



LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

Reference Guide: Approved Vendors for Translation and In-Person Interpretation Services

What you need to know

The government of D.C. has identified, vetted, and engaged four vendors in a citywide contract to provide document translation and in-person interpretation services for D.C. agencies:

- Comprehensive Language Center, Inc (CLCI),
- Dupont Computers, Inc (DCI), and
- Multicultural Community Service (MCS).

(Note that interpretation refers to the process of converting *spoken* communication from one language to another, while translation refers to the process of converting *written* communication between languages. For the purposes of Language Access, one of these languages will always be English.)

You can find each vendor's specific offerings below. If you would like to request a service, your Language Access Coordinator or Language Access Point of Contact can provide you with information regarding your agency's procurement process and exiting purchase orders.

Comprehensive Language Center, Inc (CLCI)



Contact: Stephanie Brown, Project Manager
(703) 247-0707 | DCGovProjects@comprehensivelc.com
3033 Wilson Boulevard, Suite 700, Arlington, VA 22201
<http://www.comlang.com>

Interpretation Services: CLCI provides interpreters for international conferences, court hearings, business meetings, and legal proceedings. CLCI offers a single-source solution including consecutive, simultaneous, and escort interpreters, and state-of-the-art equipment, all while meeting the requirements for Certified Business Enterprise (CBE) participation.

Translation Services: Partnering with a Certified Business Enterprise (CBE) firm, CLCI provides translation services in over 100 languages. Translation is more than the process of converting individual words and sentences from one language to another. A truly accurate translation reflects the source material's underlying and nuanced meaning in a way that effectively communicates its key ideas.

Rates: You can contact CLCI's Project Manager, Stephanie Brown or OHR's Language Access Program for interpretation and translation rates.

Quality Assurance Mechanism: At CLCI, project managers follow a specific course of action, the Five-Step process. The Five-Step process includes Project Analysis, Linguist Selection, Translation, Editing, and Content Check and Final Review. These steps incorporate the concepts of Total Quality Management, such that quality assurance is built into the development of each deliverable. Project managers consider the backgrounds and specializations of the linguists they assign to the job so that translations are more than literal; they resonate with the reader's cultural and linguistic sensibilities.

Dupont Computers, Inc (DCI)



DUPONT
COMPUTERS
INC.

Contact: Moe Sobhani
(202) 232-6363 | moe@dci-online.com
1761 S Street, N.W., Washington, DC 20009
<http://www.dci-online.com/>

Interpretation Services: DCI provides simultaneous and consecutive interpretation both in person and over the phone in Amharic, Arabic, Chinese, French, Korean, Spanish, and Vietnamese. For in person interpretation, DCI arranges the travel, lodging, and coordination of meetings and personal assignments.

Translation Services: DCI provides translation services of written texts in Amharic, Arabic, Chinese, French, Korean, Spanish, and Vietnamese, as well as other languages by request. DCI has the capability to complete projects with desktop publishing and/or web layout requirements.

Rates: You can contact DCI's Point of Contact Moe Sobhani or OHR's Language Access Program for interpretation and translation rates.

Quality Assurance Mechanism: DCI boasts a private database of interpreters who meet the highest industry standards. All interpreters are guaranteed to appear in professional dress and behave accordingly. Additionally, DCI follows a multi-step process for translating written texts. An expert in the source language first reviews the original text for any discrepancies, anomalies, or otherwise. After being reviewed, the document is routed to an expert translator, a native speaker of the target language. Once translated, the document goes to a parallel, expert proofreader who verifies its technical accuracy.

Multicultural Community Service (MCS)



Contact: Rosa Carrillo, Language Service Director
(202) 299-9477 | rcarrillo@mcsdc.org
2437 15th Street, NW, Washington, DC 20009
<http://mcsdc.org/>

Interpretation Services: MCS provides three types of interpretation in over 20 languages: simultaneous interpretation, consecutive interpretation, and sight translation. Simultaneous interpretation allows participants to receive information at the same time, and requires a minimum of two interpreters per language as well as equipment. It is appropriate for conferences, community meetings, or administrative hearings. Consecutive interpretation entails pausing while the interpreter relays the message. Suitable for attorney-client meeting, administrative hearings, mediations, intakes, and interviews, it includes escort interpretation. Sight translation is the oral translation of documents at interpretation sessions.

Translation Services: MCS provides translation services in more than 20 languages for a variety of documents, including legal briefs, brochures, transcripts, intakes, and speeches.

Rates: You can contact MCS' Language Service Director Rosa Carrillo or OHR's Language Access Program for interpretation and translation rates.

Quality Assurance Mechanism: All MCS interpreters complete MCS' 70-hour community interpreter training, are federal or state certified court interpreters, or hold a master's degree in conference interpreting. MCS translators are members of the American Translators Association (ATA) or have a BA or master's degree in translation. All MCS translations are proof-read for accuracy and completeness.