Access 2 Interpreters

Response to Request for Proposals

for

Document Translations Services

for

Columbus Public Health

RFQ020992

March 8th, 2022

Digital Copy

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Response to RFQ020992: Document Translation Services

1. Bidder Information

Bidder Name:	Access 2 Interpreters, LLC
Bidder Address:	492 South High Street, Suite 200, Columbus, OH 43215
Bidder Contact Person:	Yana Schottenstein, President and CEO
Email:	yana@access2interpreters.com
Phone:	614-221-1414
Fax:	614-464-3004
Federal Identification Number:	76-0803722

2. Bidder's Company History: Include years in business, nature of business, history of provision of requested services particularly for medical entities and public and nonprofit agencies.

Access 2 Interpreters, LLC (Access) is a privately-owned Limited Liability Company founded in 2005. Access is a Woman Business Enterprise (WBE) certified by the City of Columbus Equal Business Opportunity Commission Office (EBOCO). Access is certified as a Woman Owned Small Business (WOSB) by the Women's Business Enterprise National Council (WBENC). Access is accredited by the Better Business Bureau (BBB) and is a corporate member of the following professional associations: The National Council on Interpreting in Health Care (NCIHC), American Translators Association (ATA), National Association of Judiciary Interpreters and Translators (NAJIT), and the Community and Court Interpreters of Ohio Valley (CCIO).

The following key components set Access apart from the competition:

- **Unique Recruiting and Training Methodology:** Constant recruiting and training that allows for a workforce that quickly adapts to accommodate immigration trends and meet the changing needs of our customers.
- **A Large Translator and Interpreter Workforce:** Experienced, professionally trained translators and interpreters compliant with the Code of Ethics and rules of confidentiality.
- **State of the Art Technology:** HIPAA-compliant web-based systems that allow Access to manage a high volume of requests as well as provide transparency, efficiency, and cost savings.
- **Quality Control:** Multi-step quality control programs that ensure precise data management, service delivery, and billing.
- **Advanced Reporting Capabilities:** Customized reports in Excel and PDF formats that empower Access and our customers with the ability to analyze language usage and determine future translation and interpretation needs, language trends, and funding requirements.
- **Infrastructure Redundancy:** Backup power generation capable of sustaining our entire infrastructure with redundant networks that ensure uninterrupted operations 24/7/365.
- **Customer Satisfaction:** Acute attention to customer feedback, ensuring that the needs and issues of all our customers, small and large, are addressed quickly and efficiently.
- **Outreach Training Program:** Provider training seminars designed to educate customers on how to work with our interpreters and familiarize customers with the National Code of Ethics for Interpreters in Healthcare and the Canon of Ethics and Conduct for Court Interpreters.
- **A Fifteen-Year Relationship with Columbus Public Health (CPH):** Translators, interpreters, and staff familiar with CPH protocols, requirements, and needs.

The **mission** of Access is to provide the highest quality language interpretation and translation services to our customers by adhering to industry standards, best practices, and the Code of Ethics.

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It is the **vision** of Access to continue to assist medical, government, social, educational, and legal service providers in effectively communicating with the Limited English Proficiency (LEP) population. Access will continue to invest in a people-based business model and believes this model is the future of language services.

Since its inception, Access has solely focused on providing translation and interpretation services, developing training programs for translators and interpreters, and educating providers on strategies for working with interpreters.

For the last 15 years, Access has been assisting its customers in the fields of healthcare, social services, law, education, and business in communicating with LEP target populations. Access provides the following services which comprise its core business: **Document Translation Services** in the majority of written languages by utilizing the expertise of translators available nationwide; **In Person Interpretation Services** and **Scheduled Telephone and Video Remote Interpretation (Scheduled VRI) Services** in over seventy (70) languages by either employing full-time and part-time on-site interpreters or by contracting on-call interpreters from its vast pool of professionally trained and qualified interpreters; and **Telephone Interpretation Services** (on demand) in over two hundred forty (240) languages with **Instantaneous Video Remote Interpretation (Instantaneous VRI) Services** in over forty (40) languages including ASL by utilizing interpreters available nationwide. Additionally, Access offers **Provider Training Seminars** to its customers, educating their staff on strategies for effectively working with interpreters.

Access was able to quickly expand its presence in the marketplace and, over the years, has developed a strong mutually beneficial relationship with a variety of customers, many of whom have chosen Access as an exclusive or primary provider of such services. The success of our company is attributed to our ability to continuously meet the growing needs of our clientele due to our recruiting and training methodologies, quality assurance programs, technological capabilities, and professional staff.

Over the years, Access has developed unique recruiting and training methodologies. In order to meet its customers' translation and interpretation needs, Access recruits translators and interpreters on a daily basis and regularly offers training courses. We know the faces of our people. We only utilize the expertise of those we have internally vetted and trained. We stand by our product.

Access constantly monitors the fluctuation in refugee and immigration populations and quickly adapts to any changes in LEP demographics. Our unique recruiting and training model and technological capabilities allow us to handle a high volume of translation and interpretation services while ensuring high standards of quality. Currently, Access provides hundreds of pages of translation services and an average of over twenty thousand hours of interpretation services a month.

Below are the names of some of our customers for whom Access has implemented contracts and provided services relevant to those of CPH.

In 2008, Access contracted with Westerville City Schools and began an ongoing document translation workflow that is still active today. We provide translations of student PR-01 and PR-04 assessments, student handbooks, administrative notices, financial assistance documents, and school policies.

In 2009 Access began providing translation and interpretation services to Primary One (formerly Columbus Neighborhood Health Centers). We regularly provide translations of posters, women's health initiatives, and public facing health announcements including information on subjects such as transportation notices, pregnancy, diabetes, vaccinations, COVID-19, and community programs.

In 2009, Access won the Franklin County Department of Job and Family Services (FCDJFS) contract for interpretation and translation services. In 2013, 2016, and 2019 we were contracted to become the agency's exclusive provider. We translate and format government documents, forms, and marketing materials for the agency on a regular basis. Our interpreters are available for In Person and Telephone

Interpretation Services. We also station 24 full- and part-time In Person Interpreters in the Somali, Spanish, Nepali, and Arabic languages at the three FCDJFS Opportunity Centers.

In 2009, Access extended its presence outside Ohio and became one of two primary translation services vendors for Disability Rights California (DRC), the largest disability advocacy agency in the nation. In 2014 and again 2019, Access was chosen as a preferred translation services vendor for this organization. We translate public-facing documents detailing the legal rights of individuals with disabilities and the responsibilities of organizations to observe those rights into their eleven (11) core languages and more. Access provides translations of publications including single page documents, brochures, flyers, posters, and multi-page manuals written in inclusive People First language and are accessible in print and web formats.

In 2012, Access was chosen to be the exclusive provider of translation services to the Cuyahoga County Board of Elections and the Lorain County Board of Elections in Ohio. We generate a tight turnaround time for all documents and handle a high volume demand each year, especially from mid-July through early October, as language on election issues is finalized. We maintain the integrity of formatting for public-facing posters, brochures, and leaflets. In addition, we translate the ballot issues posted at polling locations. The majority of the documents includes professional titles and legal terminology. In order to guarantee consistency across translations, we utilize the client's custom glossary.

In 2013, Access became one of two primary translation services vendors for The Scotts Miracle-Gro Company, a publicly-traded business and a leader in the lawn and garden market. We have an ongoing workflow with the company, translating labels, marketing materials, and larger projects including human resources web content and emails designed to promote employee engagement. Most projects include complex, client-specific terms and formatting. We use glossaries to maintain consistency. Access translates into various languages including Spanish, French, French Canadian, German, Dutch, Armenian, Hmong, Vietnamese, Chinese, and Polish.

In addition to the above clients, Access has extensive experience interpreting and translating for various international organizations, non-profits, and medical entities including the following: American Red Cross, Planned Parenthood, Prevent Blindness Ohio, Goodwill Industries, YWCA, YMCA, Childhood League Center, National Youth Advocate Program, Homeless Families Foundation, Amethyst Corporation, Mid-Ohio Board for an Independent Living Environment, National Church Residences, Ohio Department of Health, Central Ohio Area Agency on Aging, United Nations Capital Development Fund, United Nations Development Programme, the Center for Disease Control and Prevention, World Bank, Vision Funds, World Relief, Catholic Relief Services, International Relief & Development, National Institute of Health, U.S. Agency for International Development, United Nations Children's Fund, Bill and Melinda Gates Foundation, Honda, Honda Trading America, Davenport Aviation, FacilitySource, Barco, Panacea Products, Emerson Network Power, YUSA Corporation, Pinnacle Metal, Nowstalgic Toys, American Electric Power, Ashland, Valvoline, Johnson & Johnson, Grass Gator, and PepBoys.

For the past 15 years, Access has been the primary provider of In Person Interpretation and has provided Document Translation Services to CPH. CPH utilized Access's translation services to offer a wide variety of client forms to their LEP population, including the provision of Braille signage. We translated and formatted complex medical forms for clinical visitation and patient health surveys. We also translated marketing materials including flyers and brochures into Spanish, Somali, Arabic, and Nepali languages as well as other rare languages. From our previous experience, we are familiar with CPH's procedures, clientele, and language trends, which will help both CPH and Access make an easy transition from the current contract to the new contract. Access will be able to fully execute the new contract on April 1, 2022.

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In conclusion, Access has the experience, organizational infrastructure, fiscal responsibility, financial stability, and professional qualifications to successfully execute small and large contracts and provide service that is second to none.

3. References: Provide agency names, addresses, contact persons and telephone numbers for three clients for whom similar services have been provided. Please include letters of recommendation and evaluations.

Westerville City Schools	**Disability Rights California**	**PrimaryOne Health**
936 Eastwind Dr	1831K Street	1500 East 17th Avenue
Westerville, OH 43081	Sacramento, CA 95811	Columbus, OH 43219
Laura Goodwin	Roberto Rodriguez	Bhuwan Pyakurel
Secretary, EL Services	Digital Learning Project Specialist	Interpretive Services Coordinator
614-797-5908	916-504-5907	614-645-2700
goodwinl@westerville.k12.oh.us	roberto.rodriguez@disabilityrightsca.org	bhuwan.pyakurel@primaryonehealth.org

For our reference letters, please see Attachment "A" – "Reference Letters."

4. Project Description: Describe how you would meet the needs and requirements of services.

   A. Description and Accessibility of Services

Access will provide **Document Translation Services** in the majority of written languages, including Braille and the languages listed in this RFQ. In addition, if CPH requests a language that is not currently available, Access will make every attempt to locate and train a team of translators to provide the language requested.

Access has a service model that includes two categories of translation services: Foreign Language Translation with Editing, Proofreading, and Basic Formatting and Foreign Language Translation with Editing, Proofreading, and Complex Formatting/Desktop Publishing.

The Project Managers at the Department of Translation Services are available to receive requests, prepare estimates, and discuss any translation projects during regular business hours from 9:00 a.m. to 5:30 p.m. EST Monday through Friday. CPH staff will initiate requests by emailing the translation request and all documents to translations@access2interpreters.com or by calling 614-221-1414. Access will also accept hard-copy translation requests via mail or fax. For extremely large electronic files, an FTP service is available. Emergency requests are accommodated 24/7/365. For emergency requests after business hours, CPH will have access to our 24/7/365 Dispatch Line, and a dispatcher will notify our Translations Department Manager, who will contact CPH within one hour.

Upon receipt of a translation request, the Access Project Manager will provide CPH Staff with an estimate (if requested) including total word count, word rate for each language requested, level of service required, total estimate, and proposed turnaround time. Projects are assigned within 24 hours to meet delivery time requirements.

   B. Technology

Access's Document Translation Services are tracked through our **HIPAA-compliant, web-based translation management system,** allowing us to follow every step of the process. For every project, a timeline is created prior to workflow being initiated. This ensures that each team member is aware of deadlines and expectations at the start of each project. The project managers are notified when each milestone is completed. If a milestone is delayed, all team members are notified

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so that action can be taken to continue the process, ensuring each project is delivered on time.

We also utilize translation memory tools embedded within the system to maintain the consistency and accuracy of translations. The system will build a customized glossary for CPH based on commonly used terms that are repeated across multiple documents in each language. Once a translation for a specific term or phrase has been verified, it is saved and utilized each time that term is recognized. The glossary is also provided to translators who are sent a list of matching terms in their respective language. This ensures that all team members maintain the consistency and accuracy of the translation. The maintenance of glossaries will also enable Access to provide CPH the most cost-effective services by applying charges to only the new text and discounting text matches.

C. Recruiting and Training Translators

Our translators are native speakers of the target language, have superior knowledge of the source language, and hold higher education diplomas from either the United States or their countries of origin. Our translators are American Translators Association (ATA) certified, ProZ certified, or have an equivalent level of training and credentials.

During an initial orientation session with the Translation Department Manager, new translators and proofreaders learn our HIPAA-compliant, web-based translation management system and are provided with the company's *Translator Handbook*. Each translator and proofreader is expected to comply with the rules and protocols for translation outlined in the *Translator Handbook*. This manual emphasizes confidentiality and accuracy in conveying the content, cultural nuances, and spirit of what is written. Our translators and proofreaders adhere to the following values: professionalism, reliability, confidentiality, accuracy, and cultural sensitivity.

In addition, our translators are instructed to familiarize themselves with the requirements of the EN-15038 European Quality Standard utilized by translation service providers worldwide. EN-15038 is a certification program designed by the European Committee for Standardization to establish and define requirements for the provision of quality services by translation service providers. These requirements include qualifications of translators, use of technical resources, quality control, project management, and general service procedures.

D. Document Translation Services Project Workflow

Access has developed a Document Translation Project Workflow to manage and conduct translation services. There are two stages in the Translation Project Flow: **Initial Project Management Stage** and the **Document Translation Process Stage**.

Initial Project Management Stage

Upon receipt of a translation request, Access's assigned Project Manager confirms receipt of the request via email or phone. Prior to assigning the project workflow, the Project Manager conducts Project Analysis and completes Project Planning for each translation request.

During **Project Analysis**, the Project Manager determines the following:
- Project scope and level of formatting service required (basic formatting, complex formatting, or desktop publishing)
- Goals set forth by the client
- Necessity of proofreading the source document
- Source document elements (including the document format, content, length, and any existing graphics)

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- References needed (including glossaries, translation memories, and any general reference materials)
- Delivery requirements (including the deadline and final document format)

Upon completion of the analysis, the Access Project Manager will provide CPH with an estimate (upon request) including total word count, word rate for each language requested, level of service required, total estimate, and proposed turnaround time.

During **Project Planning**, the following steps are completed based on the Project Analysis:

- Documents for translation are prepared and converted into a workable format, if necessary
- Resource files are organized for availability to all team members
- A project schedule is established
- A translation team comprised of a Project Manager, translators, proofreaders, and formatters is assembled

The Project Manager will contact CPH should any questions or potential issues arise during these initial stages. Projects are assigned within 24 hours during regular business hours to meet delivery time requirements.

Document Translation Process Stage

Access utilizes a five-step translation process for each translation project to ensure consistency, accuracy, and exactness.

The five-step translation process includes:

1. **Translation**: The translator prepares the first draft utilizing glossaries, style guides, and the *Translator Handbook* to maintain consistency in the translation.
2. **Proofreading**: The proofreader detects mistakes in grammar and semantics as well as typographical errors and dialectal variations. Additionally, the proofreader identifies any inconsistencies between translations for a given project.
3. **Editing**: The translation and proofreading are reevaluated, and changes made by the proofreader are reviewed and incorporated to form a final translation.
4. **Formatting**: The formatter assigned to the project utilizes one of the following techniques determined during Project Analysis to ensure the layout matches the source document.
   - **Basic Formatting**: Ensuring the translated document is a mirror image of the source document (i.e., style selections such as bold text appear in the translation as they do in the source)
   - **Complex Formatting**: Recreating tables, graphs, or charts in Microsoft Office applications (i.e., Excel tables and graphs and Word forms utilizing Developer Mode)
   - **Desktop Publishing**: Recreating documents submitted in a non-workable format entirely including graphic design utilizing the Adobe Creative Suite (i.e., scanned copies of PDFs)
5. **Quality Control**: Four major areas are assessed during quality control including *Linguistics Accuracy* for the selection and usage of words and sentence composition; *Context Accuracy (Back Translation)* for comprehensibility, style, and contextual consistency; *Text Accuracy* for spelling, conversion errors, omissions, number and date consistency, and duplications; and *Format Accuracy* for any formatting issues in the title, index, paragraph, header, footer, table, chart, or font.
   - **Field Testing:** Upon request, once the translation process is complete, Access utilizes its extensive pool of translators and interpreters to field test translations. Pilot groups of

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native speakers are carefully chosen to test the comprehension and accuracy of the translated material. This ensures the readability of Plain Language English is preserved upon translation.

If CPH requests the completion of a large translation project within a short period, Access will utilize a team of several translators to meet the deadline. However, Access will assign only one proofreader to the team to guarantee uniformity and consistency of vocabulary, syntax structure, register, and style.

E. Document Formats and Security

Our translators, proofreaders, and graphic designers will work with most publishing formats and deliver fast and accurate translations in the requested format. Access will also provide hard copies of translations if requested. Access can work with Microsoft Office and Adobe Creative Suite software to provide all text, graphic, and web page file formats. If any requested format is not accessible through the software programs mentioned above, Access will make every effort to accommodate the request. We have the technological capability to return translated electronic files in the same format as provided by CPH.

At Access, we are committed to protecting the confidentiality and security of all documents. Document access to both electronic and hard copies is strictly controlled and limited to the individuals involved in the document translation process. All information and communications pertaining to each translation project is stored in a local, password-protected file. Any hard copy documents are stored in a protected file storage system in our locked offices. Any materials that are no longer needed are shredded prior to disposal.

5. Cost, Pricing Structure, and Invoices: Please verify that you can invoice Columbus Public Health properly. Provide Translation fee schedule. Your bid must also respond to the following questions:

i. Can you invoice Columbus Public Health as described in the Billing and Invoices section of the RFP?

For services rendered, Access will submit, as we did in the past, a monthly detailed invoice both electronically and via mail. Each invoice will include the name of the document, the language translated, the rate charged, and the total dollar amount.

Access will provide, as we did in the past, a monthly summary of all invoices in Microsoft Excel submitted electronically. The summary will be sent within five business days of the end of the service month. The summary will also list each translation language utilized that month, the total number of documents for each language listed, the rate charged for each language, the specific program requesting services, and the total charged for each language.

In addition, Access will provide, as we did in the past, a yearly contract usage summary. The summary will list each translation language utilized during the year, the total number of documents for each language listed, the rate charged for each document, and the total charged for each document. The summary will be provided in both electronic and hard copy.

Invoices for all services and all reports are required to pass a multi-step quality control process in order to ensure the accuracy of each report. Invoices and reports will be directed to Jalisa Dawkins at jmdawkins@columbus.gov.

ii. What is your cost per word for translation services? Please submit cost for languages specified in the needs and requirements section.

For a detailed description of our prices, please see Attachment "B" – "Price Chart."

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iii. **Do you have a minimum number of words? If yes, how many?**

    For a detailed description of our minimum charges, please see Attachment "B" – "Price Chart."

iv. **Describe any web based systems in existence to allow the client to review the status of requests, billing, training, etc.**

    Access utilizes a HIPAA-compliant, web-based translation management system to manage the CPH account and track workflow. Upon agreement, CPH may also request translations through the system by logging into the secure web portal and uploading documents. CPH requesters will be able to enter due dates, comments, and upload reference files along with the request. Access will provide initial training sessions for CPH at no charge and will continue to train newly hired CPH staff as needed.

v. **Do you offer additional services we should be aware of? Please list and provide cost and pricing structure.**

    In addition to the services requested in this RFQ, Access offers the following services:

- **In Person Interpretation Services**: Please see Response to RFQ020993.
- **American Sign Language Interpretation Services**: Please see Response to RFQ020995
- **Telephone Interpretation Services** (on demand): Please see Response to RFQ020994.
- **Voiceover Services:** Access offers to provide **Voiceover Services** for CPH. Access can provide Voiceover Services for any audio and/or video file. Our eight-step Voiceover Translation Process ensures the quality of all final products. These steps are: 1. Transcription; 2. Translation; 3. Proofreading; 4. Editing; 5. Translation Quality Control; 6. Studio Recording with Voiceover Talent and Audio Engineer; 7. Audio Post-Production Editing; and 8. Quality Control of Voiceover Audio Recording. Pricing for Voiceover Services depends on the original source file format, length, complexity, and language. An estimate will be provided after source files have been reviewed.
- **Transcription Services:** Access offers to provide **Transcription Services** for CPH. Access can provide transcription of audio or video materials and translation of transcript texts. We ensure the quality of our transcriptions through a six-step quality assurance process. These steps are: 1. Transcription; 2. Translation; 3. Proofreading; 4. Editing; 5. Translator Review; and 6. Quality Control. Pricing for Transcription Services depends on the original source file format, length, complexity, and language. An estimate will be provided after source files have been reviewed.

vi. **Do you offer additional discounts (example exceeding a certain word count in the same year)?**

    Access will offer CPH a "matching discount" on documents where sufficient amounts of text match previously translated materials provided by CPH. Please see Attachment "B" – "Price Chart" for details on the pricing discounts provided.

6. Describe how the bidder provides services that are culturally and linguistically appropriate.

    At Access, we pride ourselves on being culturally sensitive and linguistically accurate in the translations projects we complete. Our translators are native speakers of the target language are familiar with the cultural and linguistic nuances of the regions and countries from which they come. In addition, translators and proofreaders are provided with our *Translator Handbook*, which emphasizes confidentiality and accuracy in conveying the content, cultural nuances, and spirit of what is written. Each translator and proofreader is expected to comply with the rules and protocols for translation outlined in the *Translator Handbook*. Therefore, Access translators will provide CPH with culturally and linguistically appropriate

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services that will assist both CPH staff and LEP clients in effectively communicating the message pertaining to each document.

7. **Describe the organization's ability and plan to collect accurate data and generate reports in a timely manner. How will data be collected, maintained and reported back to Columbus Public Health?**

Access will provide CPH, as we did in the past, statistical reports by utilizing its HIPAA-compliant, web-based translation management system. This technology allows Access to collect and maintain data for document translations. Access can generate reports based on many parameters including timeliness of delivery (per project/by subcontractor); total words translated (per project/by day, week, month, or year); languages translated (total words/by day, week, month, or year); productivity by provider; and quality of service (combination of reports). The turnaround time for generating all statistical reports is twenty-four (24) hours. Access will provide CPH staff, as we did in the past, login information to its web-based translation management system and will ensure system access for the life of the contract.

8. **Describe the overall management structure and responsibilities. Include an overview of how the management will provide oversight to the quality and timeliness of services. Provide an overview of policies and procedures that are in place to assure contract compliance and/or correct issues of noncompliance**.

Our team includes 24 full- and part-time employees. It includes a Chief Executive Officer (CEO), a Chief Operating Officer (COO), a General Manager (GM), a Controller, a Translations Department Manager and Translations Project Managers, Human Resources Manager, and accounting, quality control, and data entry specialists.

Management responsibilities ensuring quality and timeliness of services are listed below:

- The CEO will oversee personnel in all the departments directly involved in this contract. The CEO will monitor expenditures and budgets, ensure appropriate staffing levels, make staffing adjustments as necessary, coordinate training schedules for new personnel, and respond to feedback from CPH management.
- The COO and GM will oversee the daily operations of administrative staff and all services offered by Access. The COO will hold staff meetings and monitor the performance of all translators.
- The Translations Department Manager will oversee all translations projects and Project Managers to verify that projects are on track, deadlines are being met, and quality control measures have been properly implemented.
- The Translations Department Manager will use the web-based translation management system to track all translations requested, ensure service delivery, and generate invoices.
- The quality control specialists will review all invoices and perform quality control checks to verify the accuracy of data entry, ensuring that invoices are delivered with the correct name of document, language translated, rate charged, and total cost.

Issues raised by Access's managerial staff or members will be reviewed same day, appropriate actions will be taken, and a response will be given to the CPH within 24 hours. The CEO will conduct periodic reviews of protocols and procedures for CPH with all administrative staff. Should a lapse in service occur, the CEO and COO will review the issue, identify areas of concern, and, if necessary, change operating procedures to prevent future issues of noncompliance.

If a translator is in breach of professional conduct or the Code of Ethics, the translator will be suspended until an investigation is completed. Management staff will examine the incident and recommend further action. Access managers will address any issues and will report to the CEO and COO

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within the same business day. A final response to the issue will be submitted to CPH within 24 hours. If any issues requiring changes are identified, emergency meetings will be convened; and written notices, memos, and/or emails will be forwarded to all staff and translators. We welcome the opinions of CPH staff and its clients, and we will work closely with CPH to make any necessary changes.

9. Describe the plan to provide training to Columbus Public Health staff. Describe the training that will be provided to Columbus Public Health staff to assure an understanding of the purpose and role of interpreters. Propose the frequency of training.

Access has provided and will continue to offer **Provider Training Seminars** to CPH staff. These seminars are designed to educate CPH staff in techniques for working with interpreters to improve the provider-interpreter relationship. The seminars will enable CPH to utilize interpreter services more effectively. We recommend one two-hour seminar annually to accommodate new CPH staff. Seminar set-up will take an additional one hour. Training can be either virtual or conducted at a location of CPH's choosing.

The comprehensive training covers the following topics: introduction to the interpreter profession, interpreter roles and boundaries, legal aspects of the interpreter profession, and interpreter and provider skill building. Presentation materials will be provided to those in attendance.

10. What is your turn around time after receipt of a request for each language?

Project Managers will respond to CPH email inquiries and return telephone calls on the same business day. The table below depicts our general turnaround times for translation:

Word Count (based on source words)	Turnaround Time
Under 500 words	1 – 2 business days
500 – 1,000 words	2 – 4 business days
1,001 – 2,000 words	4 – 6 business days
2,001 – 5,000 words	6 – 9 business days
5,001 – 10,000 words	9 – 12 business days
Over 10,000 words	12+ business days

Access is committed to providing timely translation services to CPH. Rush translation services are available. We do not skip proofreading and quality control steps when providing rush translation services. Our turnaround time is based on the volume and complexity of the source document and the target language requested. We will make every effort necessary to meet time requirements and will utilize our teams of translators to meet short deadlines. Access will also utilize translation memory tools in order to reduce the turnaround time for each translation project.

11. Do you offer resources such as rewrites and revisions?

Access will provide translations for rewrites and revisions without translating the document again.

12. How do you handle when your agency has made an error in translation?

We will correct any inaccurate translations of words, syntax structures, grammatical errors, omissions, typos, and formatting errors at no additional cost.

13. Provide any other additional information that you feel is pertinent for Columbus Public Health to know about your services (if applicable).

Access offers to provide all interpretation and translations services under one management structure with one point of contact for all of CPH's language needs.

ATTACHMENT "A"
"REFERENCE LETTERS"

Westerville City Schools

Vision

Our vision is
to be the benchmark
of educational
excellence.

Mission

Our mission is
to prepare students
to contribute
to the competitive
and changing world
in which we live.

Values

Respect
Inclusiveness
Community
Communication
Collaboration
Innovation
Nurturing
Trust
Accountability

February 23, 2022

To Whom It May Concern:

Please allow me to take this opportunity to express my professional experience with Access 2 Interpreters.

Westerville City School's EL department works almost daily with Access 2 Interpreters for most all of our interpreting needs. They are quick to respond to our interpreter requests with a confirmation, and are always willing to go the extra mile to make sure they are meeting our needs. They provide a vast array of interpreters to cover our ever-growing need, and work with staff, students, and families with competency and quality services.

Overall, Access 2 Interpreters provides extremely valuable and reliable services for our District – helping to bridge the language and cultural gap.

Sincerely,

Laura Goodwin
Secretary, EL Services
Westerville City Schools

California's protection and advocacy system

March, 2022

To Whom It May Concern,

Access 2 Interpreters has been our preferred translation vendor for the last 9 fiscal years. During the past years, Access 2 Interpreters has provided us with outstanding customer service. They have provided us time sensitive project turnaround, and have maintained a highly professional quality of translations at the same time. They have maintained the highest proficiency and attention to details on all of our time sensitive translation materials, often having to deal with complicated legal terminology, "people first" disability language, and precise page layout skills. They have adhered to our strict time sensitive deadlines, while also providing modern translations of our more than 2000 publications available to the public. Throughout the years Access 2 Interpreters has acknowledge feedback, and adapted changes to our translations which demonstrates their attention to detail, and ability to easily adapt to the request of the client.

We are so happy to have procured their services, and consider Access 2 Interpreters a valued asset to our agency. Disability Rights California looks forward to continuing to partner with Access 2 Interpreters.

Sincerely,

Roberto Rodriguez
Digital Learning Project Strategist
Tel: 916-504-5907
Email: Roberto.Rodriguez@disabilityrightsca.org

Our mission is to provide access to services that improve the health status of families — including people experiencing financial, social, or cultural barriers to health care.

February 23, 2022

To Whom it May Concern:

Re: Letter of Reference for Access 2 Interpreters, LLC

Please accept this as a letter of reference for the interpretation and translation services that Access 2 Interpreters has been providing to PrimaryOne for the past six years.

Access 2 Interpreters has been instrumental in helping PrimaryOne meet the interpretation needs for the growing Limited English Proficiency population that we serve. It's evident from the positive feedback from our patients and staff that Access interpreters are well trained in interpreter ethics, possess both excellent language and customer service skills, and continuously conduct themselves professionally. Access has also provided PrimaryOne with accurate, consistent, and high-quality translations and is always able to meet tight deadlines. Additionally, the administrative staff at Access are very reliable, efficient, and responsive to feedback.

Working with Access 2 Interpreters has been a positive experience and PrimaryOne has been pleased with their quality of service.

Sincerely,

Bhuwan Pyakurel | Interpretive Services Coordinator

Phone: (614)645-2700 | Fax: (614)645-2727

1500 East 17th Ave. | Columbus, OH 43219

Visit our redesigned website at: www.PrimaryOneHealth.org

This health center is a Health Center Program grantee under 42 U.S.C. 254b, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

1800 Watermark Drive, Columbus, Ohio 43215 • phone (614) 859-1900 • fax (614) 645-5517 • www.primaryonehealth.org

Response to RFQ020992 Document Translations Services   Page 14 of 16

ATTACHMENT "B"
"PRICE CHART"

Access 2 Interpreters
Corporate member of the ATA
www.access2interpreters.com

492 South High Street, Suite 200
Columbus, OH 43215
Telephone: 614-221-1414
Telefax: 614-464-3004
info@access2interpreters.com

Response to RFQ020992: Document Translation Services
Attachment "B" – "Price Chart"

Service Description	Minimum Charge	Billing Rate
Document Translation Services[1,2]		
Document Translations – Spanish	Sixty-five dollars ($65)	Eighteen cents ($0.18) per word
Document Translations – Somali	Eighty-five dollars ($85)	Twenty-seven cents ($0.27) per word
Document Translations – for the majority of written languages, including the following languages: Agri, Akan, Arabic, Amharic, Albanian, Bengali, Burmese, Cambodian, Chinese, Chin, Creole, Farsi, French, Fulani, Gujarati, Haitian, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Kurdish, Laotian, Macedonian, Mandarin, Mandingo, Nepali, Oromo, Portuguese, Polish, Punjabi, Russian, Swahili, Tagalog, Tamil, Thai, Turkish, Twi, Ukrainian, Urdu, Vietnamese, Wolof, Yoruba	Eighty-five dollars ($85) per language	Twenty-five cents or more ($0.25) per word
Complex Formatting (if necessary)	N/A	Forty dollars ($40) per hour
Desktop Publishing (if necessary)	N/A	Eighty dollars ($80) per hour

Matching Discounts	
Match Type	**Rate Applied**
Insufficient Matches (Segments with 0-79% similarity to Translation Memory)	100% of Regular Rate per Word
Fuzzy Matches (Segments with 80-99% similarity to Translation Memory)	80% of Regular Rate per Word (20% discount)
Complete Matches (Segments with 100% similarity to Translation Memory)	25% of Regular Rate per Word (75% discount)
Repetitions (Segments with 100% similarity to text within the source document)	50% of Regular Rate per Word (50% discount)

Auxiliary Services	
Voiceover Services	Pricing for Voiceover services depends on the original source file format, length, complexity, and language.
Transcription Services	Pricing for Transcription services depends on the original source file format, length, complexity, and language.

Reference

[1]All Document Translation requests will have an estimate provided for approval prior to commencement of work.

[2]All Document Translation requests that are requested to be delivered faster than Access's Standard Turnaround Time, as stated in the RFQ response, will be assessed a 15% Rush Fee.