



NEW HAVEN PUBLIC SCHOOLS
AGREEMENT COVER SHEET

Cover Sheet is an Internal Document for Business Office Use

Please Type

Contractor full name: Global Interpreting Network, Inc.

Doing Business As, if applicable:

Business Address: 28546 Constellation Road, Valencia, CA 91355

Business Phone: 866-397-9288

Business email: hfuentes@globalinterpreting.com

SS# OR Tax ID #: 26-0300509

Funding Source & Acct # including location code:

Title IVA SSAE Grant Carryover #2511-6291-56694-0000

Principal or Supervisor: Jessica Haxhi

Agreement Effective Dates: From 7/12/22 To 06/30/23.

Hourly rate or per session rate or per day rate. For Over-the-Phone Interpretation (OPI) of Spanish \$0.48 per minute. For all other languages, \$0.62/minute. Document translation services for \$0.10/word for Spanish and \$0.15-\$0.17/word for other languages.

Total amount: \$8,000

Description of Service: Please provide a one or two sentence description of the service. *Please do not write "see attached."*

Global Interpreting Network provides on-demand, telephone-based interpretation and document translation. All schools and central office will have telephone access to real-time interpreters in more than 200 languages for family contact purposes.

Submitted by: Jessica Haxhi Phone: 475-220-1405



NEW HAVEN PUBLIC SCHOOLS

Memorandum

To: New Haven Board of Education Finance and Operations Committee
From: Jessica Haxhi, Supervisor of World Languages
Date: July 5, 2022
Re: Global Interpreting Network, Inc.

Please answer all questions and attach any required documentation as indicated below. Please have someone **ready to discuss** the details of each question during the Finance & Operations meeting or this proposal might not be advanced for consideration by the full Board of Education.

1. **Contractor Name:** Global Interpreting Network, Inc.

Description of Service: Global Interpreting Network, Inc. provides on-demand, telephone-based interpretation and document translation. All schools and central office will have telephone access to real-time interpreters in more than 200 languages for family contact purposes.

2. **Amount** of Agreement and hourly or session cost: \$10,000 total Agreement; For Over-the-Phone Interpretation (OPI) of Spanish \$0.48 per minute. For all other languages, \$0.62/minute. Document translation services for \$0.10/word for Spanish and \$0.15-\$0.17/word for other languages.

3. **Funding Source** and account number: Title IVA SSAE Grant Carryover #2511-6291-56694-0000

4. **Continuation/renewal or new Agreement?**

Answer all questions:

- a. If continuation/renewal, has the cost increased? If yes, by how much? This is a continuation agreement. The cost has not increased.
- b. What would an alternative contractor cost: I contacted all of the vendors that are listed on the Connecticut Contract #19PSX042 (Master Agreement #90-000-18-00003, NASPO). This vendor had the lowest price for Spanish, which is our most requested language, competitive pricing and availability for other languages we need, and offers the services we want (phone, video, documents). They also had the most responsive customer service department.
- c. If this is a continuation, when was the last time alternative quotes were requested? I contacted all of the local CT contract services as listed above in June of 2022.
- d. For new or continuation: is this a service existing staff could provide. If no, why not? For on-demand phone translation in 200+ languages this is the most immediate, convenient, and inexpensive option. We cannot provide staff for such a service.

5. Type of Service:

Answer all questions:

- a. Professional Development? no
 - i. If this is a professional development program, can the service be provided by existing staff? If no, why not?
- b. After School or Extended Hours Program? no
- c. School Readiness or Head Start Programs? no
- d. Other: (Please describe). On-demand phone-in translation service, video-based translation service, and occasional document translation.

6. Contractor Classification:

Answer all questions:

- a. Is the Contractor a Minority or Women Owned Business? This business is owned by Hector Fuentes, from El Salvador. They are currently pursuing official "Minority Owned Business" status. They are a Certified Small Business (#56707)
- b. Is the Contractor Local? No
- c. Is the Contractor a Not-for-Profit Organization? If yes, is it local or national? No
- d. Is the Contractor a public corporation? Yes
- e. Is this a renewal/continuation Agreement or a new service? Continuation
- f. If it is a renewal/continuation has cost increased? If yes, by how much? There is no cost increase.
- g. Will the output of this Agreement contribute to building internal capabilities? If yes, please explain: Only in the sense that it encourages teachers to reach out to parents, even if there is a language barrier.

7. Contractor Selection:

Answer all questions

- a. What specific skill set does this contractor bring to the project? If a new contractor, please attach a copy of the contractor's resume. This contractor offers 24/7/365 on-demand phone-in and video translation service for over 200 languages. For Spanish, connection is almost instantaneous; for others within just a few minutes. They will provide us with our own 800 number and a pin number for each school so that we can track usage of the service online at any time.
- b. How was the Contractor selected? Quotes, RFP/RFQ, Sealed Bid or Sole Source? Connecticut Contract #19PSX042 (Master Agreement #90-000-18-00003, NASPO).
- c. Please describe the selection process including other sources considered and the rationale for selecting this Contractor: I contacted all of the vendors that are listed on the Connecticut Contract #19PSX042. This vendor had the lowest price for Spanish (\$0.48/minute), which is our most requested language, competitive pricing and availability for other languages we need, and offers the services we want (phone, video, documents). They also had the most responsive customer service department.

8. Evidence of Effectiveness & Evaluation

Answer all questions

- a. What specific need will this contractor address and how will the contractor's performance be measured and monitored to ensure that the need is met? Having access to this service, as noted in the Title IVA grant, promotes communication with parents and parent involvement in schools when there are language barriers. Because so many languages are offered, we can ensure that teachers and administrators have the ability to interact with *all* parents. For monitoring, Jessica Haxhi is able to access usage data and check-in with schools that use the service to ask them to review its ease-of-use and effectiveness. In addition, she sends a survey to those who use the service often to determine satisfaction; comments on those surveys led to discontinuation of our contract with the previous vendor.
 - b. If this is a renewal/continuation service attach a copy of the evaluation or archival data that demonstrates effectiveness.
 - c. How is this service aligned to the District Continuous Improvement Plan? It allows schools and teachers to reach out to families to improve parental involvement in any language that the family speaks.
9. Why do you believe this Agreement is fiscally sound?
- This service is much cheaper than commercially available rates for in-person interpreting. Professional in-person interpretation services require at least a 1-hour minimum fee (\$60-\$70) and most have a minimum charge for 2 hours, plus travel (up to \$200 per meeting); less common languages can cost much more (up to \$300 per meeting).
- If a school only needs to talk to a parent for 10 minutes, for example, this service only costs \$4.80 for that call in Spanish or \$6.20 for other languages, with no minimum number of minutes/hours nor any travel fees for an interpreter.
- In addition, the inclusion of this company in Connecticut Contract #19PSX042 (Master Agreement #90-000-18-00003, NASPO) indicates that the State has deemed them as fiscally appropriate for use by state agencies.
10. What are the implications of not approving this Agreement?
- Schools have grown accustomed to using phone and video-based translation services this past year especially. Without it, they would not be able to get in touch with parents who speak languages other than English without finding an in-person translator. In addition, as this is funded through the Title IVA SSAE Carryover grant, if the agreement is not approved, that money will have to be repurposed or returned to the state.

Rev: 8/10/2020



NEW HAVEN PUBLIC SCHOOLS

AGREEMENT
By And Between
The New Haven Board of Education
AND

Global Interpreting Network, Inc.

FOR DEPARTMENT/PROGRAM:

Districtwide Translation Services (World Languages Department)

This Agreement entered into on the 11th day of July 2022, effective (*no sooner than the day after Board of Education Approval*), the 12th day of July 2022, by and between the New Haven Board of Education (herein referred to as the “Board” and, Global Interpreting Network, Inc. located at, 28546 Constellation Road, Valencia, CA 91355(herein referred to as the “Contractor”).

Compensation: The Board shall pay the contractor for satisfactory performance of services required the amount of \$0.48/minute (Spanish), \$0.62/minute (other languages) Document translation services for \$0.10/word for Spanish and \$0.15-\$0.17/word for other languages, for a total not to exceed \$10,000.

The maximum amount the contractor shall be paid under this agreement: eight-thousand dollars (\$8,000). Compensation will be made upon submission of an itemized invoice which includes a detailed description of work performed and date of service.

Fiscal support for this Agreement shall be by Title IVA Grant SSAE Carryover Program of the New Haven Board of Education, **Account Number:** 2511-6291-56694 **Location Code:** 0000.

This agreement shall remain in effect from 7/12/22 to 6/30/2023.

SCOPE OF SERVICE: *Please provide brief summary of service to be provided.*

Global Interpreting Services provides on-demand, telephone-based interpretation and document translation. All schools and central office will have telephone access to real-time interpreters in more than 200 languages for family contact purposes.

Exhibit A: Scope of Service: Please attach contractor's detailed Scope of Service on contractor letterhead with all costs for services including travel and supplies, if applicable.

Exhibit B: Student Data and Privacy Agreement: Attached

APPROVAL: This Agreement must be approved by the New Haven Board of Education ***prior to service start date***. Contractors may begin service no sooner than the day after Board of Education approval.

HOLD HARMLESS: The Contractor shall insure and/or indemnify the Board and its members, employees and agents against all claims, suits, and expenses, including reasonable attorney's fees, in connection with loss of life, bodily injury or property damage arising from any neglect act or omission of the Contractor or its employees or agents. Further, the Contractor covenants and agrees that it shall hold the Board and its members, employees and agents harmless against any and all claims, suits judgments of any description whatsoever caused by the Contractor' breach of this agreement or based upon the conduct of the Contractor, or its agents or its employees or arising out of in connection with their activities under this agreement.

TERMINATION: The Board may cancel this agreement for any reason upon thirty (30) days' written notice sent to the Contractor by certified U.S. mail, return receipt requested; provided however, that the Board shall be responsible to the Contractor for all services rendered by the Contractor through the last day of thirty (30) day notice period, as long as the Agreement was approved by the Board prior to the start date of service.


Contractor Signature

6/21/22
Date

President
New Haven Board of Education

Date


Contractor Printed Name & Title



NEW HAVEN PUBLIC SCHOOLS

EXHIBIT B

**STUDENT DATA PRIVACY AGREEMENT
SPECIAL TERMS AND CONDITIONS**

For the purposes of this Exhibit B "directory information," "de-identified student information," "school purposes," "student information," "student records," "student-generated content," and "targeted advertising" shall be as defined by Conn. Gen. Stat. §10-234aa.

1. All student records, student information, and student-generated content (collectively, "student data") provided or accessed pursuant this Agreement or any other services agreement between the Parties are not the property of, or under the control of, the Contractor.
2. The Board shall have access to and the ability to delete student data in the possession of the Contractor except in instances where such data is (A) otherwise prohibited from deletion or required to be retained under state or federal law, or (B) stored as a copy as part of a disaster recovery storage system and that is (i) inaccessible to the public, and (ii) unable to be used in the normal course of business by the Contractor. The Board may request the deletion of any such student information, student records or student-generated content if such copy has been used by the operator to repopulate accessible data following a disaster recovery. The Board may request the deletion of student data by the contractor within two (2) business days of receiving such a request and provide to the Board confirmation via electronic mail that the student data has been deleted in accordance with the request, the date of its deletion, and the manner in which it has been deleted. The confirmation shall contain a written assurance from the Contractor that proper disposal of the data has occurred in order to prevent the unauthorized access or use of student data and that deletion has occurred in accordance with industry standards/practices/protocols.
3. The Contractor shall not use student data for any purposes other than those authorized pursuant to this Agreement.
4. A student, parent or legal guardian of a student may review personally identifiable information contained in student data and correct any erroneous information, if any, in such student data. If the Contractor receives a request to review student data in the Contractor's possession directly from a student, parent, or guardian, the Contractor agrees to refer that individual to the Board and to notify the Board within two (2) business days of receiving such a request. The Contractor agrees to work cooperatively with the Board to permit a student, parent, or guardian to review personally identifiable information in student data that has been shared with the Contractor, and correct any erroneous information therein.

5. The Contractor shall take actions designed to ensure the security and confidentiality of student data.
6. The Contractor will notify the Board, in accordance with Conn. Gen. Stat. § 10-234dd, when there has been an unauthorized release, disclosure or acquisition of student data. Such notification will include the following steps:

Upon discovery by the Contractor of a breach of student data, the Contractor shall conduct an investigation and restore the integrity of its data systems and, without unreasonable delay, but not more than thirty (30) days after such discovery, shall provide the Board with a more detailed notice of the breach, including but not limited to the date and time of the breach; name(s) of the student(s) whose student data was released, disclosed or acquired; nature of and extent of the breach; and measures taken to ensure that such a breach does not occur in the future.

7. Student data shall not be retained or available to the Contractor upon expiration of the contract between the Contractor and Board, except a student, parent or legal guardian of a student may choose independently to establish or maintain an electronic account with the Contractor after the expiration of such contract for the purpose of storing student-generated content.
8. The Contractor and Board shall each ensure their own compliance with the Family Educational Rights and Privacy Act of 1974, 20 U.S.C. § 1232g, as amended from time to time.
9. The Contractor acknowledges and agrees to comply with the above and all other applicable aspects of Connecticut's Student Data Privacy law according to Connecticut General Statutes §§ 10-234aa through 10-234dd.
10. The Parties agree that this Agreement controls over any inconsistent terms or conditions contained within any other agreement entered into by the Parties concerning student data.

CORE-CT Vendor ID: 0000194779

28546 Constellation Road, Valencia, CA 91355

Contact Person: Hector Fuentes

Email address: clientservices@globalinterpreting.com website: www.glovalinterpretingservices.com

Payment Terms: 1% 30 days or Net 30

Agrees to Supply Political Subdivisions: Yes

The following service is included in this contract portfolio:

- On-Demand Remote Document Translation
- On-Demand Remote Over the Phone Interpreting

Item No.	Description – Over-the-Phone Interpretation	Unit Price Per Minute
1a.	Over-the-Phone Interpretation (OPI) services for the most requested language: Spanish	\$0.48
1b.	Over-the-Phone Interpretation (OPI) Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.62
1c.	Over-the-Phone Interpretation (OPI) Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$0.62
1d.	Over-the-Phone Interpretation (OPI) services for all other languages specified in Attachment B, as well as for all unlisted languages that may be provided through the resultant Contract	\$0.62

Item No.	Description – Document Translation Services	Unit Price Per Word
3a.	Standard Document Translation Services for the most requested language: Spanish	\$0.10
3b.	Standard Document Translation Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.15
3c.	Standard Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$0.17
3d.	Standard Document Translation Services for all other languages specified in Attachment B, as well as for all unlisted languages that may be provided through the resultant Contract	\$0.17

3e.	Expedited Document Translation Services for the most requested language: Spanish	\$0.10
3f.	Expedited Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	\$0.17
3g.	Expedited Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.15
3h.	Expedited Document Translation Services for all other languages specified in Attachment B, as well as for all unlisted languages that may be provided through the resultant Contract	\$0.17
3i.	Desktop Publishing (DTP)	\$25.00 per hour
3j.	Minimum Charge	\$30.00

Optional Pricing Models:

Item No.		Tiered Pricing & Volume Discount
5		
5a.	Tiered Volume for Spanish	
	Over-the-Phone Interpreting	\$0.45 per min & 100,000+min
	Written Translation	\$0.08 & 500,000+words
5b.	Tiered Volume for All Other Languages	
	Over-the-Phone Interpreting	\$0.60 per min & 100,000+min
	Written Translation	\$0.15 per word & 500,000+words

Optional Pricing Models:

Item No.		Equipment Available & Cost or % Discount off MSRP
6	Offerors should submit any associated equipment available for use under the resultant	
	Dual Handset Phones	Yes \$120.00 25% discount
	Analog	Yes \$95.00 % 20% discount
	Digital Adapters	N/A

**Global Interpreting Network, Inc. Evaluation
Phone-In Translation Service for Family Contact by Schools
2021-22 Usage**

Usage in order of most-used languages:

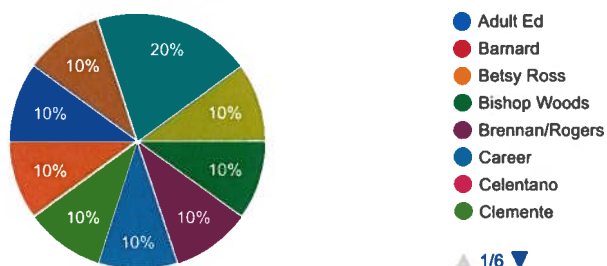
Language	Cost
Spanish	\$4,126.56
Pashto	\$961.00
Arabic	\$195.92
Swahili	\$190.30
Kinyarwanda	\$137.02
Dari	\$125.24
Haitian Creole	\$112.84
Tigrinya	\$72.54
French	\$55.18
Ukrainian	\$40.30
Korean	\$35.34
Turkish	\$34.10
Mandarin	\$27.90
Farsi	\$25.42
Bengali	\$24.80
Persian	\$21.08
Portuguese	\$19.22
Kiswahili	\$13.64
Akateko	\$11.78
West African and Caribbean English Creoles	\$9.92
Patois	\$3.36
Mam	\$1.24

Global Interpreting Network, Inc.

Survey Results: 10 PPT chairs responded to a survey about the service.

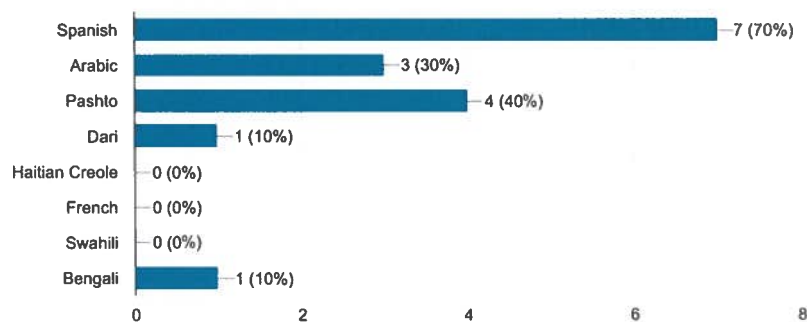
School Name

10 responses



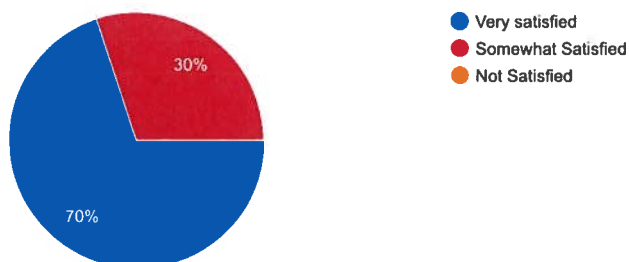
For the Phone-In Service, which language(s) did you utilize? Check all that apply:

10 responses



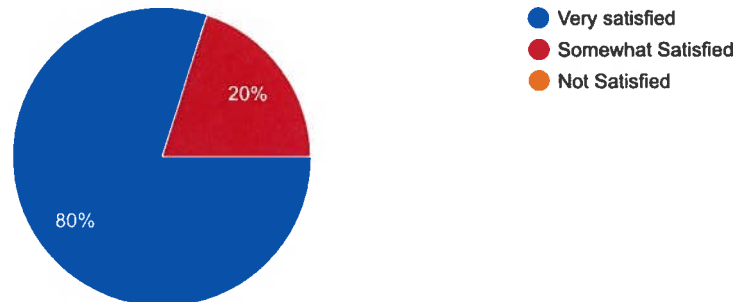
What was your level of satisfaction with how QUICKLY you were connected?

10 responses

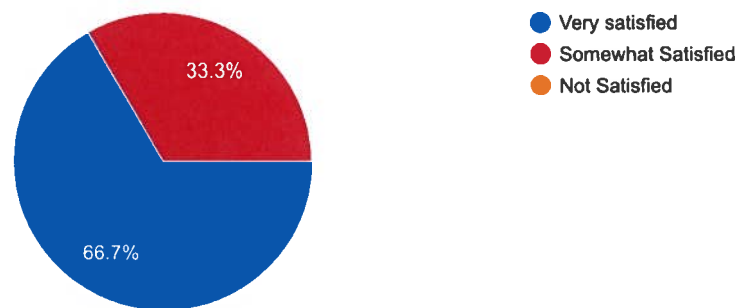


What was your level of satisfaction with the EASE OF USE of the service?

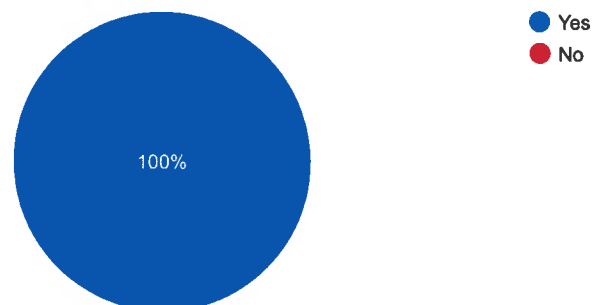
10 responses

**What was your level of satisfaction with the interpreter who was provided**

9 responses

**Should we continue with this same company next year for phone-in, on-demand services?**

10 responses



LANGUAGE LIST (OPI) Over the Phone Interpreting Services (OPI)

Available Languages

Kurdish (Bahdini)
Kurdish (Kurman)
Kurdish (Sorani)
Kurmanji
Laotian
Latvian
Lebanese (Arabic)
Leta
Lingala
Lithuanian
Loma (Liberian)
Lower Sorbian
Luganda
Luo
Luxembourgish
Maay Maay
Macedonian
Madi
Malay
Malayalam
Malaysian
Maldivian
Malinke
Maltese
Mam
Mandarin
Mandingo
Mandinka
Maori
Mapudungun
Mara Chinn
Marathi (Indian)
Marshallese
Masalit
Matu Chin
Mbay
Mende
Mien
Mina (Togolese)
Mirpuri
Mixteco Alto
Mizo (Chinn)
Mohawk
Moldovian
Mongolian
Montenegrin
Mushunguli
Navajo
Neapolitan
Nepali
Nigerian

Ningbo
Norwegian
Occitan
Oriya
Oromifa
Oromo
Pahari
Pampango
Pangasinan
Papamiento
Pashto
Patois (Jamaican)
Persian, Iranian
Pidgin
Polish
Portuguese (Brazilian)

Portuguese Creole
Pulaar
Punjabi
Q'anjob'al
Qeqchi
Quechua
Quiche
Rahkine
Rohingya
Romanian
Russian
Sami (Inari)
Sami (Lule)
Sami (Northern)
Samoan
Sango
Sanskrit
Saraiki
Scottish Gaelic
Serbian
Sethang
Setswana
Shona
Sichuan
Sicilian
Sinhalese
Slovak
Slovenian
Smi (Skolt)
Smi (Southern)
Somali
Soninke
Sorani
Sotho

Spanish
Spanish-Italian
Spanish-Portuguese
Spanish-Romanian
Sri Lankan (Tamil)
Sudanese Arabic Creole
Swahili
Swedish
Sylheti
Syriac
Tachew
Tahitian
Taiwanese
Tajik
Tamazight
Tamil
Tatar
Tedim Chin
Telugu
Teochew
Thai
Tibetan
Tigre
Tigrinya
Toisanese
Tongan
Tosk
Trukese
Tshiluba
Turkish
Turkman
Twi
Ugyhur
Ukrainian
Upper Sorbian
Urdu
Uzbek
Vietnamese
Visayan
Walloon
Welsh
Wolof
Yakut
Yapese
Yi
Yiddish
Yoruba
Yupik
Zomi
Zulu
Zyphe Chinn (Zophei Chinn)

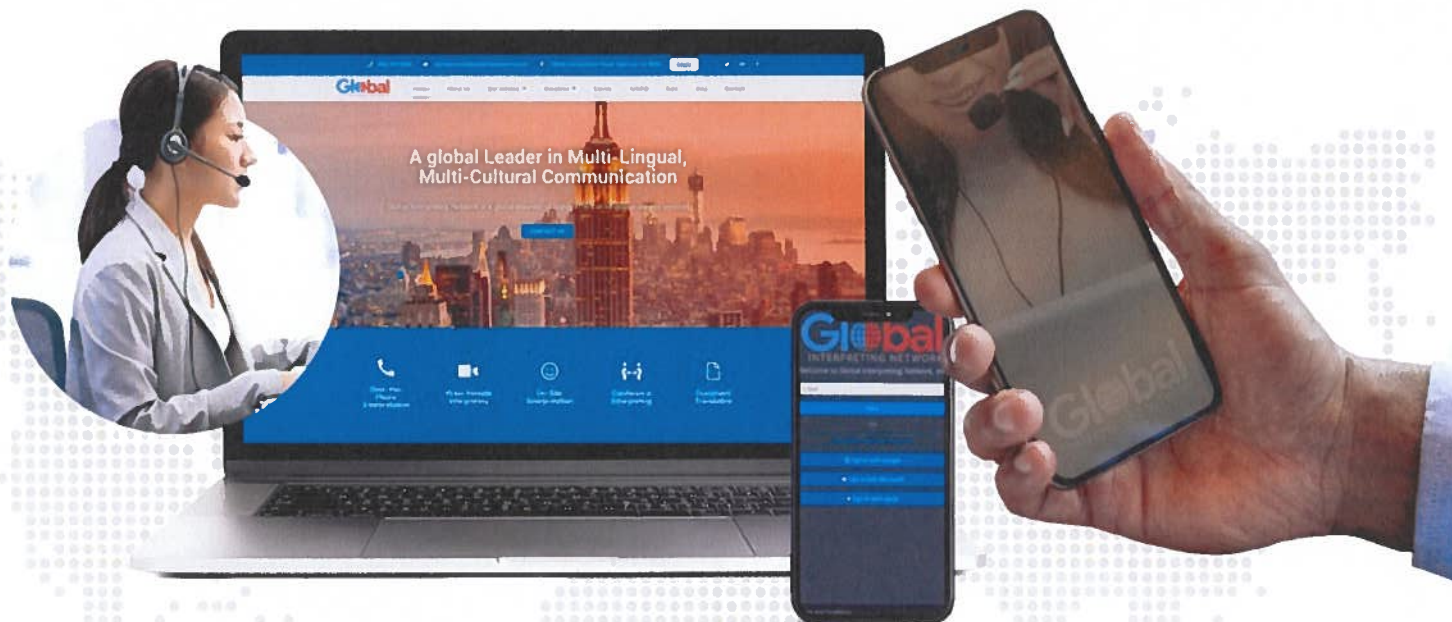
LANGUAGE LIST (OPI) Over the Phone Interpreting Services (OPI)

Available Languages

Acehnese
Achi (Rabinal, Calbulco)
Acoli
Aderi
Afrikaans
Aguateco
Akan
Akateko
Albanian
Algerian
American Sign Language (ASL)
Amharic
Anuak
Arabic
Arakanese
Aramaic
Armenian
Asante
Ashanti
Assamese
Assyrian
Azerbaijani
Azeri (Cyrillic)
Azeri (Latin)
Azeri (Turkish)
Badini
Bahasa (Malaysian)
Bajuni
Balochi
Bamanankan
Bambara
Basa Sunda
Bashkir
Basque (Euskera)
Bassa
Belarusian
Bengali
Berber
Bosnian
Breton
Bulgarian
Burmese
Buryat
Cambodian
Cantonese (Chinese)
Cape Verde Creole
Carolinean
Catalan
Cebuano
Chadian (Arabic)
Chaldean
Chamorro

Chin (Lai)
Chinese (Hokkien)
Chinese Shanghainese
Chinese Xiang
Chinn
Chiu-Chow
Chuj
Chuukese
Corsican
Cotocoli (Tem)
Croatian
Czech
Danish
Dari (Afghan Persian, Afghan Farsi)
Dinka
Diola
Divehi
Dutch
Dyula
Edo
Estonian
Ewe
Falam Chin
Fante
Farsi, Iranian
Filipino (Tagalog)
Finnish
Flemish
French
French Canadian
French Creole
French-Albanian
French-Arabic
French-Italian
French-Spanish
Frisian
Fukienese Chinese
Fulani
Fuqing
Fuzhou
Ga
Galician
Garre
Georgian
German
Ghulfan (Arabic)
Greek
Greenlandic
Guarani
Guere
Guinea-Bissau Creole
Gujarati

Hainanese
Haitian Creole
Hakha Chin
Hakka Chinese
Hassaniya Arabic
Hausa
Hebrew
Hindi
Hmong
Hunan
Hungarian
Igbo
Ilocano
Ilonggo
Indonesian
Inuktitut
Iranian Farsi
Irish
Isixhosa
Isizulu
Italian
Italian-Romanian
Jakalteke
Japanese
Jawanese
Jiangsu
Jola-Fonyi
Jordanian
K'iche
Kabiye
Kachin
Kannada
Kaqchikel
Karen
Karen Pow
Karenni (Kayah)
Kazakh
Khmer (Cambodian)
Kibajuni
Kikongo
Kikuyu
Kinkani
Kinyamulenge
Kinyarwanda
Kirundi
Kiswahili
Kituba
Korean
Kosraean
Kotokoli
Kpelle
Kunama
Kurdish



LANGUAGE LIST (VRI) Video Remote Interpreting Services (VRI)

American Sign Language (ASL)
Arabic
Bosnian
Bulgarian
Burmese
Cantonese (Chinese)
Croatian
Farsi, Iranian
French
French Canadian
French-Albanian
French-Arabic
French-Italian
French-Spanish
Greek
Gujarati

Haitian Creole
Hindi
Hmong
Italian
Italian-Romanian
Japanese
Karen
Khmer (Cambodian)
Kinyarwanda
Kirundi
Korean
Macedonian
Mandarin
Nepali
Pashto
Polish
Portuguese (Brazilian)

Portuguese (Continental)
Punjabi
Rohingya
Russian
Serbian
Somali
Spanish
Spanish-Italian
Spanish-Portuguese
Spanish-Romanian
Swahili
Tigrinya
Turkish
Vietnamese



Hector Fuentes
(866) 397-9288 (818) 510-4739 Facsimile (818) 939-3244 (Mobile)
| hffuentes@globalinterpreting.com



TRANSLATION - QUALITY ASSURANCE PROCESS

We believe that high quality work begins with an exceptional team and a well framed Quality Assurance process. Team translators and management staff are specifically chosen for their excellent qualifications, education, talent, and experience. They are seasoned employees and translators of proven integrity and trustworthiness.

Our translators are always native speakers of the target language and have an established history of experience and education. All translation projects undergo a multi-layered process of checks and reviews to ensure the highest degree of quality.

Global Interpretation Network has a proven record of producing professional, high quality translations. We attribute our success, not only to the fact that we select the most highly skilled translators but also to a Quality Assurance (QA) process focused on delivering translations that are error-free and culturally correct.

Translation project initial review process

- Determines the size/scope of the project (to gain a full understanding of each translation project)
- An appropriately qualified translator is identified and established.
- Additional materials or requirements are addressed.
- Quote is prepared and approved (Quote process)

3-Step Quality Assurance

Step 1-Translation

Our translation process includes translation, formatting, proofreading, text, font considerations, editing, graphic design, and desktop publishing. Our translation process is the creation of a source-to-target language translation appropriate for the intended audience. For example, patient and hospital documents are to be translated in appropriate terminology so that the original meaning is not lost, and passages can be easily understood by the target audience. Material geared for children is to be translated in an age-appropriate manner so that the material can be easily understood by the intended audience, in this case, children. Far from performing a literal word-by-word translation, our professional linguists adapt the source language so that original nuances and tone remain intact in the localized version, and the original message is conveyed in an equivalent and culturally sensitive manner. Aristotle proposed this method of correct translation long ago, and we believe it is still the correct approach.

Step 2-Revision and Review:

Once Step 1 of the translation process is complete, Step 2 begins, and an assigned editor is tasked with revision and review. The editor ensures that the content no longer reads like a translation, but rather as if it was originally crafted in the target language. The translated text is refined by incorporating preferred glossary terminology from a style guide we have created, appropriate to this material. At the

TRANSLATION - Quality Assurance Process

same time, the editor ensures that there are no inaccuracies or "fit-in" attempts that go too far and lose the original meaning. We pay special attention to ensuring that the editor can correctly review, evaluate, and reconcile regional or dialectical nuances to render a culturally relevant and germane translation.

Step 3-Proofreading:

The final step is proofreading. Proofreading is performed by a third native speaker of the target language who is familiar with the established glossary and style guide. Proofreading ensures that consistent, high level of quality is maintained throughout the final translated product.

Proofreading focuses on controlling errors and omissions by ensuring that all linguistic and cultural issues have been addressed and that the finished document complies with page layout and file format requirements.

This step is also intended to eliminate minor errors and "typos" that occur from time to time in a long text. When proofreading is completed, comments and/or revisions are returned to the translator for concurrence.

After the translation project is completed, all project files and translation glossaries are archived so that translations of future iterations of the document can be expedited most accurately and cost-effectively possible.



Quick Reference Guide



INSTRUCTIONS - To Reach an Interpreter:

1. Dial 833-769-1307 (Toll-Free number)
2. Enter your PIN number, followed by the pound (#) sign:

(See your agency representative for PIN No.)



3. Say the language (or type-in at least the first three letters) you are requesting and you will be connected to an interpreter for that language.

NOTE: To reach an Operator, say "Operator" when the system prompts you for language at Step 3.

IMPORTANT INFORMATION:

Working with an Interpreter - At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual (LEP), not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-Way Call – Use the conference feature on your phone and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the LEP individual. If you are receiving the call, ask the caller to "Please Hold," and then conference in the interpreter.

Third Party call - A third party call is when you need the Interpreter to call your LEP client and then bridge the call together with you. If you need a third-party call, ask the Interpreter for assistance.

If you do not know the language you seek - If the language is unknown, our professional Operators can assist you. They are well trained in this area and will work with you and your LEP to identify the language and connect you to the right interpreter.

CUSTOMER SUPPORT:

For questions, service concerns or to provide call/interpreter feedback, please contact Hector Fuentes at (818) 939-3244 / hffuentes@globalinterpreting.com, or our Customer Support Team at (866)-397-9288, or email: clientservices@globalinterpreting.com.