LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

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:

- 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 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 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.

Interpretation Rates: For the current option year, valid until April 1, 2016

Service/Equipment	Fee	Minimum
Interpretation	$118.55/hour	Two hours
In-person medical or legal interpretation	$129.30/hour	Two hours
Earphones, transmitters, and receivers for up to 6 people	$259.80/event	None
Additional earphones, transmitters, and receivers	$9.90/set	None

Note: Interpretation fees are on a per-interpreter basis. Services are subject to interpreter availability for dates requested. Simultaneous interpretations require a minimum of at least two interpreters.

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.

Translation Rates: For the current option year, valid until April 1, 2016

Service/Equipment	Fee	Minimum
Standard document translation	$0.270/target language word	$65.00
Medical or legal document translation	$0.273/target language word	$65.00

Note: Turnaround times vary and are assigned after examination of source documents.

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)

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.

Interpretation Rates:

Service/Equipment	Fee	Minimum
Simultaneous and consecutive interpretation in person	$145.00-$175.00/hour	Two hours
American Sign Language or Certified Deaf Interpreter services	$165.00/hour	Two hours
Consecutive interpretation over the phone	$2.50-$3.00/minute + $20.00 connection fee/call	None

Note: Jobs outside of normal business hours are subject to higher rates. Phone fees include all long distance phone charges. Cancellations must be made 48 hours in advance to avoid additional charges.

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.

Translation Rates:

Service/Equipment	Fee	Minimum
Document translations (less than 4,000 words)	$0.19/target language word	$75.00
Document translations (greater than 4,000 words)	$0.17/target language word	None

Note: Turnaround times vary. Expedited services may be available for an additional $0.2/word. Document translations of less than 4,000 words that include a graphic design component are subject to a rate of $0.19/target language word.

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.

Interpretation Rates: Valid until April 7, 2016

Service/Equipment	Fee	Minimum
Face to Face Interpretation (including medical or legal certified)	$105.00/hour	Two hours
Language Transmitter	$100.00 each	None
Language Receiver	$10.00 each	None
Technician	$100 per event	None

Note: These rates are for Amharic, Arabic, Chinese (Mandarin and Cantonese), French, Haitian (Creole), Hindi, Korean, Portuguese, Spanish, Urdu, and Vietnamese. Other languages may be available upon request. These rates do not include rush service fees (less than 24 hour notice and weekend schedule).

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

Translation Rates: Valid until April 7, 2016

Service/Equipment	Fee	Minimum
Document translation	$0.30/target language word	None

Note: Target language word count is determined by multiplying each source language word by 1.5. The given rate is for Amharic, Arabic, Chinese (simplified and traditional), French, Haitian (Creole), Hindi, Korean, Portuguese, Spanish, Urdu, and Vietnamese. Other languages may be available upon request.

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.