica regularly provides on-demand, medically sound language assistance services in uncommon languages and dialects, including Min, Wu, and Yue Chinese varieties, Fulani, and Bangladeshi Bengali, as well as Mixteco, Quechua, and other indigenous languages.

State of Michigan Medicaid and DHS:

As an exclusive statewide vendor of telephonic interpretation to the State of Michigan for half a decade, Linguistica provides the State with daily language assistance in medical situations and locations, including acute care hospitals, long-term facilities, and clinics, as well as in health plan and

Medicaid meetings between providers and clients. To provide long term effective and accurate telephonic interpretation in these diverse situations, Linguistica has developed an effective and specialized internal focus on medical and health terminology. As a result, we field some of the best and most highly trained medical interpreters in the industry, in all of the languages we cover.

State of Alabama Medicaid:

Linguistica partners with Alabama Medicaid to provide medical interpretation to their users statewide. In order to effectively meet the volume and organizational requirements of an entire state for a number of years, Linguistica has developed an effective organizational and management structure, as well as efficient operating procedures and workflow processes. As a result, our assignment workflow, ongoing interpreter training and assessment and quality assurance ensure that our clients always have ready access to a live, expertly trained interpreter, with a responsive administrative staff always available to give aid and support.



1. Proposed Plan for Interpretation Services

Provide a detailed description of the Proposer's approach to satisfying the requirements listed in Scope of Work, Description of Services Required.

Linguistica International contracts with over 14,000 trained and qualified linguists. In order to ensure enough interpreters are available at any time, our operations team utilizes our internally developed system "Dynamic Allocation of Resources" allowing us to track previous call volume requirements and adjusting interpreter availability to meet a minimum buffer of 22% above the previous weeks' total volume.

Our ability to support our client's volume is enabled in part by our coordination department which interacts with clients and interpreters utilizing various communication options, including:

- Toll-free access
- Live text support
- Live chat support
- Dedicated client email accounts
- Mylinguistica, our proprietary platform
- Quarterly business reviews
- Application programming interfaces

Our proprietary platform "mylinguistica" is the cornerstone of our operation, allowing clients to interact with our support team, monitor invoices as they are being created, view their complete usage records, schedule service, and more. Its elasticity automatically scales our service lines to accommodate volume spikes and provides the necessary redundancies to create reliable safety nets for all accounts.

Having extensive experience working in medical settings, we tailored mylinguistica as a platform to meet our clients' credentialing, training, and accreditation requirements. We are proud of our ability to interact with healthcare clients and have developed standards and practices to match the requirements of the strictest healthcare credentialing bodies.

Linguistica International has a robust infrastructure that provides all of our clients with an expert group of professional interpreters 24/7/365; each interpreter is evaluated and trained prior to activation. Our coordinators are always available to connect and assist clients with interpreters of the requested language.

Our capacity to handle spikes in volume is supported by a proprietary system we call "dynamic allocation of services", fully integrated within our telephonic platform. In order to support any volume generated by the DHS contract, our Dynamic Allocation of Resources and our roster of interpreters will ensure client access 24/7/365.



Dynamic Allocation of Resources:

Unique to our industry is our ability to track and assign resources automatically always taking into consideration client usage trends and activity. Our proprietary system can use existing data to track usage real time and automatically assigns additional resources (active over the phone interpreters) to support any additional volume generated by the DHS contract as necessary. Our current over the phone active interpreter base will be composed of a minimum of 22% standby active interpreters based on system forecasts that will be immediately connected to support call spikes and ensure minimal disruption.

To ensure all language needs are met we track a set of Key Performance Indicators (KPI) real time.

KPIs	Method	Outcome
*Average Speed of Answer	Our phone system has the capability of tracking the amount of time our clients wait in the queue before their call is answered by a live coordinator. Our phone system reports are reviewed in real-time by our call center manager/s to ensure timely call handling with an average answering speed of less than 30 seconds. Our call center monitors are visible by all call center coordinators. This agency wide visibility drives team accountability and keeps our call center within adequate staffing levels. Reports generate by our phone system switch and can be modified to pull additional information as needed and or requested by DHS .	>90% of calls within 14 seconds.
*Interpreter Connection Time	Currently taking into account 100% of our daily call volume we are able to connect to interpreters with an average connection time of 14 seconds.	>90% of calls within 14 seconds.
*Language Availability	All language interpretation requests will be filled irrespective of previous requests. We will ensure our capacity via ongoing HR recruitment and outreach of Languages of Lesser Diffusion.	100%
*Quality Assurance	Calls are recorded for quality control purposes. Our quality control process is designed to audit a minimum of 5% of total calls ensuring that every interpreter is evaluated at least once a quarter regardless of volume. This evaluation includes metrics to capture performance in the following areas: accuracy, completeness, professionalism, interpreting code of ethics compliance, proper use of terminology and courtesy/respect. The evaluation process includes a questionnaire with a point system that will result in a percentage of compliance.	>90%

Language Availability:





Unique to our industry is our ability to track and assign resources automatically, taking into consideration client trends and real-time activity. Our proprietary system is capable of using existing data to track usage real time and automatically monitor language usage data allowing HR supervisors to implement new language needs. Implementation of daily recruitment for all languages including those of lesser diffusion allows clients to have peace of mind when requesting OPI services during any time of the day/night. HR supervisors will assign specific languages to the DHS account HR team members to meet expectations for new language trends.

Interpreter Recruiting, Testing, and Training Recruiting:

Linguistica International takes great pride in assessing candidates prior to activation. Our credentialing processes involve a comprehensive review and validation of a candidates' employment, a background check, and their eligibility to work.

All documentation including certificates are validated against each issuing institution. References and credentials are checked as part of the initial screening process. Once candidate credentials are approved, that candidate is then required to successfully pass a comprehensive test that includes interpreting code of ethics, medical interpreting standards, appointment workflow, terminology, confidentiality, working as part of a medical team and cultural competency.

All aspiring interpreters are tracked from the initial application date to activation. Interpreters are provided with access to our online portal mylinguistica where they are prompted to follow all steps and documentation requirements in order to become active in our system.

Our process guarantees transparency and results in contractors that are fully compliant with our documentation process.

In order to be activated interpreters must complete the following recruitment and credentialing steps:

First Step:

Complete employment application.

Submit resume specifically outlining previous interpretation experience.

Provide proof of a minimum of two years of medical interpreting experience or equivalent experience.

Provide copies (Interpretation and Translation) of all certificates mentioned in the employment application.

Second Step:

Complete and pass the following testing requirements.

Step 1: Individual interviews by recruitment staff.

Step 2: Pass fluency oral test, in languages mentioned in employment application.

Step 3: Code of ethics test.





Step 4: National standards test – including confidentiality and role of the interpreter.

Third Step:

Provide a copy of a valid photo I.D.

Provide a copy of criminal background check or complete one with HR staff.

Provide a copy of HIPAA certificate.

Participate in a 16-hour new hire orientation that includes proven proprietary training methods.

Participate in a 60-hour medical interpreter training live if schedule permits or via mylinguistica.

Successfully pass the training assessment.

Note: In order to demonstrate oral proficiency in English interpreters must show proof of one of the following:

Bachelor, Masters, PhD, or any other degree from any US institution of higher education.

Graduation from any High School from an English language country or from an American School abroad.

One of the following tests (subject to change)

TOEFL (Test of English as a Foreign Language): 570+ on paper; 230+ on computer version; 90+ on iBT.

ELPT (English Language Proficiency Test): 950+

MELAB (Michigan English Language Assessment Battery) 80+

ECPE (Examination for the Certificate of Proficiency in English): PASS

FCE (First Certificate in English, Level 3): A

CAE (Certificate in Advanced English, Level 4): B

CPE (Certificate of Proficiency in English, Level 5): B

IELTS (International English Language Testing System) 7.0+

Oral proficiency in the target language(s) -- “L2” demonstrated via:

Bachelor, Masters, PhD, or any other degree from an institution of higher education where L2 is spoken.

Graduation from a high school of the country where L2 is spoken.

ACTFL Oral Exams (American Council on the Teaching of Foreign Languages): 3.5 + /Advanced

Mid-Level (see www.actfl.org)

ACTFL comparable evaluation

Pre-Employment Screenings/Requirements:

Linguistica Healthcare Orientation

ID Badge Clearance

IT Access and Clearance

Our training program includes targeted modules, covering specialty terminology and the National Standards of Practice for Interpreters and the National Code of Ethics for Interpreters.





At Linguistica International, we understand that interpreting requires the ability to use multiple interpreting approaches including 1st person, narrative, descriptive, simultaneous, consecutive, and working with a professional provider or team. Our interpreters are trained in all methods and techniques to ensure the most accurate delivery of interpreting services.

The main areas of training include:

- Confidentiality
- Speed of Delivery
- Terminology
- Cultural Sensitivity
- Customer Service
- Code of Ethics for Interpreters
- National Standards
- Legal Requirements for Interpreters including HIPAA

Each interpreter is required to successfully pass a comprehensive test that includes cultural competency as well as several supervised quality control reviews.

Continuing Education

We train all interpreters regularly to maintain high levels of cohesiveness and quality. All interpreters must participate in monthly in-house trainings and/or monthly conference call trainings. All of our trainings are available to our contracted interpreters on demand via mylinguistica and we incentivize regular participation by making it a necessary precondition for seniority interpreter status, which increases assignment preferences.

Our interpreters can log on to their mylinguistica account anytime and view over 100 different trainings focused on terminology, specific specialty areas, and healthcare interpreter standards among others. Interpreters are also able to view client specific materials aimed at aiding them in their specific assignment area.

Sample Interpreting Training topics included on-demand include:

- Code of Ethics
- National Standards
- Note-taking
- School based terminology
- IEP Meetings
- Suspension Hearings
- Special Education



Language Interpretation

The quality evaluation process for over the phone interpreters involves:

- Calls are recorded and stored in secure encrypted servers.
- Calls are retrieved to perform evaluation.
- Supervisor's schedule quarterly evaluations of recorded calls for every interpreter.
- Each call is evaluated using point system that will result in a percentage of compliance.

The interpreter is evaluated following specific steps included in our quality control evaluation sheet for over the phone interpreters.

The interpreter evaluation index feeds off of a data set gathered and maintained in a mylinguistica contractor score card, giving us visibility to work traits such as accuracy, completeness, professionalism, interpreting code of ethics compliance, proper use of terminology and courtesy/respect.

Understanding the behavioral aspect and work ethic of each linguist, we are able to not only assess the suitability of the individual but also qualify and match interpreters to any given environment or assignment with the ultimate goal to provide the best patient experience.

The interpreter is then provided with feedback and a written report of the evaluation; if the interpreter scores between 90-95% they are required to undergo additional retraining and successfully pass a secondary evaluation. If the interpreter scores lower than 90% they are automatically removed from our active team of interpreters.

All interpreters that are required to undergo additional training will be evaluated on a weekly basis until they are cleared for standard reactivation.

The supervisor stores results electronically.

Monitoring and Evaluation:

Linguistica International has successfully implemented language service contracts for many medical clients over the past 16 years. Due to the continuation of development of new and innovating technology we have been able to increase our call fill rates every year.

2021 was a year of improvement for Linguistica as our call fill rates increased by 10% compared to the previous 2 years. We are committed to provide superior quality services as well as include the newest technology to improve the work environment while still maintaining competitive rates. Our quality assurance plan described below has allowed us to increase our ability to cover all call requests and maintain excellent quality interpreters and services. Linguistica International conducts ongoing



quality assurance evaluations on all service areas to minimize and address any potential and actual deficiencies.

Our evaluations are focused on meeting the highest quality levels. All of Linguistica's over the phone interpreters are evaluated at least once per quarter and are provided with clear steps to address any deficiency. Quarterly evaluations are electronically maintained for reporting purposes.

All interpreters that are required to undergo additional training will be evaluated on a weekly basis until they are cleared for standard reactivation.

The supervisor stores results electronically. These reports will be made available to DHS upon request.

Mitigation Process:

Linguistica International's Disaster Recovery Plan includes various case scenarios mitigated as described below.

Linguistica International utilizes a fully redundant system to ensure 100% up time. In the event of a power outage, we will automatically switch to generator power without any interruptions to operations. In the event of a service outage from one of Linguistica International's service providers, we will utilize a triple redundant system. If one service is down the service will automatically move to the next service without any interruptions to service.

In the event of a total facility loss all of Linguistica International's systems are backed up on an Amazon Cloud based server. Immediately after ensuring the safety of all personnel the Linguistica International operations team can commence transferring all system to the backup site. Operations will be re-established in our backup facility within 24 hours.

Business Continuity: Disaster Response

Linguistica International utilizes an Active/Active A/A network architecture to ensure true call center continuity. A/A refers to a replication of data in two sites; where a failure occurs, another takes its place. A/A networking allows the possibility of highly tailored and rapid "real-time" changes to the underlying network operation. Our A/A network will ensure 99.9999% up time. Our A/A network will require no manual switching of our data servers in case a power outage was to occur.

While our A/A Network will be designed to support the intake of calls our contingency plan in the event of a power outage will also be supported by backup generators which will keep all vital systems running indefinitely in the event of a power loss. In the event of a total facility loss our systems are backed up off site real time and our operations can resume within 24 hours.



Chain of Command & Contact List:

The DHS may dial our toll-free number and ask to speak to a supervisor such as the assigned HR supervisor(s) or the Account Manager for the account. All calls are stored and monitored in our proprietary system.

The DHS may also send an email to the designated supervisor or account manager email address for issues that are not time sensitive.

The HR supervisor(s) and or account manager will open an investigation concerning the issue and contact the DHS in 24 hours or less. Contact List: HR Supervisor(s), Account Manager(s), Executive Team, CEO.

Complaint Resolution Process and Collection of Customer Feedback:

Clients wishing to provide feedback may do so through the following methods: telephone, Mylinguistica, and email.

Telephonic feedback may be provided by calling our toll-free number: 866-908-5744. All calls are recorded and stored in our secure and encrypted server. This allows us to track the time and date the call was received and reply/resolve any question, comment, or concern the client may have regarding services or his/her account. Feedback will be forwarded to the corresponding supervisor and a solution will be offered in a timely manner.

The DHS authorized staff will have access to our client web-portal via our proprietary system. Mylinguistica has a dedicated function tab that allows feedback to be provided online. In order to submit feedback users will need their credentials to log into the system. Once submitted it will be tracked and delivered to the appropriate Account Manager. All feedback will be reviewed and resolved within 24 hours.

Feedback may also be submitted via email. Upon contract execution the DHS will be provided with the email (and phone number) of their account manager, who will be in charge of overseeing their account and personally addressing any concerns and feedback.

When a client calls or we receive a client email with a complaint or concern it is immediately entered into our database issue tracker and escalates to the appropriate supervisor to review and resolve. Issues and concerns are always handled in a professional and timely matter and clients can always expect a quick follow up to their issue. Our issue tracker ensures that all concerns are taken care of within 24 hours.



2. Proposed Plan for Translation Services

Provide a detailed description of the Proposer's approach to satisfying the requirements listed in the Scope of Work, Description of Services Required.

At Linguistica International, we understand that health care translation requires the ability to work with a professional health provider or team. Our translators are trained in all methods and techniques to ensure the most accurate delivery of translating services.

Currently, we are the translation provider of choice for over 1,200 active clients, many of them based in the medical sphere. In addition to our extensive experience providing medical translation services, Linguistica also provides over-the-phone interpretive services and on-site interpretation services, all across the healthcare and public sectors.

Linguistica's current annual volume of translation services is over 5 million words. Given this, if awarded the DHS contract, Linguistica will automatically scale to incorporate the amount of volume precipitated by this contract. Based on the volume projected in the IFB we anticipate that the contract would increase our volume and would necessitate additional translators, all easily accessible from our current roster of professional translators. Our Pool of professional translators is drawn largely from the United of States.

Linguistica places a high value on professional certifications and actively monitors industry developments that may impact requirements and best practices. We are active in many global interpretation and translation associations, including the American Translators Association, and were instrumental in establishing the National Code of Ethics and National Standards of Practice for interpreters with the National Council on Interpreting.

C.1. Recruiting, testing, training, and monitoring

Linguistica takes meticulous care in the recruitment, training, and constant assessment of its translators, as well as in the monitoring of their work. Below you will find our new hire and training processes.

Once applicants have submitted their translation certification from an accrediting bodyⁱ they are assessed, tested, hired, and trained by one of our experienced trainers.

The main areas of training include:

- Translation specific processes – encryption, electronic document management.
- Confidentiality
- Terminology – account specific translation memory.



- Cultural sensitivity
- Customer service
- National Code of Ethics for Interpreters
- National Standards on Interpreting
- Legal Requirements for Healthcare Interpreters including HIPAA

Each translator is required to successfully pass a comprehensive test that includes translation process workflow, encryption, security methods, and cultural competency in addition to translation memory.

Our recruitment processes are similarly stringent. All aspiring translators must complete the following recruitment steps:

First Step:

- Complete employment application.
- Submit resume specifically outlining previous translation experience.
- Provide proof of a minimum of five years previous translation experience.
- Provide copies of all certificates mentioned in the employment application.

Second Step:

- Complete and pass the following testing requirements.
- Step 1: Individual interviews by recruitment staff,
- Step 2: Complete a sample translation in both target language/s and source language/s,
- Step 3: Code of ethics test,
- Step 4: National standards test – including confidentiality and encryption process.

Third Step:

- Provide a copy of a valid photo I.D.
- Provide a copy of criminal background check.
- Provide a copy of HIPAA certificate.
- Participate in a 16-hour new hire training that includes: Linguistica International translation guidelines, encryption and security safeguards, translation memory, electronic document management, confidential destruction of document (hard copies and electronic formats), National Standards, Code of Ethics as well as other basic skills, TRADOS, CAD, and other translation software commonly utilized.
- Successfully pass the training assessment.



Linguistica International's translator training programs are regularly updated to follow the highest national standards established by the leading translation associations. Below you will find our new hire training curriculum:

- Linguistica International translator guidelines and work ethic
- 16-hour new hire translator guidelines
- Confidentiality – including all federal acts and regulations.
- Cultural competency
- Depending on the location of the translator the exam is performed: face to face (in one of our recruitment sites), via our video conferencing system or via conference call. The oral exam is typically 30 minutes long and candidates' responses are recorded.

The written portion of the test includes:

- Sample translation in both target and source language/s
- Knowledge based test evaluating comprehension of all training material.
- Ongoing appraisal of translators and reassessment of qualifications are done through a three-step ranking system in which translators are graded based on level of experience, years translating, and number of trainings completed.

At Linguistica International we train all linguists regularly to maintain high levels of cohesiveness and quality. All linguists are required to participate in monthly in-house trainings and/or monthly conference call trainings.

All of our trainings are freely available to our contracted linguists. Our cultural awareness trainers have been certified by national accrediting organizations, including the National Multicultural Institute in Washington DC., the Cross-Cultural Health Care Center in Santa Rosa California, and the Monterrey Institute of Linguistics in Monterrey, California. Our expert trainers bring the theoretical know-how and diverse personal experiences that enhance learning opportunities.

Sample training topics we offer include:

General Trainings:

- Translating at advanced level
- Cultural Health Beliefs 101
- Bridging the Gap
- Passing the State and National linguist Certifications Prep. Class
- The U.S. Healthcare System



Knowledge Based Trainings: Level I (All trainings 2.5 hours long)

- Why Cultural Competency is Important
- The Bennet Model of Cultural Competency
- The Cross Model of Cultural Competency
- Characteristics of Cultural Competency

Awareness Based Trainings: Level II

- Benefits of Cross-Cultural Working Teams
- Impact of Cultural Variables on Team Building

We provide clients with translators that are specialized in a client's industry and categorize our translator profiles by specialty area. We propose to offer the DHS a professional team of medical translators relevant to the required needs.

All of our translators are internally qualified prior to activation. In addition, 42% of the total number of translators active in our system are ATA certifiedⁱⁱ. For the remainder, and for all languages not certified by ATA, we require similar certification levels through corresponding accredited bodies.

C.2 Organizational Structure/ Staffing Levels

We are confident that we are ready to accommodate all of the DHS document translation volume. Our translation department processes hundreds of document translation requests daily. Our ability to process large volumes of translation requests is facilitated by our proprietary platform Mylinguistica, which keeps us connected with our extended pool of ATA certified translators across the United States and gives us access and control over the entire workflow of each translation from start to finish, including the critical steps of quality control and formatting. Our process allows us to handle large translations through teams of interpreters, expediting the return of the finalized document.

C.3 Preserving the Confidentiality of Information

As detailed above in our translator training, client confidentiality is of the utmost importance to Linguistica International, and a fundamental factor in our continuing success. Linguistica is HIPPA compliant and will also comply with any additional confidential and proprietary requirements as mandated by the DHS .

Linguistica International and its employees and agents will not make use of any such confidential and proprietary information for its own purposes or for the benefit of anyone other than DHS ; and would deliver promptly to the DHS , upon the termination of the contract resulting from this IFB, including any request, memoranda, notes, records, and other



documents (and all copies thereof) constituting or relating to such confidential and proprietary information.

C.4 Errors & Omissions Coverage

Linguistica International here notes that it carries Errors and Omissions Insurance.

C.5 Service utilization tracking and reporting

Linguistica International makes use of our proprietary platform, mylinguistica, to access and transmit documents for translation, track requests, download reports, billing or other relevant information about the services utilized.

Linguistica International clients are provided with a translation email and access to our online system to request translation services. Our translation department will ensure that all translation requests are received in a secure way.

Translations can be submitted in hard copy format as well as electronically with the following methods:

- ✓ Hard Copy – clients will mail documents to our headquarters.
- ✓ Electronically – documents are submitted as attachments via e-mail to: translations@linguisticainternational.com.
- ✓ Electronically – documents are submitted via our proprietary platform mylinguistica, a secure web-based system that allows controlled access to different service lines. It offers a variety of functions for our clients, including a full section for translations.

Linguistica International works with thousands of translators across North America. Our infrastructure, as well as our tracking ability via mylinguistica will serve as the foundation to ensure we meet contracted timeframes.

Once translation jobs are received, they will be tracked independently within our proprietary system “Mylinguistica”. Each job is assigned with a unique numerical tracking number that will be used to monitor the process from beginning to completion.

Our translation coordinators are responsible to assign all translation jobs based on target language, formatting requirements and completion time frames. All daily translations are assigned to a translator and tracked for completion by each coordinator. Reports are monitored by supervisors on a daily basis to ensure all completed jobs are being uploaded into our tracking system and ready for delivery to our client(s).



Our translation department works to ensure all client translations are exact and faithful to the original message while considering any socio-cultural nuances. In addition, our processes guarantee confidentiality and all documents.

Our entire process respects and protects confidentiality at all levels. Our system is encrypted to ensure compliance with personal health information and personal identifiable information. Prior to activation, our translators are trained to handle high level confidential documents as well as comply with all internal HR policies, including background checks and screenings.

If a client decides to cancel a translation job, they can call our main toll-free number and speak with a translation coordinator. Translations will not be processed prior to client approval unless otherwise required by contract administrator.

C.6 Translation Memory and Technology

Linguistica International partners with SDL Trados Studio for its Translation Memory needs. As such, we implement an alignment feature which enables us to match words across multiple documents, as cross-referenced with any given grammar index or word database a client may supply or wish us to use. Translation memories will be retained and obtainable by the DHS via our platform mylinguistica at any time or by request.

C.7 Translation Project Workflow

1. Receipt of translation. This stage involves examining the request, assessing the technical necessities of the project, noting its deadline, and creating its Statement of Work (SOW). The SOW is an internal document that tracks each job's progress. If there are any discrepancies, or if additional information is needed at this stage, the DHS' proper representative will be contacted. Generally, we will be able to make a precise estimate without needing further information.
2. Acceptance of the SOW. The particular assignment is attached to a certified translator, who is always a native speaker trained experienced in medical translation.
3. First spell check and revision. Spell check is an obvious, but crucial, step in any serious translation process. After spell check, the translated document is prepared for revision. The translator revises their work by comparing the source and target texts, checking the consistency of the technical terms used, checking the register of language, and addressing style issues.
4. Another round of reviews and spell check by a second reviewer. After the revision round, during which all specific translation and language issues are resolved, the text is passed onto another translator, who performs a review. This quality control step involves a monolingual review aimed at



correcting errors, typos, or technical issues that the translator might have overlooked. The reviewer will also focus in particular on the legibility and fluidity of the translation, so that it reads as a native text rather than a translation. The review is normally carried out without the original document and is followed by one final spell check after all corrections have been entered into the text.

5. Delivery of the translated documents in the requested format. After a final check to ensure all documents, text elements, text-in-figures, etc. have been translated and adequately formatted, the translation is now ready to be sent back to the client.

6. Archiving the source and target documents. The source and target texts are archived for future reference, together with the glossaries of technical terms compiled during the translation process. This helps to prepare for further assignments.

Below please find our process with relation to our methodology and outcome, including timeframe to complete a translation.

KPIs	Method	Outcome
Average Speed of Translation	Linguistica International ensures that translations ranging from 0-1,200 words, once received, will be completed within 3 calendar days. Translations that are 1,200-6,000 words will be completed within 5 business days. All other translation volumes will be estimated on a case-by-case basis.	90% within 3 calendar days 100% within 5 calendar days.
Language Availability	All translation requests will be filled irrespective of previous requests. We will ensure our capacity via ongoing HR recruitment and outreach of languages of lesser diffusion.	100%
Quality Assurance	Translations are reviewed for quality control purposes. Our quality control process is designed to audit a minimum of 5% of total documents translated, ensuring that every translator is evaluated at least once a quarter regard less of volume. This evaluation includes metrics to capture performance in the following areas: accuracy, completeness, professionalism, and free from errors or omissions. The evaluation process includes a questionnaire with a point system that will result in a percentage of compliance. Linguistica International will provide raw Q&A data at the end of every quarter to demonstrate the overall level of translator's compliance to quality of service.	>90%



Linguistica International supports all languages specified in the bid, based on the line of service. In addition, other languages will be available if the DHS should need them.

As with face-to-face interpretation, care, mastery of a language, and deep cultural understanding are necessary to create accurate, effective, and meaningful written translations. This is why Linguistica takes great care in the cultivation of our translators, as well as in our rigorous quality control standards. Every translator must pass an extensive training process and become certified through the American Translators Association before fully joining the Linguistica translation team.

Once trained and certified, the translation process itself is structured in order to unfailingly produce professional, clear, and accurate work for all documents. Furthermore, our translators and translations are regularly evaluated for quality.

The quality control process for our translators involves:

➤ **Target Language:**

The objective of this step is to ensure that the translated text accurately reflects the original text.

➤ **Functional and Textual Adequacy:**

Ensures the translated text successfully accomplishes the goals and purpose (function: informative, expressive, persuasive) set for the particular translation and its intended audience (including level of formality). It also attends to cultural needs and characteristics of the audience. Minor or no edits needed.

➤ **Non-Specialized Content – (Meaning):**

The translation accurately reflects the content contained in the original, insofar as it is required by the instructions without unwarranted alterations, omissions, or additions. Slight nuances of meaning have been rendered adequately.

➤ **Specialized Content and Terminology:**

Accurate and appropriate rendition of the terminology. It reflects a good command of terms and content specific to the subject.

Once translation has been evaluated translators are provided with a brief written report of the evaluation, if the translator scores less than 95% that translator is automatically removed from our active team.



C.8 Monitoring and Evaluation

Issue Resolution Process

We will provide the DHS with a clear and efficient complaint resolution plan for how customer complaints will be addressed within 24 hours of reporting a complaint.

When a client calls with a complaint or concern it is immediately entered into our database issue tracker and escalates to the appropriate supervisor to review and resolve. Issues and concerns are always handled in a professional and timely matter and clients can always expect a quick follow up to their issue. Our issue tracker ensures that all concerns are addressed within 24 hours.

C.9 Marketing and Design Services

Linguistica International works with a variety of clients with unique document needs, including marketing documents with complex design and desktop publishing services. We can accommodate to all marketing design projects and have considerable experience working with the following design software tools.

- Adobe InDesign
- Microsoft office publisher
- Scribus
- QuarkXPress
- Serif Page Plus
- Swift Publisher
- Lucid Press
- Spring Publisher
- Adobe PageMaker
- PageStream
- Apache OpenOffice Draw
- iStudio Publisher
- Xara Page & Layout Designer
- PrintMaster
- The Print Shop Professional
- Viva Designe

Our marketing design team typically works on the following types of design projects:

- Brochures
- Newsletters
- Ads
- Presentations
- Websites
- Press releases
- Branded content
- Banner ads
- Reports
- Announcements
- White papers
- Case studies



All projects are completed, and final drafts are submitted to client for review and to accommodate any modifications. Once project is complete and final modifications made the final is submitted ready to print.

C.10 Medical Translator Qualification Requirements

Linguistica International commits to providing translators with:

- A. Minimum of two (2) years of verifiable experience providing medical translation services; and
- B. Proof of passing score obtained on a validated translator test/assessment for medical/healthcare translators

C.11 Collecting, Storing and Making Available Proof of Translator Qualifications within 24 hours

Linguistica International commits to furnish evidence of translator qualification, upon request, within 24 hours.

As detailed above, Linguistica has in place extensive quality control measures, and commits to providing evidence, within 24 hours upon request, of quality assessment results.

Linguistica commits that all of its translators will remain qualified for the life of this contract.

Linguistica further commits to discontinue the use of any language professional on this contract deemed unqualified by the DHS .

C.12 Designated Point Person and Customer Service Support

Linguistica International designates our project manager Jordan Daines to act as a single point of contact for the contract. Mr. Daines possesses significant experience serving as a project manager and point of contact on language service contracts and is qualified to act on Linguistica's behalf for any needs or issues that may arise during the course of the contract.

Mr. Daines will serve as the primary point of contact for the DHS system wide to handle translation requests, respond to inquiries and requests in a timely fashion, and troubleshoot issues involving the contract and performance of translation projects.

C.13 Reporting Requirements

Linguistica commits to provide periodic reports to the DHS , just as stipulated in the IFB.

All of Linguistica's reports shall also be available through our propriety platform, "mylinguistica", access to which will be provided to the DHS upon awarding of the contract.



C.14 Performance Metrics and Quality Assurance

As detailed above in our technical proposal, Linguistica International adheres to all of the DHS quality performance metrics.

Linguistica International commits to abide by all stipulations and requirements enumerated in the IFB.

3. Pricing and Invoicing:

1. Pricing

Please Note: Refer to Official Bid Price Sheet

- **ATA Certified Interpreters are not available.**
- **All interpreters and translators employed by Linguistica International are certified.**

2. Invoicing

Invoicing Submittal Method 1 (Standard Invoice):

Linguistica's invoicing department will submit a monthly invoice 15 days after the end of each month to each of our billing contacts. The invoice will be sorted by type of service and department if applicable. Linguistica International is able to submit invoices electronically as well as in hard copy format. The DHS account will have the option to request invoices electronically in PDF and/or Excel formats. In addition, the invoice will be organized in chronological order providing all required detail information for each transaction. Finally, the invoice will need to be approved considering all individual transactions as part of the entire invoice.

Note: that Linguistica International is able to fully customize your invoice to meet any requirements needed to expedite the approval process.

Invoicing Submittal Method 2 (Electronic Approval via mylinguistica.com):

Linguistica's invoicing department will release a monthly invoice 15 day after the end of each month via mylinguistica's client billing portal. Each transaction will represent an individual invoice and will be sorted by type of service and department if applicable. Each billing contact will have access and

visibility to their own invoicing activity based on their cost center/facility and will require a line-by-line approach to approve each payment. The approval process facilitates all information required to validate each transaction including E-Signatures captured at the time service for in-person appointments and call recordings in the event of over the phone interpreting services.

Step 1

A DHS invoice approver designee will access the online client web portal mylinguistica via secure log-in. Access is limited to each user based on account(s) assigned at the time of account set up. Note that Linguistica's billing system has the capability to assign several claims/appointments/calls to one main Invoice or handle each claim as an independent invoice. DHS will have the option to select the best method to organize invoices.



Step 2

A DHS invoice approver designee will access the detailed activity for each line item by clicking on the arrow next to each claim/appointment/call. All relevant information for each claim will then display providing full visibility to approve or deny the claim. In this part of the approval process, the invoice approver designee will have the ability to enter any notes in case of denials or to approve each individual claim.

4. Liaison Designation and Customer Service Support

Designated Liaison: Jordan Daines, 801-262-4550 accounts@linguisticainternational.com

Alternate Contact: Maria Aguilar, 801-262-4550 mariaa@linguisticainternational.com

Linguistica International operates a U.S. based 24-hour call center located in Salt Lake City, Utah. Uniquely in our industry, Linguistica never outsources work to other language service companies, or utilizes other companies' infrastructure. We are committed to meeting the requirements of our client's requests internally and with professional interpreters. Our call center telephone system and proprietary database are maintained by our full time IT dept. managed and staffed around the clock.

Our current clients demand a reliable platform that will provide them with the necessary infrastructure and language service support they need 24/7. Our platform can process unlimited simultaneous calls involving the same or different languages, and we are able to handle simultaneous calls from 911 dispatchers, E.R.s, and correctional facilities making our on-demand services one of our most unique offerings.

5. References

Contact information for references who can speak to the Proposer's experience and quality of services

Dodie Goldberg

Marin County

3501 Civic Center Drive #404

San Rafael, CA 94949

415 473 7067 T

415 473 2994 F

CRS Dial 711

Services Offered: Fluency Evaluation of Marin County Bi-lingual Staff, Interpreting and Translation Services

dgoldberg@marincounty.org

Heidi Graham

Idaho Department of Health and Welfare

208-334-5617

Service Offered: Over the Phone Interpreting and Document Translations

heidi.graham@dhw.idaho.gov

Tamara Watkins

Tennessee Department of Health

615-650-7097

710 Hart Lane Nashville TN 37243

OTP translations

Services Offered: Over the Phone Medical Interpreting Services

tamara.watkins@tn.gov

6. Language List

Linguistica International offers interpretation services in over 350 languages and dialects. Below please find a partial list of available languages.

Acholi (Sudan-Uganda)	Hausa	Neopolitan
Afghan	Hawai'i Creole	Nepali
Afrikaans	Hebrew	Nigerian
Akateko	Hindi	Norwegian
Akan	Hmong	Nuer (Sudan)
Albanian	Hokkien	O'Odham
Amharic (Ethiopia)	Hunanese	Oromo (Ethiopia)
Arabic	Hungarian	Pangasinan
Armenian	Ibo	Pashto (Afghanistan)
Ashanti	Icelandic	Persian (Afghanistan)
Assyrian	Ilocano	Persian
Azerbaijani	Ilonggo	Polish
Bangladeshi Bengali	Indonesian	Portuguese
Bambara	Inupiat	Portuguese Creole
Belorussian	Iraqi Arabic	Punjabi
Bosnian	Italian	Quiche
Brazil-Portuguese	Javanese	Romanian
Bulgarian	Japanese	Russian
Burmese	Jula	Samoan
Cakchiquel	Kachchi	Saudi Arabic
Cambodian	Kanjobal	Sarahuleh/Soninke
Cantonese	Kannada	Serbian
Cape Verdean	Karen	Serbo-Croatian
Catalan	Karenni/Kayah	Shanghainese
Cebuano	Kazakh	Sichuan/Szechuan
Chaldean	Khmer	Sicilian
Chao Chow	Kikuyu	Sindi
Cherokee	Kinya/Rwanda	Sinhalese
Chin (Falam & Hakha)	Kongo	Slovak
Chinese	Kirundi	Slovakian
Chippewa	Korean	Somali
Choctaw	Krahn	Soninke
Chuukese	Krio	Sorani
Crioulo	Kunama	Spanish

Croatian	Kurdish	Sudanese
Czech	Kurmanji	Susu/Soso
Danish	Lakota	Swahili
Dari (Afghanistan)	Lanvhou	Swedish
Dinka (Sudan)	Lao	Sylheti
Dutch	Latvian	Tadzhik
Ebon	Levantine Arabic	Taechew
Edo	Lingala	Tagalog
Egyptian Arabic	Lithuanian	Taiwanese
Eritrean	Luganda	Tamil
Estonian	Luo	Telegu
Ethiopian	Maay Somali	Thai
Ewe	Macedonian	Tibetan
Fanti	Malay	Tigrigna (Eritrea)
Farsi	Malayalam	Toisan
Filipino	Malinke	Toishanese
Fijian	Mam	Tongan
Finnish	Mandarin	Trukese/Chuukese
Flemish	Mandingo	Turkish
Foochow	Mandinka	Twi
French	Marathi	Ukrainian
French Cajun	Marshallese	Urdu
French Canadian	Mien	Uzbek
French Creole	Mirpuri	Vietnamese
Fukienese	Mixteco	Visayan
Fulani	Moldovan	Wenzhounese
Fuzhou	Mongolian	Wolof
Ga	Montenegrin	Yemeni Arabic
Garri	Moroccan Arabic	Yiddish
Georgian	Navajo	Yoruba
German	Ndebele	Yugoslavian
Grebo		Yu'pik
Greek		Zande
Guamanian		
Gujarati		
Haitian Creole		
Hakka		

Linguistica International EEO

Practice Note

Compliance with federal anti-discrimination laws requires covered employers to inform employees of their right to be free from workplace discrimination and retaliation. The [Equal Employment Opportunity Commission](#) (EEOC) under [Title VII of the Civil Rights Act of 1964](#) requires employers to post workplace notices, and covered employers typically include a policy statement on equal employment opportunity (EEO) in employee handbooks and other sources of workplace policies distributed to employees. EEO policies also apply to vendors, contractors and other third parties with whom the employer conducts business. Employers with government contracts or that receive government funding may have additional notice of rights requirements. State or local laws may expand the list of protected categories. This policy statement expressly addresses the prohibition on workplace harassment. For information about state and local EEO requirements, see [Equal Employment Opportunity/Discrimination Laws](#). For more information about the EEOC's notice posting requirements, see [The "EEO Is The Law" poster](#).

Linguistica International provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Linguistica International complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Linguistica International expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Linguistica International's employees to perform their job duties may result in discipline up to and including discharge.

Sabrina Morales

Sabrina Morales, CEO

08/16/2022

BID RESPONSE PACKET
710-23-0039

BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:	Linguistica International, Inc.			
Address:	4250 W 5415 S			
City:	Kearns	State:	Utah	Zip Code: 84118
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit			
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input checked="" type="checkbox"/> Hispanic American <input checked="" type="checkbox"/> Women-Owned <input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American			
AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>				

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for bid solicitation related matters.</i>			
Contact Person:	Jordan Daines	Title:	Account Manager
Phone:	801-262-4550 X2888	Alternate Phone:	801-618-1454
Email:	accounts@linguisticainternational.com		

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.
<input checked="" type="checkbox"/> Prospective Contractor does not and will not boycott Israel.

An official authorized to bind the Prospective Contractor to a resultant contract must sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's bid to be disqualified:

Authorized Signature: _____ Title: CEO

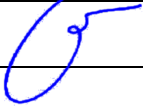
Printed/Typed Name: Sabrina Morales Date: 04/28/2023

SECTIONS 1 - 4 VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

NONE

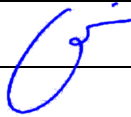
By signature below, vendor agrees to and **shall** fully comply with all requirements as shown in the bid solicitation.

Vendor Name:	Linguistica International, Inc.	Date:	04/28/2023
Signature:		Title:	CEO
Printed Name:	Sabrina Morales		

ATTESTATION OF PERSONNEL EXPERIENCE

By providing a signature below, the Prospective Contractor attests that all personnel that can provide services defined in this solicitation and provided under an established contract will have at least one (1) year of experience providing interpreter and/or translation services within the last five (5) years.

Please refer to [Linguistica International Proposal](#).

Vendor Name:	Linguistica International, Inc.	Date:	04/28/2023
Signature:		Title:	04/28/2023
Printed Name:	Sabrina Morales		

SECTIONS 2.3 MINIMUM QUALIFICATIONS

- *Include a list of certified or registered interpreter employees who are on file with the Administrative Office of the Courts. For verification purposes, names will be validated against the Registry of Court Interpreters.*

[illegible]

- *Include the name, language(s), and certification number of all ATA certified interpreters and translators able to provide services defined in this solicitation and provided under an established contract in the table below. Prospective Contractor may use a separate document if additional space is required.*

[illegible]

- *Include the name and language(s) of each non-certified interpreters and translators able to provide services defined in this solicitation and provided under an established contract in the table below. Prospective Contractor may use a separate document if additional space is required.*

[illegible]

- Contractor must have an operational toll-free number, within the United States, to access all services. Provide the toll-free number in the space below.

Toll-Free Number: 866-908-5744

PROPOSED SUBCONTRACTORS FORM

- **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP
NONE		

☒ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

DOCUMENTATION CHECKLIST

As outlined in section 2.3 Minimum Qualifications in the solicitation document, please provide the following:

- Official documentation of active registration from the Arkansas Secretary of State's Office
- Official Bid Price Sheet
- All documents provided in the bid response packet
- Copy of Vendor's Equal Opportunity Policy
- Signed Addenda, if applicable
- EO 98-04 Disclosure Form (Attachment A)

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR:

SUBCONTRACTOR NAME:

☐ Yes ☐ No

IS THIS FOR:

TAXPAYER ID NAME:

Goods? Services? Both?

YOUR LAST NAME:

FIRST NAME

M.I.:

ADDRESS:

CITY:

STATE:

ZIP CODE:

COUNTRY:

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

F O R I N D I V I D U A L S *

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☐ None of the above applies

F O R A N E N T I T Y (B U S I N E S S) *

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☐ None of the above applies

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature _____ Title _____ Date _____

Vendor Contact Person _____ Title _____ Phone No. _____

Agency use only

Agency Number _____ Agency Name _____ Agency Contact Person _____ Contact Phone No. _____ Contract or Grant No. _____

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: April 28, 2023
SUBJECT: 710-23-0039 Language Interpreter and Translation Services

The following change(s) to the above referenced IFB have been made as designated below:

- ☐ Change of specification(s)
☐ Additional specification(s)
☒ Change of bid opening date and time
☐ Cancellation of bid
☒ Other

CHANGE OF BID OPENING DATE AND TIME

- The bid submission date and time has been changed to May 16, 2023, at 1:30 p.m. Central Time.
- The bid opening date and time has been changed to May 16, 2023, at 2:00 p.m. Central Time.

OTHER

- Section 1.29 Schedule of Events, has been changed to the following dates and times. All other dates will remain the same:

Response to Written Questions, On or About May 4, 2023
 Date and Time for Bid Submission, May 16, 2023 @ 1:30 p.m.
 Date and Time for Bid Opening, May 16, 2023 @ 2:00 p.m.
 Intent to Award Announced, On or About May 25, 2023

The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Nawania Williams, DHS.OP.Solicitations@dhs.arkansas.gov, and 501-320-6511.

Vendor Signature

05/01/2023

Date

Linguistica International, Inc.
Company

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203

ADDENDUM 2

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: May 5, 2023
SUBJECT: 710-23-0039 Language Interpreter and Translation Services

The following change(s) to the above referenced IFB have been made as designated below:

- ☒ Change of specification(s)
☒ Additional specification(s)
☐ Change of bid opening date and time
☐ Cancellation of bid
☒ Other

CHANGE OF SPECIFICATION(S)

- Section 2.3.A in the solicitation, remove and replace with the following:
The Contractor **must** be registered to do business in the State of Arkansas and in good standing by the initial start of any resulting contract. For verification purposes, Contractor **must** provide a [Certificate of Good Standing](#), [Certificate of Authority](#), other required [Arkansas Secretary of State](#) documentation such as non-filing or nonqualifying statements, upon DHS request.
- Section 2.3.C in the solicitation, remove and replace with the following:
Contractor **shall** use qualified interpreters for the area of expertise requested. Prospective Contractor **must** provide both certified and non-certified interpreters and translators. For purposes of this solicitation, certified interpreters refer to those that are certified by the American Translators Association (ATA) and non-certified interpreters refer to those that are qualified and have been assessed for professional skills including proficiency, training, and experience. For verification purposes, Prospective Contractor **shall** provide the names and language(s) for each certified and non-certified interpreter and translator on pages five (5) and six (6) Tables 2 and 3 of the bid response packet.
- Section 2.4.D in the solicitation, remove and replace with the following:
The Contractor **shall** provide certified and non-certified (qualified) foreign language. DHS reserves the right to request simultaneous interpretation services.
- Remove Section 2.10 in the solicitation, remove and replace with the following:
 - A. Applicable to all in-person and all court interpreter services and pursuant to Arkansas Code Annotated (A.C.A.) § 19-11-273, Contractor shall comply with A.C.A. §21-15-101 et seq, or any amendments thereto, Should an applicant, Vendor's agent or employee be found to have been convicted of a crime listed in A.C.A. §21-15-101 et seq, that individual shall be prohibited from providing services. Should an applicant, Vendor's agent or employee be found to have been named as an offender or perpetrator in a true, substantiated, or founded report from the Child Maltreatment Central Registry, the Adult Abuse Central Registry, or the Certified Nursing Assistant/ Employment Clearance Registry, the individual/applicant/employee shall be immediately disqualified.
 1. Prior to contract start or when requested by DHS, the Contractor **must** provide, at no cost to the State of Arkansas, the following Criminal Background Check Reports on individuals providing services in person:
 - The Contractor
 - The Supervisors and Employees
 2. All employees or agents of Vendor, providing interpreter services in-person **must** pass a criminal background check prior to the commencement of their work. No employee or agent of Vendor shall

be scheduled to commence in-person work until and unless they have passed a criminal background check.

- B. For services provided via telephone or by internet video conference by non-certified qualified interpreters, all individuals must submit a criminal background check as outlined above, or otherwise provide a commercially run criminal background check to the state upon request. If Vendor cannot provide a criminal background check on an individual who will be providing services, then that individual may be prevented from providing interpreter services, unless otherwise approved by the DHS Privacy Office or Office of Chief Counsel.
- C. DHS reserves the right to determine if a company employee or hired individual passes or fails the criminal background check based on the results of the report. If the individual fails, they shall not be allowed to provide services under any resultant contract resulting from this IFB.
- D. Online Background Reports Will Be Accepted.
 - 1. Arkansas State Police (ASP) certified background reports on all employees or individuals providing in-person services **shall** be provided to DHS prior to providing services, including employees or individuals that may be added at a later date.
 - a. Background reports **must** be current. Current is defined as background reports which are dated and received by DHS within (72) hours of being sent by the Arkansas State Police (ASP) or other commercial entity, as applicable. Background reports which are not current **shall** not be considered.
 - b. Should ASP or other commercial entity be delayed in sending the Criminal Background reports to DHS, DHS will accept proof of payment and application from Contractor to receive the reports as compliant with this requirement.
 - c. DHS reserves the right to terminate any resultant contract resulting from this IFB should evidence show tampering of any background reports.
 - d. The Contractor **shall** utilize the Arkansas State Police (ASP) for all background reports for in-person services. Commercial background reports for other individuals providing services are permissible.
 - e. Contractor **shall** immediately notify DHS of any changes or substitution of any employees assigned to the locations.
 - f. Background reports **shall** be sent by ASP directly to DHS for review, or by the commercial entity as applicable.
 - 2. Online background reports will be accepted through the Arkansas State Police website only. <http://asp.arkansas.gov/services-and-programs/detail/criminal-background-checks> .
- E. Additional Background Checks
 - 1. DHS reserves the right to require, at no cost to the State, additional background checks of any employee at any time during the initial or any subsequent terms of the contract should good cause exist and is provided to the Contractor. DHS **shall** have sole authority to determine good cause.
 - 2. Contractor **shall** complete the form and send it directly to the ASP after written notification has been provided.
- F. Renewal Periods
 - 1. DHS requires, at no cost to the State, current reports. Current is defined as background reports which are dated and received by DHS within (72) hours of being sent by the Arkansas State Police (ASP) or commercial entity. (Background reports which are not current **shall** not be considered).
 - 2. Contractor **shall** complete the form for each employee or individual pursuant and submit it to the ASP or the commercial entity, as applicable, not more than thirty (30) days prior to the start of the renewal period.

ADDITIONAL SPECIFICATIONS

- Section 2.4.F.7 in the solicitation, add the following:
Pursuant to such circumstances, the Contractor may apply a set fee for expedited services at the submitted bid price for such circumstances.


OTHER

- Add Attachment H – Historical Language Information
- Remove the Official Bid Price Sheet and replace with the Revised Official Bid Price Sheet

The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Buyer's name, Buyer's email address and phone number.

Vendor Signature



05/01/2023

Date

Linguistica International, Inc.

Company