Reference Guide: Approved Vendors for Translation and Interpretation Services

What you need to know

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

- Andean Consulting Solutions Incorporated (ACSI) Translations,
- Multicultural Community Service (MCS), and
- TransPerfect Translation International, Inc.

(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 and rates 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 existing purchase orders.
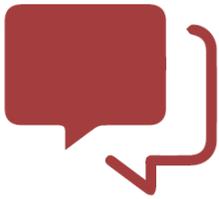
Andean Consulting Solutions Inc, ACSI Translations

Contact: Esther Bonin, *Director of Language Services* (202) 599-8456 x 808 and Gabriel Hernandez, *Program Manager* (202) 599-8456 x 805

production@acsitranslations.com

1025 Connecticut Avenue suite 1000, Washington DC 20036
https://acsitranslations.com/

Interpretation Services: Face-to-Face Interpretation Services: oral interpretation that converts a thought or expression in a source language into an expression with a comparable meaning in a target language either simultaneously in "real time" or consecutively when the speaker pauses after completing one or two sentences.

Translation Services: Document Translation Services: rendering text from a source language into a target language while preserving meaning.

Translation Rates: For the current **Base Year (BY1)**, valid until **May 25, 2024**

Quality Assurance: With more than 50+ years of combined experience, Team ACSI has developed defined standard operating procedures that include:

> a) ACSI's seven-step translation process incorporates critical quality functions into each step, meaning that all translated products receive the benefits of our QAP without incurring additional time outside dedicated translation activities.
> b) ACSI's six-step interpretation process incorporates our 10-year experience delivering this service to the District, we understand the operational cycles across District Agencies and know the different stakeholders (and their preferred locations and interpreting modalities) who may request services. Our Project Coordinators for Interpretation will assign linguist teams based on our previous work experience and knowledge of the requesting agency's preferences.

This focus on quality results in service acceptance of over 98%, validating ACSI as a trusted, reliable, and consistent Language Access partner. Additional information about our QA process can be provided upon request.

(End of ACSI information)

Multicultural Community Service (MCS)

MCS
ENGAGE
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ACHIEVE
MULTICULTURAL COMMUNITY SERVICE
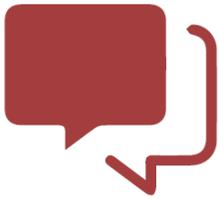
Contact: Myka Felton, *Language Services Director* and Rekik Worku, *Language Access Program Coordinator*
(202) 299-9477 | mfelton@mcsdc.org, rworku@mcsdc.org, info@mcsdc.org
2437 15th Street, NW, Washington, DC 20009
http://mcsdc.org/

Interpretation Services: Interpretation is offered in more than 20 languages including simultaneous and consecutive interpretation, conference interpretation and sight translation.

Translation Services: Translation is offered in more than 20 languages. MCS provides quick turnaround translations for a variety of documents, such as: legal briefs, brochures, transcripts, intakes, speeches.

Translation Rates: For the current **Base Year (BY1)**, valid until **May 25, 2024**

Quality Assurance: For the past 15 years, MCS has successfully provided translation and interpretation services in more than 35 languages to the District government, federal agencies, and non-governmental organizations. MCS has received excellent reviews for our language services from our clients, and we possess a deep understanding of and familiarity with the language-service needs of District-based agencies and organizations. Our translation and interpretation contractors have a minimum of two years of professional experience in the field (including in document translation, face-to-face interpretation, and video remote interpretation), and have all been trained and certified by reputable institutions. MCS also provides workforce development and community interpreter certification through our Community Interpreter Training Program, a 70-hour course designed to teach and implement skills and best practices in the field, culminating in certification for graduates.

MCS practices Total Quality Assurance Management and has stringent standards in place to develop and review projects to ensure the highest quality product for clients at the most reasonable prices. Our staff proactively seeks feedback from our clients to improve our work processes and client satisfaction. We use a preemptive approach to predict and prevent any problems that could have a negative impact on the quality of service or compliance with client requirements. We have also established proven procedures for assuring that services undertaken by our corps of language specialists are of the highest standards, both in terms of accuracy, as well as appropriateness of the language levels for the target population. These various procedures have been developed over time and are constantly being evaluated and modified by our management staff and language specialists to best meet the needs of our diverse clients.

(End of MCS information)
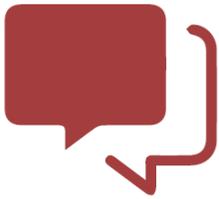
Multicultural Community Service (MCS)

TransPerfect

TRANSPERFECT

Contact: Michael Macrina, *Business Development Director*, and Bridget Treanor, *Strategic Accounts Director*
(202) 347-2300 | MMacrina@transperfect.com
BTreanor@transperfect.com
700 6th Street NW, Washington, DC 20001
https://www.transperfect.com/

Interpretation Support: TransPerfect provides interpretation support in over 30 languages. Because different situations call for different styles of interpretation, TransPerfect offers two types of interpretation services on this contract:

Consecutive Interpretation – Ideal for one-on-one conversations and small group meetings, consecutive interpretation is generally bi-directional (i.e. the interpreter waits for the speaker to finish his or her statement before interpreting the language to the other party). No specialized equipment is necessary for this type of assignment.

Simultaneous Interpretation – Most commonly utilized in large conferences and meetings, simultaneous interpretation usually requires special equipment to transmit interpreted speech to large numbers of participants. Our state-of-the-art equipment includes wired, wireless, and infrared systems, as well as two- and three-person booths. We have dedicated project managers that tailor our services to meet our clients' specific needs.

Interpretation Services: Interpretation is offered in more than 20 languages including simultaneous and consecutive interpretation, conference interpretation and sight translation.

Translation Support: TransPerfect utilizes a rigorously tested network of industry-expert linguists and full-time quality managers to ensure that the work we deliver is second to none. TransPerfect offers multiple levels of service based on client needs, ranging from draft / summary translation up to certified translation, featuring our multi-step translation and review process to ensure the highest level of accuracy and meet the evolving needs of our clients. TransPerfect has the capabilities to provide translation support in over 150 languages.
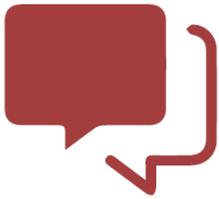
Quality Assurance: TransPerfect's quality management system—certified to both ISO 9001:2015 and ISO 17100:2015—dictates best-practice procedures throughout the course of every project. As such, we take the monitoring of our projects and the continuous improvement of our quality and processes seriously. Regular auditing and evaluation of our linguists is vital to ensuring that we deliver the highest-quality services to our clients, but it is only the first step. At the conclusion of each project, we undergo a thorough evaluation of the production cycle, starting with the linguists and concluding with client billing. As part of this process, we solicit client feedback directly by asking our clients to assess TransPerfect according to the following criteria:

1. Quality of final deliverable: (E: Excellent / G: Good / S: Satisfactory / U: Unsatisfactory)

2. Ability to meet deadline: (E: Excellent / G: Good / S: Satisfactory / U: Unsatisfactory)

3. If you were to have additional language services needs, would you use TransPerfect again?

Information is analyzed to identify trends in the performance of the quality system in order to determine its overall effectiveness and to identify opportunities for improvement. The quality assurance director is responsible for conducting and coordinating the analysis of data and reporting results to top management through management reviews.

Data analyzed includes, but is not limited to:

• QTB (quality, timeliness, and billing) data tracked by the QA department in monthly, quarterly, yearly, and department-based spreadsheets

• Quality scores for linguists and quality managers tracked respectively in the supplier control database and by the QA department in monthly, quarterly, yearly, and department-based spreadsheets

• Positive feedback forms (PFFs)

• Compliance reports (CRs)

• Service and quality control questionnaires

• Annual client satisfaction surveys

• Training completeness/effectiveness data

• Internal audit reports

• External audit reports

(End of TransPerfect information)